

Policy Mapping – Disability Services Standards (DSS)

1. SERVICE ACCESS

Each service user seeking a service has access to that service on the basis of relative need and available resources

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| 1.1 | The service provider has developed written entry and exit policies and procedures. | <ul style="list-style-type: none"> • Service Entry |
| 1.2 | The service provider's entry and exit policies are accessible by potential and current service users. | <ul style="list-style-type: none"> • Service Entry |
| 1.3 | The service provider implements its own written entry and exit policies and procedures. | <ul style="list-style-type: none"> • Service Entry • Service Exit & Re-entry • Quality Improvement |
| 1.4 | The service provider's entry and exit policies are reviewed regularly with service users. | <ul style="list-style-type: none"> • Policy Development & Review • Participation |
| 1.5 | The service provider establishes clear entrance criteria for determining the priority for service for each person with a disability. | <ul style="list-style-type: none"> • Service Entry |
| 1.6 | The service provider's entrance criteria provide for access to be given on the basis of relative need. | <ul style="list-style-type: none"> • Service Entry |
| 1.7 | Other than relative need, the access of a person with a disability to a service is decided on a non-discriminatory basis. | <ul style="list-style-type: none"> • Service Entry • Diversity |
| 1.8 | Where a service provider is unable to provide a person with a disability access to its service, a referral to another similar service is made, where this exists. | <ul style="list-style-type: none"> • Service Entry • Service Coordination |
| 1.9 | The service provider targets its information activities to be accessible by all identifiable groups within the target population. | <ul style="list-style-type: none"> • Service Entry • Diversity |

2.0 INDIVIDUAL NEEDS

Each person with a disability receives a service which is designed to meet his/her individual needs, in the least restrictive way.

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| 2.1a | The service provider has developed written policies and procedures on planned approaches to meeting individual needs. | <ul style="list-style-type: none"> • Individual Supports |
| 2.1 b | The service provider has developed, in consultation with service users, written policies and procedures on planned approaches to meeting individual needs. | <ul style="list-style-type: none"> • Individual Supports • Participation |
| 2.2. | The service provider's policies and procedures on planned approaches to meeting individual needs, are made available to service users in appropriate formats. | <ul style="list-style-type: none"> • Individual Supports • Service Entry |
| 2.3 | The service provider, in consultation with each service user, identifies and documents the individual, ongoing and changing needs of the person with a disability and the approaches for meeting those needs. | <ul style="list-style-type: none"> • Individual Supports • Personal Records • Privacy & Confidentiality • Service Coordination |
| 2.4 | The agreed approach for meeting each service user's individual, ongoing and changing needs is implemented and reviewed with that service user within an agreed time frame. | <ul style="list-style-type: none"> • Individual Supports • Integration • Service Coordination |
| 2.5 | The service provider implements its policies and procedures on planned approaches to meeting individual needs. | <ul style="list-style-type: none"> • Individual Supports • Quality Improvement |
| 2.6 | The service provider's policies and procedures on planned approaches to meeting individual needs are reviewed regularly with service users. | <ul style="list-style-type: none"> • Policy Development & Review • Participation |
| 2.7 | The service provider considers the appropriateness of general community facilities and services in meeting the individual needs of each person with a disability. | <ul style="list-style-type: none"> • Individual Supports • Participation • Service Coordination |
| 2.8 | Each person with a disability is provided with support in a manner which maximises his/her potential to reach personal goals. | <ul style="list-style-type: none"> • Individual Supports • Medication • Service Coordination |
| 2.9 | Services are provided in a manner sensitive to the age, sex, cultural, linguistic and religious background of each person with a disability. | <ul style="list-style-type: none"> • Individual Supports • Diversity |

3.0 DECISION MAKING AND CHOICE

Each person with a disability has the opportunity to participate as fully as possible in making decisions about the events and activities of his/her daily life in relation to the services he/she receives

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| 3.1a | The service provider has developed written policies and procedures on mechanisms which maximise service user participation in decision making at the individual and service level. | <ul style="list-style-type: none"> • Informed Decision Making • Participation |
| 3.1b | The service provider has developed, in consultation with service users, written policies and procedures which maximise service user participation in decision making at the individual and service level. | <ul style="list-style-type: none"> • Informed Decision Making • Participation |
| 3.2 | The service provider's policies and procedures to maximise service user participation in decision making are made available to service users in appropriate formats. | <ul style="list-style-type: none"> • Service Entry |
| 3.3 | The service provider offers each person with a disability support to make informed decisions and choices in relation to the service he/she receives. | <ul style="list-style-type: none"> • Informed Decision Making |
| 3.4 | The service provider informs each service user of other services that might met his/her needs. | <ul style="list-style-type: none"> • Informed Decision Making • Service Entry • Integration • Service Exit & Re-entry |
| 3.5 | The service provider implements its policies and procedures to maximise service user participation in decision making at the individual and service level. | <ul style="list-style-type: none"> • Quality Improvement |
| 3.6 | The service provider's policies and procedures to maximise service user participation in decision making are reviewed regularly with service users. | <ul style="list-style-type: none"> • Policy Development & Review • Participation |
| 3.7 | Each person with a disability can involve an advocate in making decisions about the service he/she receives. | <ul style="list-style-type: none"> • Informed Decision Making • Advocacy |
| 3.8 | The right of each person with a disability to exercise control over his/her life is not restricted by the policies and procedures of the service provider. | <ul style="list-style-type: none"> • Rights & Responsibilities • Informed Decision Making |
| 3.9 | The service provider takes reasonable care to avoid foreseeable risks without unduly limiting the ability of each person with a disability to take responsibility for his/her own decisions. | <ul style="list-style-type: none"> • Informed Decision Making • Dignity of Risk • Risk Management |

4.0 PRIVACY, DIGNITY AND CONFIDENTIALITY

Each service user's right to privacy, dignity and confidentiality in all aspects of his/her life is recognised and respected.

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| 4.1a | The service provider has developed written policies and procedures for protecting service user's privacy, dignity and confidentiality. | <ul style="list-style-type: none"> • Privacy & Confidentiality |
| 4.1 b | The service provider has developed, in consultation with service users, written policies and procedures for protecting service users' privacy, dignity and confidentiality . | <ul style="list-style-type: none"> • Participation • Privacy & Confidentiality |
| 4.2 | The service provider's policies and procedures for protecting service user's privacy, dignity and confidentiality are made available to service users in appropriate formats. | <ul style="list-style-type: none"> • Service Entry |
| 4.3 | The service provider only collects service user information that is directly relevant to effective service delivery. | <ul style="list-style-type: none"> • Privacy & Confidentiality • Information Management |
| 4.4 | Each service user is informed of the types of personal information that the service provider holds and the reasons for holding this information. | <ul style="list-style-type: none"> • Privacy & Confidentiality • Service Entry |
| 4.5 | Each service user's consent is obtained before any information about him/her is sought or released by the service provider | <ul style="list-style-type: none"> • Privacy & Confidentiality |
| 4.6 | Each service user's right to dignity and privacy is recognised, respected and protected in relation to personal activities | <ul style="list-style-type: none"> • Privacy & Confidentiality • Organisational Values • Dignity of Risk |
| 4.7 | The service provider implements its policies and procedures for protecting service users' privacy, dignity and confidentiality | <ul style="list-style-type: none"> • Quality Improvement |
| 4.8 | The service provider's policies and procedures for protecting service users' privacy, dignity and confidentiality are reviewed regularly with service users. | <ul style="list-style-type: none"> • Policy Development & Review • Participation |
| 4.9 | Each service user has the right to see any information the service provider keeps in respect of him/her. | <ul style="list-style-type: none"> • Personal Records |

5.0 PARTICIPATION AND INTEGRATION

Each person with a disability is supported and encouraged to participate and be involved in the life of the community

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| 5.1 | The service provider's written policies and procedures are framed in a way that provides opportunities for people with a disability to participate in the community. | <ul style="list-style-type: none">• Participation |
| 5.2 | Services are provided in a way that facilitates the integration and participation of each person with a disability in the community, at times and in ways which are similar to other members of the community. | <ul style="list-style-type: none">• Integration |
| 5.3 | Each service user is provided with information about general community facilities and services and how to use them. | <ul style="list-style-type: none">• Community & Service Directory |
| 5.4 | The service provider provides each person with a disability, the opportunity to form and maintain a variety of ties, connections and involvement in the community. | <ul style="list-style-type: none">• Integration• Service Coordination |

6.0 VALUED STATUS

Each person with a disability has the opportunity to develop and maintain the skills required to participate in activities that enable him/her to achieve valued roles in the community

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| 6.1 | The service provider's written policies and procedures reflect the valued status of service users. | <ul style="list-style-type: none">• Valued Status• Promotion & Prevention |
| 6.2 | The service provider promotes the abilities, contribution and competence of people with a disability. | <ul style="list-style-type: none">• Valued Status• Promotion & Prevention |
| 6.3 | Each person with a disability has the opportunity to develop and maintain skills, capacities and a lifestyle that are valued in the community. | <ul style="list-style-type: none">• Individual Supports• Integration |

7.0 COMPLAINTS AND DISPUTES

Each service user is free to raise and have resolved, any complaints and disputes he/she may have regarding the service provider or the service

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| 7.1a | The service provider has developed written policies and procedures on the resolution of service users' complaints and disputes. | <ul style="list-style-type: none"> • Feedback & Complaints |
| 7.1b | The service provider has developed, in consultation with service users, written policies and procedures on the resolution of service users' complaints and disputes. | <ul style="list-style-type: none"> • Participation • Feedback & Complaints |
| 7.2 | The service provider's policies and procedures on service users' complaints and disputes resolution are made available to service users in appropriate formats. | <ul style="list-style-type: none"> • Service Entry |
| 7.3 | Each service user is able to have resolved issues regarding aspects of the service provider or service with which he/she is dissatisfied. | <ul style="list-style-type: none"> • Feedback & Complaints |
| 7.4 | Complaints or disputes are handled in a manner consistent with the service provider's policies on privacy. | <ul style="list-style-type: none"> • Privacy & Confidentiality • Feedback & Complaints |
| 7.5 | The service provider implements its policies and procedures on service users' complaints and disputes resolution. | <ul style="list-style-type: none"> • Quality Improvement |
| 7.6 | The service provider's policies and procedures on service users' complaints and disputes are reviewed regularly with service users. | <ul style="list-style-type: none"> • Policy Development & Review • Participation |
| 7.7 | Each service user is encouraged and assisted to raise any concerns he/she has about the service provider or service, without fear of retribution. | <ul style="list-style-type: none"> • Feedback & Complaints |
| 7.8 | The complaints and disputes procedure allows for the participation of the service user's advocate where requested. | <ul style="list-style-type: none"> • Feedback & Complaints • Advocacy |
| 7.9 | Each service user is provided with information on relevant complaints and disputes processes available in the community. | <ul style="list-style-type: none"> • Feedback & Complaints • Service Entry |
| 7.10 | The service provider ensures that progress towards resolution of each complaint or dispute is reviewed within an agreed time frame. | <ul style="list-style-type: none"> • Feedback & Complaints |

8.0 SERVICE MANAGEMENT

Each service provider adopts sound management practices which maximise outcomes for service users

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| 8.1 | The service provider ensures the legal and human rights of people with a disability are upheld within the service. | <ul style="list-style-type: none"> • Rights & Responsibilities • Legal & Regulatory |
| 8.2 | The service provider provides a safe physical environment for service users. | <ul style="list-style-type: none"> • WHS • Infection Control |
| 8.3 | Service users have the opportunity to and support to take part in the planning, management and evaluation of the service. | <ul style="list-style-type: none"> • Participation • Governance & Management • Quality Improvement • Program Evaluation • Project Planning • Strategic & Operational Planning |
| 8.4 | The service provider monitors its activities and regularly evaluates whether it's meeting its objectives and the NSW Disability Services Standards. | <ul style="list-style-type: none"> • Legal & Regulatory • Quality Improvement |
| 8.5 | The roles and responsibilities of the Board, Committee of management and staff of the service provider are clearly defined, documented and available. | <ul style="list-style-type: none"> • Governance & Management |
| 8.6 | People with a disability receive services from appropriately skilled and competent staff. | <ul style="list-style-type: none"> • Human Resources |
| 8.7 | The service provider ensures that its employed and volunteer staff receive appropriate support, and that they understand their role, the administration of the service provider and the service, and their accountability for their work related activities. | <ul style="list-style-type: none"> • Human Resources • Volunteer Policy |
| 8.8 | The service provider implements a policy of affirmative action with regard to employment of people with a disability. | <ul style="list-style-type: none"> • Human Resources • Participation |
| 8.9 | The service provider develops and implements written policies and procedures relating to complaints and disputes by staff and other persons. | <ul style="list-style-type: none"> • Feedback & Complaints |
| 8.10 | Resources are managed to maximise the funds available to provide services for service users. | <ul style="list-style-type: none"> • Financial Management • Facilities & Equipment |
| 8.11 | The service provider has available, upon request, annual reports that demonstrate service user, service and financial outcomes. | <ul style="list-style-type: none"> • Information Management • Service Entry |
| 8.12 | The service provider has a process of co-ordination with other agencies, advocacy and service user organisations in the area. | <ul style="list-style-type: none"> • Integration • Service Coordination |

9.0 FAMILY RELATIONSHIPS

Each person with a disability receives a service which recognises the importance of preserving family relationships, informal social networks and is sensitive to their cultural and linguistic environments

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| 9.1 | The service provider has developed written policies and procedures on mechanisms which promote the maintenance of family relationships. | <ul style="list-style-type: none"> • Family & Carers |
| 9.2 | The service provider has developed, in consultation with service users, written policies and procedures on mechanisms which promote the maintenance of family relationships. | <ul style="list-style-type: none"> • Family & Carers • Participation |
| 9.3 | The service provider's policies and procedures on promoting the maintenance of family relationships are made available to service users in appropriate formats. | <ul style="list-style-type: none"> • Service Entry |
| 9.4 | The service provider implements policies and procedures which promote the maintenance of family relationships. | <ul style="list-style-type: none"> • Quality Improvement |
| 9.5 | The service provider's policies and procedures on promoting the maintenance of family relationships are reviewed regularly with service users. | <ul style="list-style-type: none"> • Participation • Quality Improvement |
| 9.6 | Services are provided in a manner sensitive to the cultural background and linguistic environment of each person with a disability. | <ul style="list-style-type: none"> • Individual Supports • Diversity |

10.0 PROTECTION OF HUMAN RIGHTS AND FREEDOM FROM ABUSE

The service provider ensures that the legal and human rights of people with a disability are upheld in relation to the prevention of sexual, physical, and emotional abuse within the service

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| 10.1 | The service provider develops and implements policies and procedures relating to the prevention of sexual, physical and emotional abuse. | <ul style="list-style-type: none"> • Abuse & Neglect |
| 10.2 | The service provider develops and implements procedures for reporting and responding to abuse. | <ul style="list-style-type: none"> • Abuse & Neglect |
| 10.3 | Service users must have full participation in the establishment and review of these procedures. | <ul style="list-style-type: none"> • Participation • Policy Devt & Review |
| 10.4 | The service provider ensures that all staff have adequate training in presentation reporting and supporting service users in relation to abuse. | <ul style="list-style-type: none"> • Human Resources |
| 10.5 | The service provider utilises external agencies to provide training and information to staff and service users about self protective behaviours. | <ul style="list-style-type: none"> • Professional & Personal Develpt |
| 10.6 | Service users have adequate training and information so that they may access these procedures. | <ul style="list-style-type: none"> • Service Entry • Professional & Personal Develpt |

Reference: NSW Human Services, ADHC 2nd Edition (Feb 2011). **Standards In Action:** *Practice Requirements & Guidelines for Services Funded Under the Disability Services Act.*