Detailed mapping of existing Disability Services Standards to the new National Standards for Disability Services

| **New National Standards for Disability Services**  | **Disability Services Standards (FaHCSIA) 2007 KPI’s** |
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| **mapping** | **Comment** |
| 1 **Rights overview** To promote ethical, respectful and safe service delivery, which meets, if not exceeds, legislative requirements and achieves positive outcomes for people with disability | KPI 1.1KPI 2.1, KPI 2.3KPI 4.1, KPI 4.2KPI 6.1, KPI 6.2KPI 7.1, KPI 7.2, KPI 7.3KPI 8.1KPI 9.3KPI 10.1KPI 12.1, KPI 12.2 |  |
| 1.1 The service, its staff and its volunteers treat individuals with dignity and respect. | 1.1, 4.1, 4.2, 12.1, 12.2.  |  |
| 1.2 The service, staff and volunteers recognise and promote individual freedom of expression | 2.1, 4.2, 12.2.  |  |
| 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 | 1.1, 2.1, 2.3, 3.1, 3.2, 5.1, 6.1, 6.2, 9.3.  | Providers and CBs should ensure that:* information is available in accessible formats to consumers
* Providers and CBs should ensure that provisions are made for the involvement of significantly interested stakeholders such as family, friends, carers and advocates etc. with consent from the service user.
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| 1.4 The service provides support strategies that are based on the least restrictive options and are contemporary, evidence-based, transparent and capable of review | 3.1, 3.2, 4.2, 5.1, 6.1, 8.1, 9.3, 10.1,  |   |
| 1.5 The service has preventive measures in place to ensure that individuals are free from discrimination, exploitation, abuse, harm, neglect and violence. | 1.1, 1.2, 4.1, 4.2, 7.1, 7.2, 8.1, 10.1, 12.1, 12.2.  |  |
| 1.6 The service addresses any breach of rights promptly and systemically to ensure opportunities for improvement are captured. | 1.1, , 7.1, 7.2, 7.3, 8.1, , 12.1, 12.2  |  |
| 1.7 The service supports individuals with information and, if needed, access to legal advice and/or advocacy. | 2.3, 5.1, 7.1, 7.2, 7.3, 8.1, 12.2.  | Providers should be aware of their responsibility to provide information and access to legal and advocacy services where required.  |
| 1.8 The service recognises the role of families, friends, carers and advocates in safeguarding and upholding the rights of people with disability | 12.1, 12.2.  | Providers and CBs should ensure that provisions are made for the involvement of significantly interested stakeholders such as family, friends, carers and advocates etc with consent from the service user.  |
| 1.9 The service keeps personal information confidential and private | 4.1.  |  |

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| **2 Participation and Inclusion**To promote the connection of people with disability with their families, friends and chosen communities. | KPI 2.1, KPI 2.2, KPI 2.3KPI 3.1, KPI 3.2KPI 5.1KPI 6.1, KPI 6.2, KPI 6.3KPI 8.1KPI 10.1KPI 11.2, KPI 11.3 |   |
| 2.1 The service actively promotes a valued role for people with disability, of their own choosing | 3.1, 3.2, 5.1, 6.1, 6.2, 6.3, 8.1, 10.1,  |   |
| 2.2 The service works collaboratively with individuals to connect to family, friends and their chosen communities | 2.1, 2.2, 2.3, 3.1, 3.2, 5.1, 6.1, 6.2, 6.3, 8.1,  |   |
| 2.3 Staff understand, respect and facilitate individual interests and preferences, in relation to work, learning, social activities and community connection over time. | 2.1, 2.2, 2.3, 3.1, 5.1, 6.1, 6.2, 6.3, 8.1,10.1, 11.3, 11.2  |   |
| 2.4 Where appropriate, the service works with an individual’s family, friends, carer or advocate to promote community connection, inclusion and participation. | 2.1, 2.2, 2.3, 3.1, 5.1, 6.1, 6.2, 6.3, 8.1, 10.1,  |  |
| 2.5 The service works in partnership with other organisations and community members to support individuals to actively participate in their community. | 2.3, 3.1, 3.2, 5.1, 6.1, 6.2, 6.3 ,8.1, 10.1,  | Providers and CBs should ensure that partnerships with other organisations are captured.  |
| 2.6 The service uses strategies that promote community and cultural connection for Aboriginal and Torres Strait Islander people. | 8.1, 12.2.  |  |

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| **3 Individual Outcomes**To promote person-cantered approaches to service delivery whereby individuals lead and direct their services and supports. | KPI 1.1KPI 2.1, KPI 2.2, KPI 2.3KPI 3.1, KPI 3.2KPI 4.1, KPI 4.2KPI 5.1KPI 6.1, KPI 6.2, KPI 6.3KPI 8.1KPI 10.1KPI 12.2 |  |
| 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. | 2.1, 2.2, 2.3, 3.1, 3.2, 4.2, 5.1, 6.2, 10.1.  |  |
| 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, carers or advocate. | 2.1, 2.2, 2.3, 3.1, 5.1, 8.1, 10.1.  |  |
| 3.3 The service plans, delivers and regularly reviews services or supports against measurable life outcomes. | 2.1, 2.2, 2.3, 3.1, 4.2, 8.1, 10.1.  |  |
| 3.4 Service planning and delivery is responsive to diversity (including disability, age, gender, culture, heritage, language, faith, sexual identity, relationship status, and other factors)  | 1.1, 4.1, 4.2, 6.1, 6.2, 6.3, 8.1, 12.2.  |  |
| 3.5 The service collaborates with other service providers in planning, service delivery and to support internal capacity to respond to diverse needs. | 2.2, 2.3, 6.1, 6.2, 6.3, 8.1.  |  |

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| **4 Feedback and Complaints**To ensure that both positive and negative feedback, complaints and disputes are effectively handled and seen as opportunities for improvement. | KPI 3.1KPI 7.1, KPI 7.2, KPI 7.3KPI 8.1KPI 9.3KPI 12.2 |  |
| 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. | 7.1, 7.2, 7.3, 8.1, 9.3, 12.2.  | Emphasis should be placed on ensuring significantly interested stakeholders are included in the scope of complaints with consent from the service user.  |
| 4.2 Feedback mechanisms, including complaints resolution and how to access independent support, advice and representation, are clearly communicated to individuals, families, friends, carers and advocates. | 7.1, 7.2, 7.3, 8.1.  | Providers and CBs should ensure that:* information is available in accessible formats to service users
* Provisions are made for significantly interested stakeholders such as family, friends, carers and advocates to engage in this process with consent from the service user.
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| 4.3 Complaints are resolved in collaboration with the individual, family, friends, carer or advocate in a proactive and timely manner. | 7.1, 7.2, 7.3, 8.1.  | Providers and CBs should ensure that provisions are made for significantly interested stakeholders such as family, friends, carers and advocates to engage in this process with consent from the service user. |
| 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. | 3.1, 8.1.  |  |
| 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. | 8.1.  |  |
| 4.6 The service effectively manages disputes. | 7.3.  |  |

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| **5 Service Access**To ensure that access to services and supports is equitable and transparent, individuals are supported when services are not available and barriers to access are identified and removed | KPI 1.1, KPI 1.2, KPI 8.1KPI 2.1KPI 3.1, KPI 3.2KPI 5.1 |  |
| 5.1 The service systematically seeks and uses input from people with disability, their families, friends and carers to ensure access is equitable and transparent.  | 3.1, 3.2, 8.1, 1.1. |  |
| 5.2 The service provides accessible information in a range of formats about the types and quality of services available. | 1.1, 1.2, 8.1 | Providers and CBs should ensure that information is available in accessible formats to consumers.  |
| 5.3 The service develops, applies, reviews and communicates commencement and leaving a service processes. | 1.1, 1.2, 8.1.  |  |
| 5.4 The service develops, applies and reviews policies and practices related to eligibility criteria, priority of access and waiting lists. | 1.1, 1.2, 8.1.  |  |
| 5.5 The service monitors and addresses potential barriers to access. | 1.1, 1.2, 8.1. |  |
| 5.6 The service provides clear explanations when a service is not available along with information and referral support for alternative access.  | 8.1, 2.1.  | The Disability Service Standards do not explicitly cover this indicator of practice, so providers and CBs should be mindful of the need to provide information and referrals to appropriate agencies.  |
| 5.7 The service collaborates with other relevant organisations and community members to establish and maintain a referral network. | 8.1, 5.1.  | As above.  |

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| **6 Service Management**To ensure that services are managed effectively and efficiently. It requires services to be person-centred, and to ensure flexibility to respond to individual strengths and needs | KPI 2.1, KPI 2.2, KPI 2.3KPI 3.1, KPI 3.2KPI 5.1KPI 8.1KPI 9.1, KPI 9.2, KPI 9.3KPI 11.1, KPI 11.2, KPI 11.3KPI 12.2 |  |
| 6.1 Frontline staff, management and governing bodies are suitably qualified, skilled and supported. | 8.1, 11.1, 11.2, 11.3.  |  |
| 6.2 Practice is based on evidence and minimal restrictive options and complies with legislative, regulatory and contractual requirements. | 8.1, 9.1, 9.2, 9.3, 2.3, 12.2.  |   |
| 6.3 The service documents, monitors and effectively uses management systems including Work Health Safety, human resource management and financial management. | 8.1, 11.1, 11.2, 11.3.  |   |
| 6.4 The service has monitoring, feedback, learning and reflection processes which support continuous improvement. | 8.1, 3.1, 3.2.  |   |
| 6.5 The service has a clearly communicated organisational vision, mission and values which are consistent with contemporary practice. | 8.1  |  |
| 6.6 The service has systems to strengthen and maintain organisational capabilities to directly support the achievement of individual goals and outcomes. | 3.1, 2.1, 2.2, 2.3, 8.1, 11.3.  |   |
| 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. | 8.1.  | Whilst KPI 8.1 focuses on quality management practices, it doesn’t explicitly dictate involvement of individuals and their supports in reviewing of processes, practices etc. Providers will need to ensure that provisions are made for this to occur and subsequently, CBs will need to ensure that this is reviewed.  |