

MIFWA's Accreditation Against the National Standards for Mental Health Services

In February 2022, MIFWA was audited against the National Standards for Mental Health Services*. This audit takes place every three years to help us assess our performance in regards to mental health service delivery, policy direction compliance, communication and consent, and monitoring and governance procedures.

The audit, conducted by independent auditors HDAA Australia Pty Ltd, assessed MIFWA against 10 standards including 124 elements. The auditors were satisfied with their findings, resulting in the renewal of our accreditation against the National Standards for Mental Health Services.

MIFWA thanks all stakeholders who assisted in the audit.


The auditors didn't identify any major non-conformities. However, they identified four minor non-conformities that MIFWA must address within 18 months (by end of August, 2023).


MIFWA agrees with these findings and recommendations, and aims to implement the improvements sooner, by the end of 2022, knowing how much the improvements would benefit the people we support.


Below is a summary of actions MIFWA will take in response to the auditors' findings.


A detailed report will be on our website and may also be requested via email at info@mifwa.org.au.

Actions from minor non-conformities

- **Upload Lorikeet member files to Supportability**


MIFWA will develop a transition plan and set a deadline for migrating all Lorikeet member files to MIFWA's electronic system, Supportability. (Standard 8.9)
- **Create easy-to-read program information**


MIFWA will create user-friendly information about its services, programs, support and training in a way that's understandable to consumers and carers. (Standard 10.5.15)
- **Develop a service exit policy and procedure**

MIFWA will work with consumers and carers to design an exit policy and procedure that facilitates a continuity of care plan and offers ongoing supports. (Standard 10.6.1)
- **Develop an exit plan for consumers**

MIFWA will work with consumers and other stakeholders to develop the exist plan that would be included in the exit policy and procedure. (Standard 10.6.4)

Other recommendations

- **Create stronger advocacy information**

MIFWA will develop a more in-depth advocacy resource to help consumers and carers to voice their needs, express their wishes, stand up for their rights and advocate for themselves. (Standard 1.15)
- **Develop medication training for staff**

While MIFWA doesn't administer medication, staff will gain training in medication management if they're supporting people who use medication as part of their recovery plans. (Standard 2.4)

*Access the National Mental Health Standards via health.gov.au

Next steps

MIFWA will provide the relevant resources as they become ready for distribution. Where appropriate, these items will be added to information packs.

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MIFWA's Accreditation Against the NDIS Practice Standards

In February 2022, MIFWA was audited against the NDIS Practice Standards*. This audit takes place every three years to help us assess our performance and demonstrate how we provide high-quality and safe supports and services to NDIS participants.

The audit, conducted by independent auditors HDAA Australia Pty Ltd, assessed MIFWA against four modules including 124 elements. The auditors were satisfied with their findings, resulting in the renewal of our accreditation against the NDIS Practice Standards.

MIFWA thanks all stakeholders who assisted in the audit.

The auditors didn't identify any major non-conformities. However, they identified four minor non-conformities that MIFWA must address within 18 months (by end of August, 2023).

MIFWA agrees with these findings and recommendations, and aims to implement the improvements sooner, by the end of 2022, knowing how much the improvements would benefit the people we support.

Below is a summary of actions MIFWA will take in response to the auditors' findings. A detailed report will be on our website and may also be requested via email at info@mifwa.org.au.

Actions from minor non-conformities



Create stronger advocacy information

MIFWA will create a resource about using advocates and about how MIFWA facilitates access to advocates when allegations of violence or abuse have been raised. (Standard 1.5.2)



Expand complaints information

MIFWA will expand its NDIS complaints information to include NDIS Quality and Safeguards Commission details. (Standard 2.5.2)



Keep a record of employees' second jobs

For each employee, MIFWA will ensure details of their secondary employment is recorded and kept up to date. (Standard 2.7.10)



Separate goals from plans

MIFWA will review separate the goals from the support plans for NDIS participants receiving specialist support coordination. (Standard 3.2.1)



Update conflict of interest policy

MIFWA's policy will include how staff explain and manage conflict of interest when delivering specialised support coordination and other NDIS supports to the same participant. (Standard M4.3.1)



Clarify 'specialised support coordination'

MIFWA will help participants understand the difference between the provision of specialised support coordination and other funded supports. (Standard M4.3.2)

Other recommendations



Give information on internal incident reporting

MIFWA will improve its educational materials on incident management, including internal incident reporting, incident management, and how incidents involving participants have been managed. (Standard 2.6.2)



Improve goal plans

MIFWA will adopt an enhanced strength-base approach and improved documentation during support and goal planning for all participants. (Standard 3.2.1)



Update the medication policy

MIFWA's medication policy will include all practices related to NDIS participants, including risk assessment processes and staff training. (Standard 4.3.1)



Expand risk assessments for medication

MIFWA will include more information about the side effects of prescribed medication and/or possible side effects of not taking medication. (Standard 4.3.2)



Capacity building to manage own supports

MIFWA will develop strategies to help participants build their capacity to coordinate, self-direct and manage their supports. (Standard M4.2.3)



Strengthen specialised coordination documentation

MIFWA will improve how we record reasons why participants receive specialised support coordination and ongoing supports. (Standard M4.3.3)



Make referral information accessible

MIFWA will make it easier for participants and staff to access referral information. (Standard M4.3.4)

*[Access the NDIS Practice Standards and Quality Indicators via NDIS Quality and Safeguards Commission](#)

Next steps

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