

ACCESS Staff Meeting Agenda and Minutes

Meeting Date:	12-06-2025	Start Time:	4.00PM
Location:		End Time:	4.45PM
Chairperson:	Skye Hartung	Notetaker:	Skye Hartung
Attendees:		Apologies:	
Ilijana Kalat	Elser	Katrina Puranik	
Skye Hartung			

Agenda Topics

1. Apologies
2. Previous Meeting Minutes / Action Items
3. Compliance / Legislative Requirements / Changes
4. Organisational Changes
5. Updates to Policies and Procedures
6. Injury/Incident Reports / Reportable Incidents
7. Work Health and Safety
8. Risk Management
9. Feedback / Compliments / Complaints
10. Participant Needs
11. Positive Behaviour Supports
12. Continuous Improvement / Internal Reviews or External Audit Outcomes
13. Program / Team Reports
14. Individual Reports
15. Upcoming Events
16. Training and Development Calendar - Upcoming Training
17. Ideas and Solutions
18. Other Items / New Business
19. Next Meeting

“ I ACKNOWLEDGE THE TRADITIONAL OWNERS OF THE LAND ON WHICH I STAND. I ACKNOWLEDGE THE (PEOPLE) OF THE (NATION) AND PAY MY RESPECTS TO ELDERS PAST AND PRESENT.”

Also

We wish to recognise the many people with a lived experience of mental illness, alcohol and other drugs and their families and carers.

3. Compliance / Legislative Requirements / Changes

Discussion Topics:

- Leadership team for bank account

ANZ account to be set up.

- Registers

Action Items	Person Responsible	Due Date	Status	Date Completed
Email to be received outlining what personal information is required	Illijana	13-06-2025		
ANZ account to be set up. All parties have agreed in opening the bank account with ANZ and will initiate the process in the coming weeks. 2 people to attend the bank.	Illijana and one other TBA			
Above information to be provided to Illijana	Skye, Katrina, Elser	16-06-2025		
Minutes of previous meeting to be sent to Illijana Katrina to send Skye previous meeting to write up.	Skye, Katrina	16-06-2025		
Registers: Visitors; incident; Asset; Workers Screening. Provide template examples- send through compliance register to consider or utilise Horizon documents	Skye; Elser			
Templates: Minutes; Service Agreement	Skye; Katrina	20-06-2025		

4. Organisational Changes

Discussion Topics:

- **Microsoft**
- **Emails**
- **Memberships**
- **Slogan 'putting the care back into the NDIS**

Action Items	Person Responsible	Due Date	Status	Date Completed
info@getaccess.au which will us access to the other shared mailboxes. Require accounts@	Katrina	TBA		
Promotional/ marketing budget to be considered and discussed further	All parties	TBA		
Membership access to liaison services. Other provider memberships to be discussed further.	All parties	TBA		
7 th July Access morning tea to be promoted	Katrina	As soon as practical		

5. Updates to Policies and Procedures

Discussion Topics:

- **Policies**

Action Items	Person Responsible	Due Date	Status	Date Completed
What polices need to be created? Policy and Procedure manual. To be discussed further.				

6. Injury/Incident Reports / Reportable Incidents

Discussion Topics:

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Consider staff and participant injuries, illnesses, and incidents. Provide a summary of what happened, the response, resolution, any investigation, and review. Ensure all relevant injuries, illnesses and incidents are documented on an Incident Report Form and logged in the appropriate Incident Register. NOTE: all discussions and Minutes regarding participants should be de-identified, for privacy reasons.

Action Items	Person Responsible	Due Date	Status	Date Completed

7. Work Health and Safety

Discussion Topics:

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Consider any work health and safety issues (in office or off site) that impact staff, participants, or others' safety. Ensure all relevant items are risk assessed, logged in the Risk Register, and where applicable, logged in the Continuous Improvement Register. NOTE: all discussions and Minutes regarding participants should be de-identified, for privacy reasons.

Action Items	Person Responsible	Due Date	Status	Date Completed

8. Risk Management

Discussion Topics:

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Consider risks to the business, staff, and participants. Escalate relevant risks (from participant risk assessments, home risk assessments and other risk assessments) for discussion. Ensure all risks are appropriately documented in a Risk Assessment and, where relevant, logged in the Risk Register. NOTE: all discussions and Minutes regarding participants should be de-identified, for privacy reasons.

Action Items	Person Responsible	Due Date	Status	Date Completed

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9. Feedback / Compliments / Complaints

Discussion Topics:

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Consider compliments, feedback and complaints received from participants, staff, and other stakeholders, either verbally, through a feedback and complaints form, anonymously or through other channels. Provide a summary of the feedback/complaint, the response, resolution, any investigation, and review. Ensure all feedback, compliments and complaints are logged in the Feedback and Complaints Register. NOTE: all discussions and Minutes regarding participants should be de-identified, for privacy reasons.

Action Items	Person Responsible	Due Date	Status	Date Completed

10. Participant Needs

Discussion Topics:

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Consider accessibility needs, effectiveness of service entry and referral, complex case management issues, and areas where staff require additional support to meet participants' needs. NOTE: all discussions and Minutes regarding participants should be de-identified, for privacy reasons.

Action Items	Person Responsible	Due Date	Status	Date Completed

11. Positive Behaviour Supports

Discussion Topics:

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To support a continuous improvement approach to service delivery, on an ongoing basis, staff must monitor and evaluate the progress and effectiveness of the strategies in Positive Behaviour Support plans. One way to do this is to discuss current behaviour supports for participants at team meetings, allowing for debrief and knowledge sharing. NOTE: all discussions and Minutes regarding participants should be de-identified, for privacy reasons.

Action Items	Person Responsible	Due Date	Status	Date Completed

12. Continuous Improvement / Internal Reviews or External Audit Outcomes

Discussion Topics:

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Consider continuous improvement actions that need to be taken because of injuries/illnesses/incidents, risk assessments, feedback/compliments/complaints, internal reviews, external audits or other avenues. Ensure all items are logged in the Continuous Improvement Register. NOTE: all discussions and Minutes regarding participants should be de-identified, for privacy reasons.

Action Items	Person Responsible	Due Date	Status	Date Completed

13. Program / Team Reports

Discussion Topics:

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Provide Program Leads and/or Team Leads the opportunity to provide a brief update to staff on their respective programs and/or team activities.

Action Items	Person Responsible	Due Date	Status	Date Completed

14. Individual Reports

Discussion Topics:

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Allow the opportunity for individual staff to raise concerns or ask questions.

Action Items	Person Responsible	Due Date	Status	Date Completed

15. Upcoming Events

Discussion Topics:

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Action Items	Person Responsible	Due Date	Status	Date Completed

16. Training and Development Calendar / Upcoming Training

Discussion Topics:

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Action Items	Person Responsible	Due Date	Status	Date Completed

17. Ideas / Solutions

Discussion Topics:

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Action Items	Person Responsible	Due Date	Status	Date Completed

18. Other Items / New Business

Discussion Topics:

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Action Items	Person Responsible	Due Date	Status	Date Completed

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19. Next Meeting

Date: 7th July

Time:

Chair: Katrina Puranik

Other relevant notes: