

NDS Quality Portal

Your complete NDIS Quality Compliance solution



Discover the NDS Quality Portal

The NDS Quality Portal goes the extra mile to guide disability service providers with standards compliance management, reporting, business risk management and quality improvement.

Hosting hundreds of resources, best practice policy templates, pro formas, evidence guides and interactive self-assessments, the Quality Portal sets the standard for compliance management.

Providers who use the Quality Portal **save up to 80%** of the time they spent on quality improvement and compliance reporting.



**Easy-to-follow
online
assessments**



**Quality &
Safeguarding
Framework**



**Create CQI
Plans**



**Standards are
cross-mapped**



**Hundreds of
bespoke
resources**



**Ready for
accreditors/
reviewers**

Read on to find out more!

'A suite of features to guide you through the NDIS compliance process'



Easy-to-follow online assessments



Standards are translated into a series of easy-to-follow assessments. Any further tasks required to achieve compliance are identified.

Quality & Safeguarding Framework



Self-assess against the requirements of the NDIS Practice Standards, Code of Conduct, Incident Management and Reportable Incidents and Complaints Management and Resolution.

Document Library



Upload your evidence documents as you do the assessments (or link to evidence you've already uploaded). Documents are easy to manage and update from the service's library.

Standards are cross-mapped



Your assessments are shared across standards where there is a match. If you do assessments on 'Governance', for example, they automatically carry across to governance standards in other accreditations.

Automatic Action Plan



Need a plan that pulls together all the work required to achieve compliance? The Quality Portal automatically generates an action plan to view online or download as a spreadsheet/PDF.



'Work towards delivering a gold standard in disability services'



Specialist disability resources



Download a wealth of policy templates and information sheets in the Reading Room, to cover all aspects of running your organisation. This includes specialist disability resources covering topics such as:

- Worker screening
- Restrictive practices
- Conflict of interest
- Support coordination and plan management
- Client risk assessment
- Incident management
- Complaints management
- Preventing and responding to abuse

Incident management & complaints management

Incident management and complaints management are multi-step processes that should also be integrated into your continuous quality improvement program.

Our suite of resources will guide you through each step in implementing best practice complaints management and incident management systems.



*'Streamline
management
by monitoring
multiple
services
within one
account'*



Ready for accreditors/reviewers



Grant special read-only access to accreditors, reviewers and auditors so they can conduct desk audits, complete on-site assessments, and verify evidence for accreditation.

Multi-Service Accounts (MSAs)

Many of our users who have multiple service sites or streams have set up a Multi-Service Account (MSA).

From your Corporate Account, you can centrally assess and monitor each site's performance, download aggregated data into Excel and track trend improvements over time.

If you are a larger provider with multiple sites, an MSA is the ideal quality management solution.



Testimonials

"Thanks team, I just wanted to pass on the compliments we received from the NDIS auditors. We gave them access to SPP to audit our documents and they were amazed and thrilled with the platform. It made their job so easy. We've been using SPP now for six years, and we are very happy with it."

"I'd just like to say that working with you guys has been nothing short of excellent. Your professionalism, the quality of your product and your amazing customer service have been so completely refreshing!"



For more information, visit:

spp.ngoservicesonline.com.au/nds-quality-portal
or call us on **02 9569 1704**