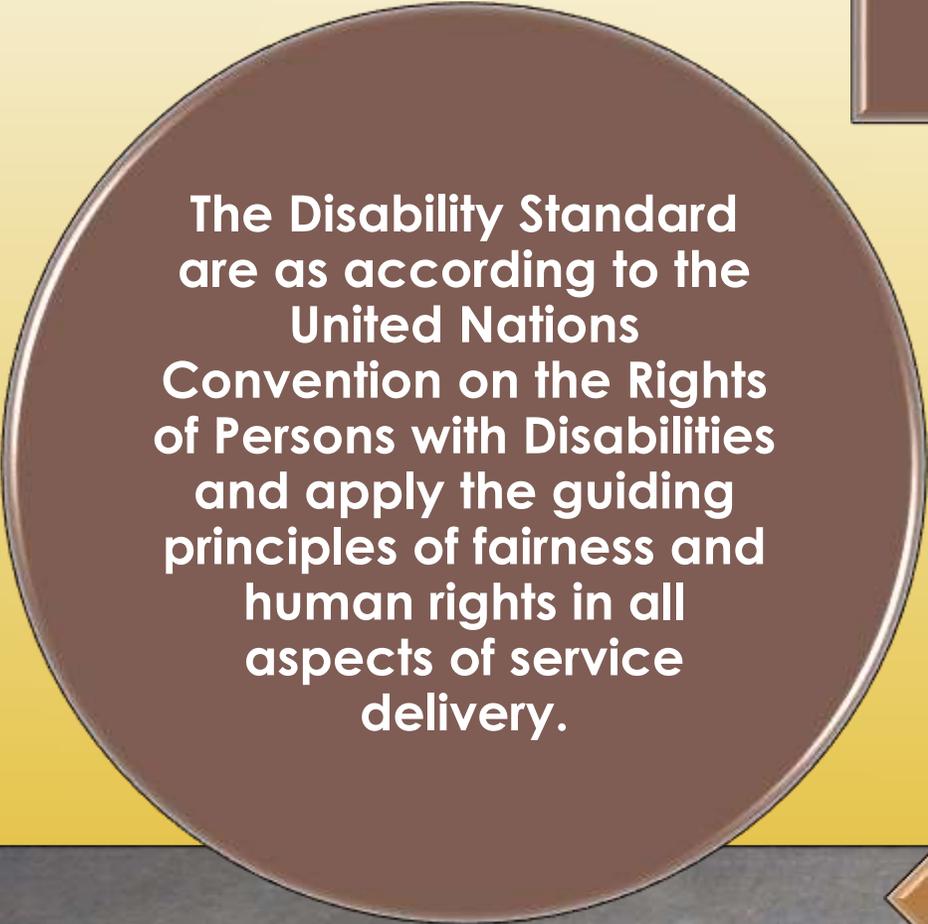


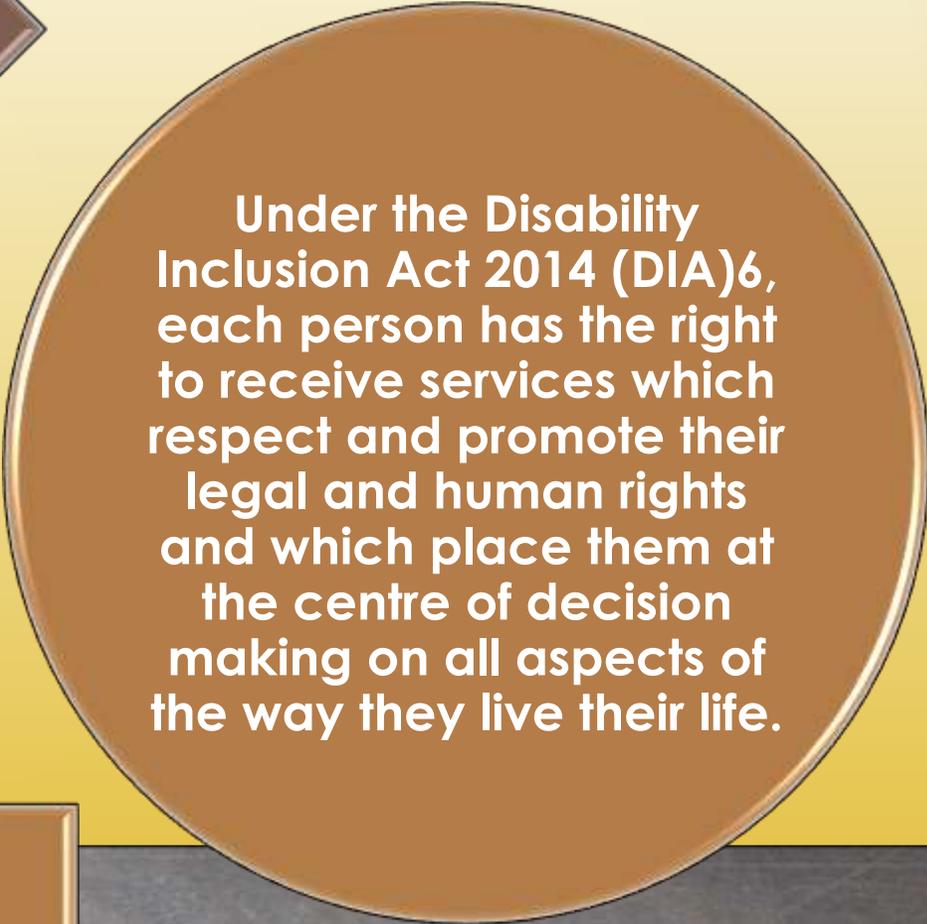
DISABILITY STANDARDS PRESENTATION



INTRODUCTION



The Disability Standards are as according to the United Nations Convention on the Rights of Persons with Disabilities and apply the guiding principles of fairness and human rights in all aspects of service delivery.



Under the Disability Inclusion Act 2014 (DIA)⁶, each person has the right to receive services which respect and promote their legal and human rights and which place them at the centre of decision making on all aspects of the way they live their life.





STANDARD 1 RIGHTS

Each person is aware of their rights and can expect to have them respected.

Access to information & supports that promotes their human & legal rights.

Service should maximise their choices for social participation and cultural inclusion. support and encourage self protective strategies and behaviours that take into account their individual and cultural needs

Receive a service in an environment free from discrimination, abuse, neglect and exploitation.

Guided by the relevant legislation, a service must reflect the right to privacy and have their personal records and details about their lives dealt with in an ethical and confidential manner.

The right to make decisions, including medical treatments and interventions, and when this is not possible, assisted or substituted (alternative) decision making is in line with the person's expressed wishes



STANDARD 2 PARTICIPATION & INCLUSION

People with a disability should have the opportunity to participate in community life as they wish, as all people do.

Encouragement and support to be provided to person to participate in their community in ways that are important to them.

Each person to make decisions about how they connect with their chosen community, respectful of their choices and plans including work, learning, leisure and their social lives

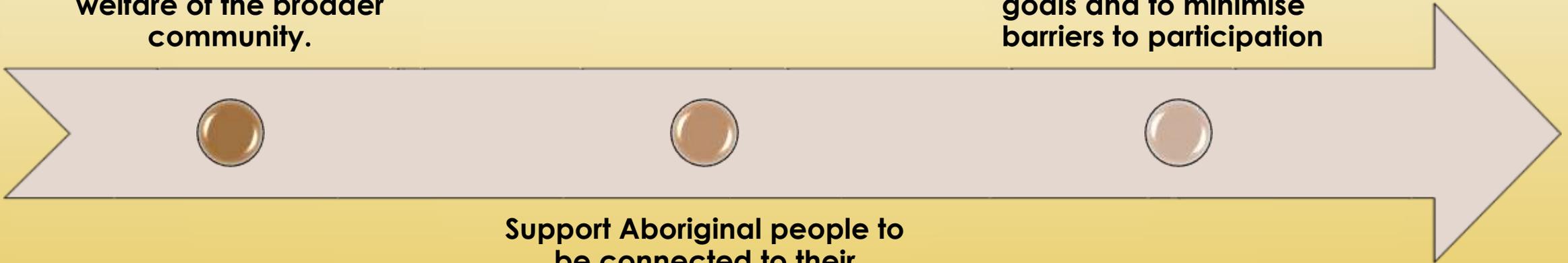
Training and support is provided to staff and volunteers so workers understand, respect and act on the interests and skill development of people with a disability



People exiting the criminal justice system, service providers actively support the person to develop their interests and activities in ways that consider the rights and welfare of the broader community.

- Service providers actively seek information about other supports and services in their local community to enable people with a disability to achieve their goals and to minimise barriers to participation**

Support Aboriginal people to be connected to their community. Encourage and support local Aboriginal community groups and Aboriginal organisations to provide information and supports for people to access community and cultural events.





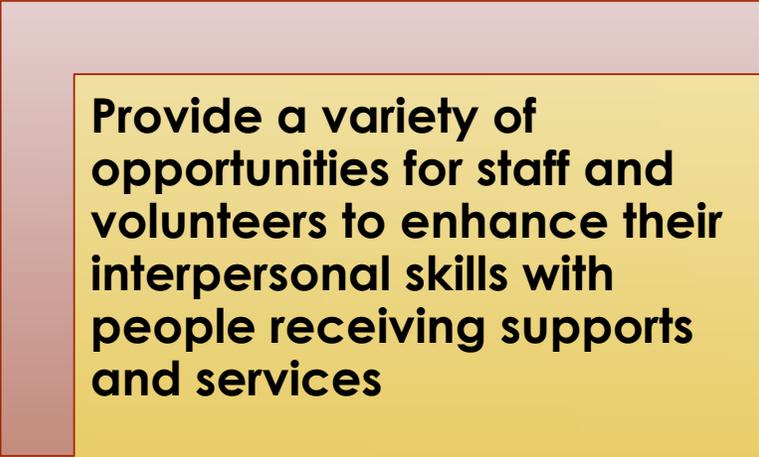
STANDARD 3 INDIVIDUAL OUTCOMES

A person is to be supported to exercise choice and control over the design and delivery of their supports and services

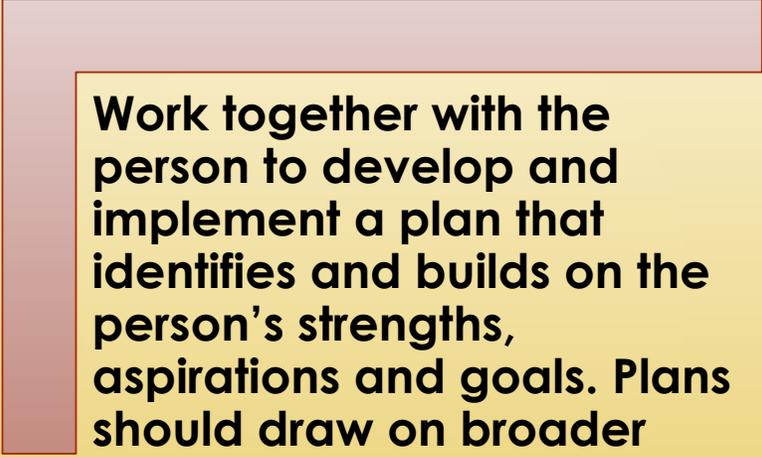
A person to be at the centre of decision making and to have responsibility, as much as possible, for each decision which affects them

Support each person to determine the involvement of their family, carers and advocates in planning and decision making processes.

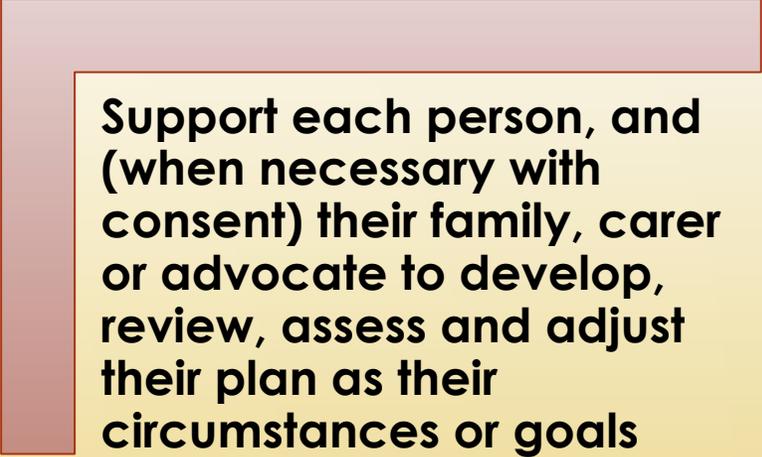
Respect the views of family and carers in planning and decision making processes. The person with a disability has the final say in the process,



Provide a variety of opportunities for staff and volunteers to enhance their interpersonal skills with people receiving supports and services



Work together with the person to develop and implement a plan that identifies and builds on the person's strengths, aspirations and goals. Plans should draw on broader family, cultural and religious networks and community organisations.



Support each person, and (when necessary with consent) their family, carer or advocate to develop, review, assess and adjust their plan as their circumstances or goals change.



Dignity of risk: The belief that each person with a disability is entitled to experience and learn from life situations even if these, on occasion, may be a threat to their well-being; by recognise the importance of risk taking and enable each person to assess the benefits and risks of each option available to them and trial approaches even if they are not in agreement.

Regularly review their person centred approaches to ensure the organisation has the capacity and capability to deliver flexible and responsive supports and services that meet individual needs and expectations.

STANDARD 4 FEEDBACK & COMPLAINTS

A 'complaint' is when a person indicates that they have an issue with the quality or delivery of their service and are seeking resolution.

A person should be informed of their right to complain and to work with the person, their families and carer to resolve the issue.

A safe environment for each person should be created to make a complaint

Service providers ensure that there are no negative consequences or retribution² for any person who makes a complaint.

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graph LR; A((Support participation in the complaint handling process of any person wanting to make a complaint and work with the person to identify the desired goal,)) --> B((To treat each person making a complaint in a manner that protects their privacy and ensures confidentiality is maintained.)); B --> C((Be are committed to and demonstrate fair and timely resolution of complaints));
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Support participation in the complaint handling process of any person wanting to make a complaint and work with the person to identify the desired goal,

To treat each person making a complaint in a manner that protects their privacy and ensures confidentiality is maintained.

Be are committed to and demonstrate fair and timely resolution of complaints



A person should be kept informed at all stages of the decision making process concerning their complaint and the reasons for any decisions

A person should be informed each person the right to complain and how to contact an external body.

STANDARD 5
SERVICE
ACCESS

Each person is assisted to access the supports and services they need to live the life they choose.

Seeking feedback from people with a disability about their experiences in accessing a service is important in understanding what works well and what could be improved. Working together to identify and address any barriers will assist in continuously improving people's access to services

Service providers develop and apply easy to understand, consistent and transparent access processes so that each person is treated fairly and according to their assessed need

Service providers regularly review their information, policies and practices regarding service access in consultation with people with a disability, their families and carers, to identify and minimise barriers² that may impact on a person's fair and equal access to services



Service providers understand the broad range of supports and services available to meet the needs of people with a disability, their families and carers



Service providers work with local community and other mainstream and specialist organisations to maintain community engagement and referral networks



Service providers provide information and support to the person when recommending or referring to other services or activities.



**STANDARD 6
SERVICE
MANAGEMENT**

The corporate governance framework should ensure the strategic guidance of the organisation, and the effective monitoring of management by the governing body which is accountable to the organisation and its stakeholders

The board members need to be equipped with the appropriate knowledge, skills and training to fulfil their responsibilities, act in good faith, with due diligence and care and in the best interest of the organisation and stakeholders.





The corporate governance body of an organisation:

is comprised of members who possess or can acquire appropriate knowledge, skills and training to fulfil all responsibilities which are clearly defined, documented and disclosed

fulfils all responsibilities for strategic planning and develops strategic direction for the organisation based on person centred approaches and future industry needs

is able to exercise objective and independent judgement on corporate affairs which is separate to decision making on operational matters



is accountable to stakeholders and demonstrates high ethical standards acting in their best interests

monitors the effectiveness of the organisation's governance policies and practices and makes changes as needed

ensures the integrity of the organisation's accounting and financial reporting systems and that appropriate systems of control are in place for risk management, financial and operational control (including fire safety and insurance), and compliance with legislative and funding requirements



ensures the organisation has a quality management system and internal controls are in place to comply with relevant Standards

uses feedback from stakeholders and the community to inform and develop continuous improvement strategies

regularly reviews its policies to reflect contemporary practice and incorporate feedback from people with a disability and other key stakeholders

recruits, supports and monitors senior management positions in line with the vision and values of the organisation and probity requirements

has strategies in place for communication with staff to promote continuous improvement and a collaborative, responsive organisation

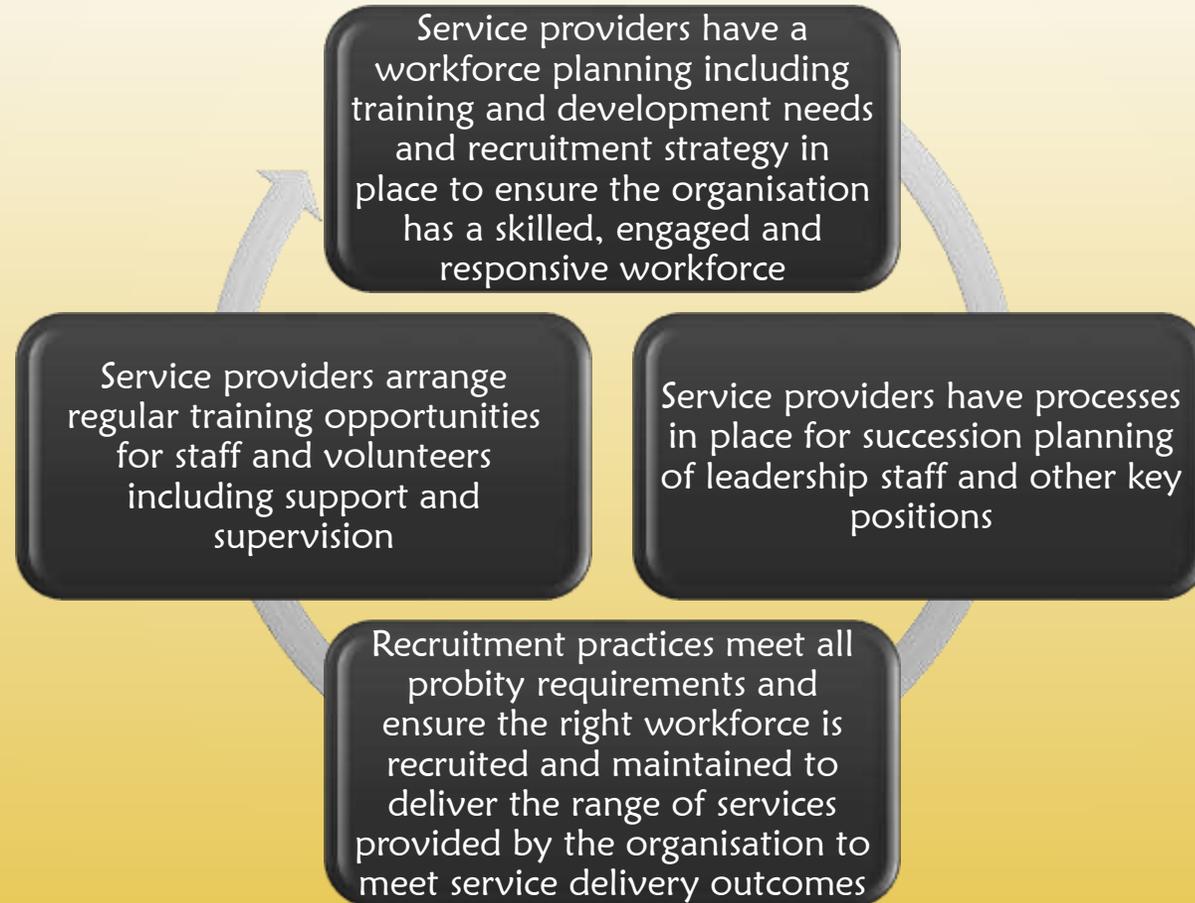


Service providers have recorded policies and procedures which comply with relevant legislation, standards, funding requirements and sector policy that are accessible to all stakeholders

Service providers have processes to monitor compliance with relevant legislation and policy and to continuously improve organisational performance

Service providers encourage and support people with a disability, their families and carers to participate in the planning, management and evaluation of the service

Service providers inform stakeholders how feedback has been used to improve service management and delivery







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