

## **PROCEDURE Standard of Service Provision**

### **1. PURPOSE**

This procedure explains the standard to which all Senses Australia services and activities must be provided.

### **2. SCOPE**

This procedure applies to all staff of Senses Australia.

### **3. DEFINITIONS**

Nil.

### **4. PROCEDURAL DETAILS**

Each Senses Australia employee is responsible at the level of authority as determined in their individual Duty Statement, to ensure that all client services, corporate activities and commercial activities are developed and provided in a manner which ensures that they meet the:

1. Principles and Objectives of the Western Australian Disability Services Act;
2. National Standards for Disability Services and the Indicators of Practice; and
3. Senses Australia client expectations.

#### **4.1 Principles and objectives of the Disability Services Act**

##### Principles of the Disability Services Act

1. People with disabilities are individuals who have the inherent right to respect for their human worth and dignity.
2. People with disabilities, whatever the origin, nature, type or degree of disability, have the same basic human rights as other members of society and should be enabled to exercise those basic human rights.
3. People with disabilities have the same rights as other members of society to realise their individual capacities for physical, social, emotional, intellectual and spiritual development.
4. People with disabilities have the same right as other members of society to services which will support their attaining a reasonable quality of life in a way that also recognises the role of the family unit.
5. People with disabilities have the same right as other members of society to participate in, direct and implement the decisions which affect their lives.
6. People with disabilities have the same right as other members of society to receive services in a manner which results in the least restriction of their rights and opportunities.

7. People with disabilities have the same right of pursuit of any grievance in relation to services as have other members of society.
8. People with disabilities have the right to access the type of accommodation and employment that they believe is most appropriate.
9. People with disabilities who reside in country areas have a right, as far as is reasonable to expect, to have access to similar services provided to people with disabilities who reside in the metropolitan area.
10. People with disabilities have a right to an environment free from neglect, abuse, intimidation and exploitation.

### Objectives of the Disability Services Act

1. Programmes and services are to focus on achieving positive outcomes for people with disabilities, such as increased independence, employment opportunities and inclusion within the community.
2. Programmes and services are to contribute to ensuring that the conditions of the every day life of people with disabilities are the same as, or as close as possible to, norms and patterns which are valued in the general community.
3. Programmes and services are to be integrated with services generally available to members of the community.
4. Programmes and services are to be tailored to meet the individual needs and goals of the people with disabilities receiving those programmes and services.
5. Programmes and services are to be designed and administered so as to meet the needs of people with disabilities who experience additional barriers as a result of their age, gender, aboriginality, culturally or linguistically diverse backgrounds or geographic location.
6. Programmes and services are to be designed and administered so as to promote recognition of the competence of, and enhance the community perception of, people with disabilities.
7. Programmes and services are to be designed and administered so as to promote the participation of people with disabilities in the life of the local community through maximum physical, social, economic, emotional, intellectual and spiritual inclusion in that community.
8. Programmes and services are to be designed and administered so as to ensure that no single organisation shall exercise control over all or most aspects of an individual's life.
9. Service provider organisations, whether disability specific or generic, shall be accountable to those people with disabilities who use their services, the advocates of such people, the State and the community generally for the provision of information from which the quality of their services can be judged.
10. Programmes and services are to be designed and administered so as to provide opportunities for people with disabilities to reach goals and enjoy lifestyles which are valued by the community.
11. Programmes and services are to be designed and administered so as to ensure that people with disabilities have access to advocacy support where necessary to ensure adequate participation in decision making about the services they receive or are seeking.

12. Programmes and services are to be designed and administered so as to ensure that appropriate avenues exist for people with disabilities to raise, and have resolved, any grievances about services.
13. Programmes and services are to be designed and implemented as part of local coordinated service systems and integrated with services generally available to members of the community. Public sector agencies are to develop, plan and deliver disability programmes and services in a coordinated and pro-active way.
14. Programmes and services are to be designed and administered so as to respect the rights of people with disabilities to privacy and confidentiality.
15. Programmes and services are to have regard for the benefits of activities that prevent the occurrence or worsening of disabilities and are to plan for the needs of such activities.
16. Programmes and services are to be designed and implemented to:
  - (a) consider the implications for the families and carers of people with disabilities;
  - (b) recognise the demands on the families of people with disabilities; and
  - (c) take into account the implications for, and demands on, the families of people with disabilities.
17. Programmes and services are to be designed and administered so as to:
  - (a) provide people with disabilities with, and encourage them to make use of, ways to participate continually in the planning and operation of services they receive; and
  - (b) provide for people with disabilities to be consulted about the development of major policy, programme or operational changes.

## **4.2 The National Standards for Disability Services and the Indicators of Practice**

### **STANDARD 1: RIGHTS**

The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.

#### Indicators of Practice

- 1.1 The service, its staff and its volunteers treat individuals with dignity and respect.
- 1.2 The service, its staff and its volunteers recognise and promote individual freedom of expression.
- 1.3 The service supports active decision-making and individual choice including the timely provision of information in appropriate formats to support individuals, families, friends and carers to make informed decisions and understand their rights and responsibilities.
- 1.4 The service provides support strategies that are based on the minimal restrictive options and are contemporary, evidence-based, transparent and capable of review.
- 1.5 The service has preventative measures in place to ensure that individuals are free from discrimination, exploitation, abuse, harm, neglect and violence.

- 1.6 The service addresses any breach of rights promptly and systemically to ensure opportunities for improvement are captured.
- 1.7 The service supports individuals with information and, if needed, access to legal advice and/or advocacy.
- 1.8 The service recognises the role of families, friends, carers and advocates in safeguarding and upholding the rights of people with disability.
- 1.9 The service keeps personal information confidential and private.

## STANDARD 2: PARTICIPATION AND INCLUSION

The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.

### Indicators of Practice

- 2.1 The service actively promotes a valued role for people with disability, of their own choosing.
- 2.2 The service works together with individuals to connect to family, friends and their chosen communities.
- 2.3 Staff understand, respect and facilitate individual interests and preferences, in relation to work, learning, social activities and community connection over time.
- 2.4 Where appropriate, the service works with an individual's family, friends, carer or advocate to promote community connection, inclusion and participation.
- 2.5 The service works in partnership with other organisations and community members to support individuals to actively participate in their community.
- 2.6 The service uses strategies that promote community and cultural connection for Aboriginal and Torres Strait Islander people.

## STANDARD 3: INDIVIDUAL OUTCOMES

Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.

### Indicators of Practice

- 3.1 The service works together with an individual and, with consent, their family, friends, carer or advocate to identify their strengths, needs and life goals.
- 3.2 Service planning, provision and review is based on individual choice and is undertaken together with an individual and, with consent, their family, friends, carer or advocate.
- 3.3 The service plans, delivers and regularly reviews services or supports against measurable life outcomes.
- 3.4 Service planning and delivery is responsive to diversity including disability, age, gender, culture, heritage, language, faith, sexual identity, relationship status, and other relevant factors.
- 3.5 The service collaborates with other service providers in planning service delivery and to support internal capacity to respond to diverse needs.

**STANDARD 4: FEEDBACK AND COMPLAINTS**

Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.

**Indicators of Practice**

- 4.1 Individuals, families, friends, carers and advocates are actively supported to provide feedback, make a complaint or resolve a dispute without fear of adverse consequences.
- 4.2 Feedback mechanisms including complaints resolution, and how to access independent support, advice & representation are clearly communicated to individuals, families, friends, carers and advocates.
- 4.3 Complaints are resolved together with the individual, family, friends, carer or advocate in a proactive and timely manner.
- 4.4 The service seeks and, in conjunction with individuals, families, friends, carers and advocates, reviews feedback on service provision and supports on a regular basis as part of continuous improvement.
- 4.5 The service develops a culture of continuous improvement using compliments, feedback and complaints to plan, deliver and review services for individuals and the community.
- 4.6 The service effectively manages disputes.

**STANDARD 5: SERVICE ACCESS**

The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.

**Indicators of Practice**

- 5.1 The service systematically seeks and uses input from people with disability, their families, friends and carers to ensure access is fair and equal and transparent.
- 5.2 The service provides accessible information in a range of formats about the types and quality of services available.
- 5.3 The service develops, applies, reviews and communicates commencement and leaving a service processes.
- 5.4 The service develops, applies and reviews policies and practices related to eligibility criteria, priority of access and waiting lists.
- 5.5 The service monitors and addresses potential barriers to access.
- 5.6 The service provides clear explanations when a service is not available along with information and referral support for alternative access.
- 5.7 The service collaborates with other relevant organisations and community members to establish and maintain a referral network.

**STANDARD 6: SERVICE MANAGEMENT**

The service has effective and accountable service management and leadership to maximise outcomes for individuals.

### Indicators of Practice

- 6.1 Frontline staff, management and governing bodies are suitably qualified, skilled and supported.
- 6.2 Practice is based on evidence and minimal restrictive options and complies with legislative, regulatory and contractual requirements.
- 6.3 The service documents, monitors and effectively uses management systems including Work Health Safety, human resource management and financial management.
- 6.4 The service has monitoring feedback, learning and reflection processes which support continuous improvement.
- 6.5 The service has a clearly communicated organisational vision, mission and values which are consistent with contemporary practice.
- 6.6 The service has systems to strengthen and maintain organisational capabilities to directly support the achievement of individual goals and outcomes.
- 6.7 The service uses person-centred approaches including the active involvement of people with disability, families, friends, carers and advocates to review policies, practices, procedures and service provision.

### **4.3 Client expectations of Senses Australia**

A client of Senses Australia should be able to reasonably expect the following.

1. An appropriate service for the matter or condition for which they present to Senses Australia.
2. The best possible service at all times based on the latest evidence.
3. A service that is self-directed by the client/family/guardian and that achieves the specified outcomes.
4. To be treated with respect and have an easy and honest communication with support workers, supervisors, health professionals, managers, Executive Team members and other services staff who are providing their service and all other staff with whom they may come in contact.
5. To participate in decisions which affect them.
6. That their family and their position as part of the community will be acknowledged as important.
7. To be looked after by staff who have the necessary skills for the work that they do.
8. That the staff who provide their service, are well supported and have access to the resources that they need to undertake their work, including information and equipment.
9. That the staff who provide their service have the highest level of integrity.
10. That systems are designed and implemented to prevent accidental or inadvertent harm to them whilst they are receiving services.
11. That should they have concerns, they will be able to talk to someone immediately and have their concerns dealt with to their satisfaction.



12. That, if something goes wrong with their service, there is a system in place to openly report, investigate and fix the underlying problems. In addition, that they are told of this system.
13. That Senses Australia is continuously monitoring its service provision and working to improve the quality of its services.

## 5. RESPONSIBILITIES

It is the responsibility of each employee to ensure that they remain informed regarding Senses Australia procedures which impact upon their duties, and to work within them.

## 6. CONTINUOUS IMPROVEMENT

All Senses Australia employees are encouraged to provide feedback on this procedure to their supervisor, to ensure that it remains relevant and continues to reflect the actual manner in which activities are undertaken.

<b>RELATED FORMS</b>
Nil

<b>RELATED QMS DOCUMENTS</b>
<a href="#">PROCEDURE Client Admission to Hospital</a>
<a href="#">PROCEDURE Client Services Governance</a>
<a href="#">PROCEDURE Clients as Missing Persons</a>
<a href="#">PROCEDURE Code of Conduct for Staff and Volunteers</a>
<a href="#">PROCEDURE Community Living Services Death of a Client</a>
<a href="#">PROCEDURE Developing Support Worker Competencies</a>
<a href="#">PROCEDURE Duty of Care</a>
<a href="#">PROCEDURE Relocation of Client Services Staff</a>
<a href="#">PROCEDURE Support Worker's Training</a>

<b>RELEVANT LEGISLATION AND STANDARDS</b>
Disability Services Act 1993
National Standards for Disability Services