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Accreditation Systems Recognition Tool

Attendant Care Industry Standards
(ACI Standards)

Accreditation Systems Recognition Tool, Attendant Care Industry Standard (ACIS)

Third edition 2015

Table of contents

Overview

An important aim of the NSW quality reform program is the recognition of accreditations /certifications of other industry standards that service providers already have in place to reduce the administrative burden and need for duplicate reporting.

The development of a recognition tool is an innovative and practical way to acknowledge the diversity of the sector which ranges from small to very large providers with varying experiences of quality management systems and external assessments.

A recognition tool is advantageous for service providers who already have accreditation status with one or more of the industry standards, as this work will be recognised. It will simplify the process for service providers to demonstrate that they meet the practice requirements of the NSW Disability Services Standards (NSW DSS) and will streamline reporting requirements by recognising the findings of other external assessments as set out in this tool.

The recognition tool has 12 chapters, one for each quality management system or standard that has been mapped by Joint Accreditation Systems of Australia and New Zealand (JAS-ANZ). JAS-ANZ is the government appointed accreditation body for Australia and New Zealand responsible for providing accreditation of conformity assessment bodies (CABs) in the fields of certification and inspection. Accreditation by JAS-ANZ demonstrates the competence and independence of these CABs.

Background

To assist ADHC to develop an appropriate recognition tool for the sector, JAS-ANZ was engaged to map 12 industry standards in use by the sector against the updated six NSW DSS to identify common components and gaps. The industry standards selected for the mapping exercise were based on the results of a sector survey conducted in 2011 to understand the extent and type of quality management activities and standards in use by the sector.

JAS-ANZ mapped each of these industry standards and quality management systems against each element of the practice requirements across the six NSW DSS and rated each according to its alignment to the NSW DSS. JAS-ANZ provided a three scale rating:

1. Where the industry standard met a NSW DSS element
2. Where the industry standard partially met a NSW DSS element
3. Where the industry standard didn't meet the NSW DSS element.

The industry standards mapped by JAS-ANZ can be accessed via the ADHC website at: *http://www.adhc.nsw.gov.au/sp/quality/adhc_systems_recognition_tool*

JAS-ANZ developed a standards comparison tool which forms the basis of ADHC's approach to recognising how other industry standards meet the NSW DSS. The Attendant Care Industry Standards were revised in 2013 and have been remapped against the NSW DSS.

It should be noted that as the elements in the NSW DSS are specific and designed to cover the full range of service types, not all elements will apply to all service providers. For example, the elements relating to children's services won't apply to service providers who only deliver services to adults.

NSW DSS

Central to NSW quality reform and the application of the ADHC recognition tool are the revised NSW DSS. This revised set of Standards is contemporary and supports service providers to transition to person centred and lifespan approaches in an individualised funding environment. The NSW DSS describe what service providers need to do to comply with the *Disability Inclusion Act* 2014 (DIA) and *Disability Inclusion Regulation 2014 (*Regulation*)* and meet their requirements under the Funding Agreement.

There are six NSW DSS:

1. Rights
2. Participation and inclusion
3. Individual outcomes
4. Feedback and complaints
5. Service access
6. Service management.

NSW DSS practice requirements and elements

Within each of the six standards there are two or three practice requirements. The practice requirements describe how providers can put the principles of the DIA and the Regulation into practice and are designed to assist service providers to understand and comply with the DIA and the Regulation. For example NSW DSS 3: Individual outcomes Practice requirement 3.1 Service providers maximise person centred decision making.

Within each practice requirement there are a number of elements. The elements are the core activities required of a service provider to comply with the NSW DSS and are designed to assist service providers to understand what they need to build into their day to day practices and processes.

JAS-ANZ has conducted its mapping based on the NSW DSS elements.

Accreditation Systems Recognition Tool

This chapter of the recognition tool has been designed for use by service providers who have existing accreditation status with the Attendant Care Industry Standards 2013.

The key purpose of the mapping is to enable service providers to understand how their current accreditation/certification status meet the NSW DSS and the areas that require further evidence or activity to fully meet the NSW DSS.

The tool was designed to guide service providers through the process of self assessment and to assist them to prepare for third party verification using the JAS-ANZ mapping.

Some of the NSW DSS elements may not apply to all organisations and service providers should identify the elements that are relevant as part of the self assessment process for their particular organisation.

Service providers are advised that when they are conducting a self assessment using the recognition tool, they need to be aware that the JAS-ANZ mapping and their subsequent scoring of the industry standards against the elements of NSW DSS, is based on JAS-ANZ's interpretation of the relevant industry standard. Service providers should also be aware that the JAS-ANZ mapping may not take into account the broader regulatory environment in which service providers operate including legislative requirements, particular industry standards guidelines or ADHC policy and guidelines.

How to use the recognition tool

The recognition tool has been designed for use by service providers who have existing accreditation status with the ACI Standards.

It is recommended that service providers print a copy of the JAS-ANZ mapping and undertake a self assessment of JAS-ANZ rating/s against the NSW DSS using the guidelines outlined below.

Accreditation Systems Recognition Tool	
GREEN indicates that JAS-ANZ has assessed that the ACI Standards meet this element of the NSW DSS practice requirement. This means that as a service provider holding current Accreditation status, your organisation fully meets this element of the NSW DSS and no additional work is required in preparation for the Third Party Verification process.	
YELLOW indicates that JAS-ANZ has assessed the ACI Standards as partially meeting this element of the NSW DSS practice requirement and some improvement is required. To conduct a self assessment service providers should: Read the NSW DSS element to identify whether the practice described in the element applies to the services provided: • **If the answer is YES, and you have policies and aligned practices in place that demonstrate you meet this element** all you may need to do in preparation for your Third Party Verification is to have the relevant policy and practices available for the verifiers as evidence. It is also recommended that you have de-identified examples of how these policy and practices have been used. • **If the answer is YES, but you do not have policies and/or practices in place, you will need to act on this and implement appropriate policies and practices**. You should access ADHC resources such as the *Standards in Action*, *It's your business* chapter on *Quality Management* and *Key Performance Indicator (KPI) Guide* that have been made available on the ADHC website. • **If the answer is NO**, then this NSW DSS element does not apply to your service and you do not need to comply with this element.	
ORANGE indicates that JAS-ANZ has assessed that the ACI Standards do not meet this element of the NSW DSS practice requirement and significant improvement is required to meet the NSW DSS. Service providers should self assess following the steps outlined in the yellow cell above.	

JAS-ANZ mapping against the Attendant Care Industry Standard (ACI Standards)

Overview

The JAS-ANZ mapping has been based on the Attendant Care Industry Standard published in 2013.

Overall, the ACI Standards matches with over 90% of the NSW DSS as shown by the diagram below:
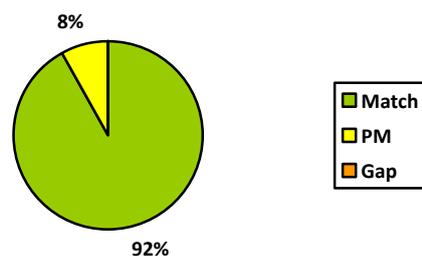
The ACI Standards broadly maps against the majority of the NSW DSS 1: Rights elements, with a strong focus on policies and practices respecting rights and upholding and promoting rights.

The ACI Standards has an equivalent Participation Standard (1.6) to the NSW DSS 2: Participation and inclusion, which combined with elements of other ACI Standards meets all of the NSW DSS requirements.

The ACI Standards are very much person centred, and the combination of elements from Part 1 (Service User Rights and Responsibilities), Part 3 (Service Provision), and continuous improvement focus from 2.3 Quality Management collectively meet all of the NSW DSS 3: Individual outcomes requirements.

ACI Standards provides a Standard 2.5 focussed on Complaints Management, which in conjunction with ACI Standards requirements for confidentiality, availability of advocates, accessibility, and quality management systems meet over 90% of NSW DSS 4: Feedback and complaints requirements.

There is a specific ACI Standards on Service Access (3.2) which combined with ACI Standards requirements for information in accessible formats, responsiveness and community participation meets all of NSW DSS 5: Service access requirements.

The ACI Standards includes Part 2 for Organisational Management which comprehensively meets 95% of the NSW DSS 6: Service management requirements.

Extent of matches between ACI Standards and NSW DSS

The extent of matches between the ACI Standards and NSW DSS is described below. There are 76 practice elements which are fully met.

Where some additional evidence may be required, it is largely due to the scope of services (including service delivery model, target group, legislative practice requirements) administered through ADHC. This explains why some of the evidence may be specific and not usually required for this particular industry standard.

The majority of additional evidence relates to seven practice elements where there are partial matches to NSW DSS, which means existing systems can be adapted to fully demonstrate the additional evidence.

NSW Disability Services Standard 1: Rights

JAS-ANZ Analysis of ACI Standards

The ACI Standards have a strong rights focus, with rights being included as one of the guiding principles under 2.4 in implementation of the ACI Standards.

Standard 1.1 is dedicated to Service User Rights and Responsibilities. 1.1.1 requires that information about rights is provided in a format and communication manner best suited to the needs of the service user. 1.1.2 expands this to include informing service users at first contact of their right to independent advocacy. Standard 1.3 (Abuse and Neglect) ensures that service users are not subject to abuse or neglect as a result of service delivery. Again, one of the guiding principles is that service users have the right not to be exposed to 'abuse, neglect or exploitation'. Although discrimination is not referred to specifically, this would be covered off by the overarching legislative requirements of the Disability Discrimination Act, which is noted under 1.5 (Relationship to Other Documents).

1.1.4 ensures processes are in place to respect the personal privacy of each service user, and 1.4.1 requires that service user information is respected and treated as confidential to comply with legislated privacy requirements. 1.4.2 requires that service users are advised on first contact about the service's confidentiality policy. There is a focus on respecting individual and cultural values of service users (1.2.2), however not a specific requirement for supporting and encouraging self protective strategies and behaviours which take into account their individual and cultural needs.

The person centred approach is the basis for the ACI Standards, and is defined within the ACI Standards as placing the service user at the centre of decisions affecting their service. The ACI guiding principles include the right for service users to make decisions, and to direct the planning of their service. ACI Standard 1.5 is focussed on Independence and Informed Choice, which requires that service users are supported to make informed choice, to exercise control over their lives and to maximise their independence.

Within this ACI Standard, there are four requirements around independence and informed choice which collectively meet the NSW DSS requirement to uphold a service user's right to make decisions, and when this is not possible, assisted or substituted decision making is in line with the person's expressed wishes. 1.5.3 specifies that service providers assist service users to access what is required for supported or substitute decision making. There is not a specific requirement for this to be in the context of medical treatments or interventions, though interventions are to be recorded and monitored through regular evaluations of service plans (3.6.1).

There is not a direct ACI Standard linked to the rights and freedoms of children, however the combination of the required references to the *Children and Young Persons Act 1998*, the *United Nations Convention on the Rights of*

Persons with Disabilities (CRPD), the Guiding Principles, and the overarching standard on service user rights and responsibilities (1.1) would cover off on this NSW DSS.

Standard 1.3 (Abuse and Neglect) effectively addresses the respective NSW DSS. Independent advocacy is communicated to service users at first contact (1.1.2), and information about appropriate support agencies and external authorities is required under 1.3.3. Consent of service users is referred to under 4.1.3, as part of implementing systems which maintain a safe working environment. This is not specific to consent for medical treatments and interventions.

There is a consistent focus throughout these Standards in the involvement of service users in the review of policies and procedures, and through a quality management system (refer 1.1.5, 2.3.6, 2.5.4). There is an overall requirement for informed choice, respect for rights, and person centred approaches, though this is not specific to nutritional and behaviour management practices. Relevant legislative requirements etc. are considered under Governance and Operational Management in 2.1. Standard 1.3.2 requires that service providers maintain a process to support personnel to report identified or suspected abuse or neglect and service users are to be provided with assistance from appropriate support agencies and have access to external authorities to resolve the abuse or neglect under 1.3.3.

Based on this NSW DSS 1: Rights, practice elements 1, 2, 3, 4, 7, 8, 9, 11, 13 and 14 are met.

Based on this NSW DSS 1: Rights, practice elements 5, 6, 10 and 12 are partly met.

JAS-ANZ mapping of ACI Standards against NSW DSS

Practice requirement 1.1

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

Practice elements	JAS-ANZ mapping result
1. Each person will have access to information and support to understand and exercise their legal and human rights.	Meets NSW DSS
2. Each person will receive a service that maximises their choices for social participation and cultural inclusion.	Meets NSW DSS
3. Each person will receive a service in an environment free from discrimination, abuse, neglect and exploitation.	Meets NSW DSS
4. Each person will receive a service that reflects their right to privacy and have their personal records and details about their lives dealt with in an ethical and confidential manner in line with relevant legislation.	Meets NSW DSS
5. Each person can expect service providers to support and encourage self protective strategies and behaviours that take into account their individual and cultural needs.	Partly met
6. Each person can expect service providers to uphold their 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, if known and if not, with their best interests.	Partly met
7. Each child with a disability has the same rights and freedoms as all other children and service providers will take each child's best interests into account when providing services.	Meets NSW DSS

Practice requirement 1.2

Service providers are to uphold and promote the legal and human rights of each person.

Practice elements	JAS-ANZ mapping result
8. Services are provided in an environment free from discrimination, financial, sexual, physical and emotional abuse, neglect and exploitation.	Meets NSW DSS
9. Service providers encourage and support access to advocacy services by people with a disability to promote their rights, interests and wellbeing.	Meets NSW DSS
10. Service providers gain consent from each person with a disability or their person responsible or legal representative for medical treatments and interventions.	Partly met
11. Service providers provide opportunities for people with a disability to participate in the development and review of organisational policy and processes that promote strategies for equality and upholding human rights.	Meets NSW DSS
12. Service providers take into account individual choice and the rights of each person and act in their best interests in relation to nutritional and behaviour management practices in line with relevant legislation, convention, policies and practices.	Partly met
13. Service providers have knowledge and skills to implement reporting processes on incidents of alleged or known discrimination, abuse, neglect or exploitation and know how to notify the relevant external authorities.	Meets NSW DSS
14. Service providers offer appropriate support to the person and their family or carer when they raise or pursue allegations of discrimination, abuse, neglect or exploitation.	Meets NSW DSS

NSW Disability Services Standard 2: Participation and inclusion

JAS-ANZ Analysis of ACI Standards

Standard 1.2 requires that service users receive services in a manner that respects their values and beliefs. This is furthered by Standard 2.7, which ensures that service users receive flexible, consistent, and reliable support services that are responsive to their individual needs and expressed wishes. This links to Standard 1.6 (Participation), which assists service users to make decisions about how they connect with community. Staff and volunteers are to be trained and supported to understand, respect and actively assist service users with their chosen interests and skills development via 1.6.3.

Service providers should promote opportunities for services to develop and maintain skills required for active community participation through 1.6.2. In addition, service providers shall develop and maintain community networks and connections that may be used to provide options for service users to participate in the community through 1.6.4. This includes developing the skills and interests of service users exiting the criminal justice system, which recognises the rights of the broader community.

The ACI Standards ensure that service providers work towards addressing barriers to service access (3.2.3). There is not a specific Standard requiring that services actively seek information in their local community to minimise barriers to participation, however the combination of requirements under Standard 1.6 (Participation), and Standard 2.7 (Responsive Services) collectively meet this requirement. Standard 1.6.3 requires that staff and volunteers respect and actively assist service users with their chosen interests and skills development, in the context of community participation, which would be a demonstration of respectful and inclusive behaviour. Standard 1.6.4 has a focus on development and maintenance of local connections, which would increase options over time.

Based on this, all NSW DSS 2: Participation and inclusion, practice elements are met.

JAS-ANZ mapping of ACI Standards against NSW DSS

Practice requirement 2.1

Each person is actively encouraged and supported to participate in their community in ways that are important to them.

Practice elements	JAS-ANZ mapping result
1. Service providers support 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.	Meets NSW DSS
2. 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 over time.	Meets NSW DSS
3. Service providers work with people with a disability and their community to promote opportunities and support their active and meaningful participation.	Meets NSW DSS
4. Service providers, with the consent of the person with a disability, work with an individual's family, carer, significant other or advocate to promote their connection, inclusion and participation in the manner they choose.	Meets NSW DSS
5. For 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.	Meets NSW DSS

Practice requirement 2.2

Service providers develop connections with the community to promote opportunities for active and meaningful participation.

Practice elements	JAS-ANZ mapping result
6. 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.	Meets NSW DSS
7. Staff and volunteers model respectful and inclusive behaviour when supporting people in their community as a way of promoting the uniqueness of each individual.	Meets NSW DSS
8. Service providers develop ways to maintain and further develop their local connections so that options for people with a disability to be included and valued are increased over time.	Meets NSW DSS
9. Service providers actively seek connections with the community for people exiting the criminal justice system.	Meets NSW DSS

NSW Disability Services Standard 3: Individual outcomes

JAS-ANZ Analysis of ACI Standards

The ACI Standards are very much person centred and broadly match the NSW DSS 3: Individual outcomes, practice requirements. The term 'service user' is defined as including family, carer or other representatives. Standard 1.1 is focussed on service user rights and responsibilities. Standard 1.5 (Independence and Informed Choice) requires service users to be supported to make informed choices, maximise their independence and to exercise their rights. Standard 1.5.4 ensures that service users are supported to determine the involvement of family, carers and significant others. There is not a specific ACI Standard about respecting the views of family and carers in decision making, however there is a strong focus on control by the individual or service user. The ACI guiding principles include the right for service users to make decisions, and to direct the planning of their service.

Standard 1.2 (Individual Values and Beliefs) requires that services plan and deliver services that respect the individual, community and cultural values of the service user. This is supplemented by 3.1.1, which requires that service information is supplied in a language or format appropriate and accessible to each service user.

Within ACI Standard 1.5, there are four requirements around independence and informed choice, which collectively meet the NSW DSS practice requirement to enable a person to make a decision or assist families, carers and advocates to come to an agreement before a substitute decision maker is engaged. 1.5.3 specifies that service providers assist service users to access where necessary what is required for supported or substitute decision making.

Standard 3.3 (Assessment for Individual Service Planning) requires that the needs of each service user are identified, with the involvement of the service user, and recorded in an individual service plan that reflects their individual needs. Standard 3.5 (Individual Service Plans) emphasises that the plan is developed with the involvement of the service user to meet the identified support needs and goals. These plans are to be evaluated regularly with feedback from the individual, and where appropriate family and carers (Standard 3.6, Evaluation of Service Plans).

The concept of risk taking appears throughout these Standards (1.5.3, 3.3.2, 3.5.2) with a focus on informed choice, assessment of risk, and support to respond to individual risk in achievement of individual goals. Standard 1.6 (Participation) has five requirements linked to community participation which include promoting networks and supports for service users.

There is a consistent focus throughout these Standards in the involvement of service users in the review of policies and procedures, and through a quality management system (refer 1.1.5, 2.3.6, 2.5.4).

Based on this, all NSW DSS 3: Individual outcomes, practice elements are met.

JAS-ANZ mapping of ACI Standards against NSW DSS

Practice requirement 3.1

Service providers maximise person centred decision making.

Practice elements	JAS-ANZ mapping result
1. Service providers respect the right of each person to be at the centre of decision making and to have responsibility, as much as possible, for each decision which affects them.	Meets NSW DSS
2. Service providers support each person to determine the involvement of their family, carers and advocates in planning and decision making processes.	Meets NSW DSS
3. Service providers 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.	Meets NSW DSS
4. Staff and volunteers respond in innovative and flexible ways to each person's need for decision support which reflect their individual and cultural needs.	Meets NSW DSS
5. Service providers make every effort to enable a person to make a decision or assist families, carers and advocates to come to an agreement before a substitute decision maker is engaged.	Meets NSW DSS

Practice requirement 3.2

Service providers undertake person centred approaches to planning to enable each person to achieve their individual outcomes.

Practice elements	JAS-ANZ mapping result
6. Service providers 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.	Meets NSW DSS
7. Service providers 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.	Meets NSW DSS
8. Service providers 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.	Meets NSW DSS
9. Service providers work with other organisations and community groups to expand the range of service options available in their community.	Meets NSW DSS
10. Service providers 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.	Meets NSW DSS

NSW Disability Services Standard 4: Feedback and complaints

JAS-ANZ Analysis of ACI Standards

The ACI Standards have a Standard 2.5 focussed on Complaints Management.

Standard 2.5.1 addresses the NSW DSS 4: Feedback and complaints requirements for communicating the process to service users, communicating findings of a complaint process within a stipulated timeframe, providing information about relevant external bodies to whom complaints can be made and links to the continuous improvement program.

Standard 2.5.2 addresses the NSW DSS 4: Feedback and complaints requirements for providing a safe environment to make a complaint, ensuring that there are no negative consequences/retribution and nominating a contact person within the service.

Standard 2.5.3 addresses the NSW DSS 4: Feedback and complaints requirements for trained staff and volunteers on good practice in complaints handling.

Standard 2.5.4 addresses the NSW DSS 4: Feedback and complaints requirements for including a standing item on complaints and implications for service planning and improvement.

Confidentiality and privacy requirements are addressed by Standard 1.4 (Confidentiality).

Information on availability of advocates who can support the service user during any associated complaints management process (1.1.3) is to be provided to services users at first contact.

Information about the service is to be supplied in a language or format appropriate and accessible to each service user under 3.1.1, which would include complaints information as part of 1.1.3. Likewise, delivery of services throughout should respect the individual, community and cultural values of service users (1.2.2), which would apply during any complaints handling process.

The requirement under 2.3.1 for a documented management system of policies, procedures and other documents which reflect good and safe practice and meets legislative requirements would include a complaints policy. Standard 1.2.2 would ensure that this policy would be delivered in a way which respects the individual and cultural values of the service user. Standard 3.1.1 would require that this is supplied in a language or format appropriate and accessible to each service user.

The overall outcome of the Complaints Management standard itself requires that the complaints management system is accessible to service users. There is a consistent focus throughout these Standards on the involvement of service users in the review of policies and procedures, and through a quality

management system (refer 1.1.5, 2.3.6, 2.5.4), however it does not specifically articulate that outcomes of the review of complaint handling policy and processes is reported to individuals and their families, carers or advocates.

There is sufficient detail within the Complaints Standard and a focus on fairness and natural justice to ensure that some complaints need to be managed in a particular way – there is reference to how to contact external bodies where appropriate. There however is not a specific reference to the right to make a complaint to the NSW Ombudsman.

Based on this, NSW DSS 4: Feedback and complaints, practice elements 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 19, and 20 are met.

NSW DSS 4: Feedback and complaints, practice elements 18 and 21 are partly met.

JAS-ANZ mapping of ACI Standards against NSW DSS

Practice requirement 4.1

Each person is treated fairly by the service provider when making a complaint.

Practice elements	JAS-ANZ mapping result
1. Service providers inform each person of their right to complain and work with the person, their families and carer to try and resolve the issue.	Meets NSW DSS
2. Service providers provide a safe environment for each person to make a complaint.	Meets NSW DSS
3. Service providers ensure that there are no negative consequences or retribution for any person who makes a complaint.	Meets NSW DSS
4. Service providers 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.	Meets NSW DSS
5. Service providers treat each person making a complaint in a manner that protects their privacy and respects confidentiality.	Meets NSW DSS
6. Service providers are committed to and demonstrate fair and timely resolution of complaints.	Meets NSW DSS
7. Each person is kept informed at all stages of the decision making process concerning their complaint and the reasons for those decisions.	Meets NSW DSS
8. Service providers inform each person of their right to complain to an external body.	Meets NSW DSS

Practice requirement 4.2

Each person is provided with information and support to make a complaint.

Practice elements	JAS-ANZ mapping result
9. Each person has continuous and easy access to meaningful and culturally relevant information about the service provider's complaint policy and processes.	Meets NSW DSS
10. Each person has the opportunity to have a chosen support person such as an advocate to assist or represent them during the process.	Meets NSW DSS
11. Each person making a complaint is supported by the service provider, in a way which reflects their individual, cultural and linguistic needs to assist them to understand and participate in the complaint handling process.	Meets NSW DSS
12. Each person determines how, when and where the complaint will be made.	Meets NSW DSS
13. Each person has the opportunity to nominate the person they want at the service as the key contact regarding the complaint.	Meets NSW DSS

Practice requirement 4.3

Each service provider has the capacity and capability to handle and manage complaints.

Practice elements	JAS-ANZ mapping result
14. Service providers have a written complaints policy and associated processes which reflect relevant legislation, standards and sector policy.	Meets NSW DSS
15. Service providers ensure that policies and processes include ways of responding to the cultural and linguistic needs of individuals.	Meets NSW DSS
16. Staff and volunteers are trained in complaint handling and demonstrate understanding and capacity to implement complaint handling.	Meets NSW DSS
17. Service providers record and analyse trends from complaints to drive organisational policy development and continuous improvement.	Meets NSW DSS
18. Service providers support each person to participate in the review and development of local complaint handling policy and processes and report outcomes to them and their families, carers or advocates.	Partly met
19. Board and/or management committee meetings should include a standing agenda item on complaint handling, with trends presented and implications for service planning discussed.	Meets NSW DSS
20. Service providers need to be aware that some complaints need to be managed in a particular way, either because the person making a complaint has specific rights of review or because the complaint includes allegations that must be reported to an external body. For example, criminal allegations should be reported to the police.	Meets NSW DSS
21. Service providers inform each person of their right to make a complaint (where relevant) to the Ombudsman about the provision of a service by a service provider under the Community Services (Complaints, Review and Monitoring) Act 1993 (NSW).	Partly met

NSW Disability Services Standard 5: Service access

JAS-ANZ Analysis of ACI Standards

The ACI Standards require under 1.1.1 that service providers shall make known to service users their rights and responsibilities regarding the service provided, and that this should be in a format and communication manner best suited to the needs of the service user. This is furthered by 3.1.1, which requires that information about the service is supplied in a language or format appropriate and accessible to each service user, and that via 3.1.2 this information is reviewed, updated and communicated as necessary. The individual, community and cultural values of the service user are required in planning and delivery of all services through 1.2.2.

Standard 3.2 on Service Access requires that each service user is treated in a fair and equitable manner when seeking access to services. This includes clear and consistent criteria, referral processes, review of service access policies and procedures, and addressing potential barriers to service access. Standard 3.7 (Exit, Discharge or Transfer) ensures that any service user's exit, discharge or transfer is planned and coordinated, and communicated with the service user, and includes family or other representatives where appropriate. 3.2.4 ensures that Service Access policies and procedures are regularly reviewed, including information about the process. 1.1.5 requires that the views of service users are to be included in the review of policies and procedures.

The requirement for responsive services is covered off in Standard 2.7, which also requires service providers to work with other service providers. This is supplemented by the focus on community participation under Standard 1.6 (Participation).

Based on this, all NSW DSS 5: Service access, practice elements are met.

JAS-ANZ mapping of ACI Standards against NSW DSS

Practice requirement 5.1

Service providers make information available about their services.

Practice elements	JAS-ANZ mapping result
1. Service providers are both proactive and responsive in providing people with a disability, their families and carers information about the features and capacity of the services they offer.	Meets NSW DSS
2. Service providers' information about their services is in formats that can be readily accessed and easily understood by the diverse mix of people within their community.	Meets NSW DSS
3. Service providers use communication strategies that enable people with cognitive and/or sensory needs and diverse cultural styles to know how to access the service.	Meets NSW DSS

Practice requirement 5.2

Service providers have clearly defined processes to access services.

Practice elements	JAS-ANZ mapping result
4. 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.	Meets NSW DSS
5. Service providers regularly review their information, policies and practices for service access in consultation with people with a disability, their families and carers to identify and minimise barriers that may impact on a person's fair and equal access to services.	Meets NSW DSS

Practice requirement 5.3

Service providers' work with other organisations to increase each person's support options.

Practice elements	JAS-ANZ mapping result
6. Service providers understand the broad range of supports and services available to meet the needs of people with a disability, their families and carers in the community	Meets NSW DSS
7. Service providers work with local community and other mainstream and specialist organisations to maintain community engagement and referral networks.	Meets NSW DSS
8. Service providers provide information and support to the person when recommending or referring other services or activities.	Meets NSW DSS

NSW Disability Services Standard 6: Service management

JAS-ANZ Analysis of ACI Standards

Part 2 of the ACI Standards focus on Organisational Management. Standard 2.1 is directed towards Governance and Operational Management.

The first set of NSW DSS 6: Service management governing body criteria are well covered by the ACI Standards. The necessary skills and knowledge of governing body members is covered by 2.1.3. The person centred approach is paramount in the guiding principles (2.4) and 'person centred' is defined as policies, programs and services which are designed to place the service user at the centre of decisions affecting their service. This assumes that strategic planning under 2.1.4 considers service user needs as well as the wider organisational environment. 2.1.2 defines governance and organisational management functions. Accountability and governing to high ethical standards is addressed by 2.1.1 and 2.1.6.

The Standard 2.3 on Quality Management requires a documented management system of policies and procedures which are reviewed regularly and updated, which would include governance policies. There are detailed requirements for documented systems (2.1.7), an effective risk management system (2.2 and 2.4), and compliance with legislative and contractual requirements (2.1.1). Feedback from service users (and/or their carers) and personnel is utilised in continuous improvement strategies under 2.3.6. There is reference to involving the 'wider organisational environment' in strategic and business planning under 2.1.4.

Policies, procedures and documents are reviewed with input of the views of service users within the quality and risk management systems (1.1.5). There is a Standard focussed on Human Resource Management (2.6) which requires that personnel deliver services of high quality and low risk. In the case of managers, this is supported by 2.1.6 which ensures that the service is managed by suitably qualified and/or experienced persons with responsibility, authority and accountability.

The second set of NSW DSS 6: Service management criteria are also well addressed by the ACI Standards. The requirement for a comprehensive quality management system covers off on requirements for written policies and processes (2.3.1, 2.3.2 and 2.3.3). Accessibility of this information is addressed (3.1.1). Compliance and continuous improvement requirements are covered by 2.3.5 and 2.3.6. Service users and/or their carers are involved in a continuous improvement program through 2.3.6, though it is not obvious how stakeholders are informed about how feedback has been used to improve service management and delivery.

A comprehensive Human Resource Management Standard (2.1.6) addresses recruitment issues, and service users have the opportunity to be involved in selecting personnel who will support them (2.7.1). Although succession planning is not specifically referred to, there are a range of complementary

requirements which would work towards ensuring that there are appropriate processes in place, for example services are required to identify the scope and limitations of services provided by personnel via 2.6.6, and supervision, support and resources are available to personnel appropriate to their roles, complexity and risk (2.6.7). 2.6.4 requires a system to identify, plan, facilitate and record training for all personnel to flexibly meet the needs of service users. Training for volunteers is addressed under 1.6.3.

A safe working environment is required under Standard 4, which requires maintenance of systems and procedures, which comply with legislative requirements. ACI Standard 2.1.4 ensures that strategic and business planning considers a range of issues, including the wider organisational environment. Although 'good practices' are not specifically referred to, the focus on the wider organisational environment and continuous improvement program using outcomes and risk related data and feedback collectively could be considered good practices.

Based on this, all NSW DSS 6: Service management, practice elements are fully met, except for practice element 15, which is partly met.

JAS-ANZ mapping of ACI Standards against NSW DSS

Practice requirement 6.1

Each person receives quality services which are effectively and efficiently governed.

Practice elements	JAS-ANZ mapping result
1. 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.	Meets NSW DSS
2. The corporate governance body of an organisation is equipped and fulfils all responsibilities for strategic planning and developing visionary direction for the organisation based on person centred approaches and future industry needs.	Meets NSW DSS
3. The corporate governance body of an organisation is able to exercise objective and independent judgement on corporate affairs which is separate to decision making on operational matters.	Meets NSW DSS
4. The corporate governance body of an organisation is accountable to stakeholders and demonstrates high ethical standards acting in their best interests.	Meets NSW DSS
5. The corporate governance body of an organisation monitors the effectiveness of the organisation's governance policies and practices and makes changes as needed.	Meets NSW DSS
6. The corporate governance body of an organisation 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 appropriate insurance), and compliance with legislation and funding requirements.	Meets NSW DSS
7. The corporate governance body of an organisation ensures the organisation has a quality management system and internal controls are in place to comply with relevant standards.	Meets NSW DSS
8. The corporate governance body of an organisation uses feedback from stakeholders and the community to inform and develop continuous improvement strategies.	Meets NSW DSS
9. The corporate governance body of an organisation regularly reviews its policies to reflect contemporary practice and feedback from people with a disability and other key stakeholders.	Meets NSW DSS
10. The corporate governance body of an organisation 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.	Meets NSW DSS
11. Have strategies in place for communication with staff to promote continuous improvement and a collaborative, responsive organisation.	Meets NSW DSS

Practice requirement 6.2

Each person receives quality services that are well managed and delivered by skilled staff with the right values, attitudes, goals and experience.

Practice elements	JAS-ANZ mapping result
12. Service providers have written policies and associated processes which reflect relevant legislation, standards, funding requirements and sector policy that are accessible to all stakeholders.	Meets NSW DSS
13. Service providers have written policies and associated processes which reflect relevant legislation, standards funding requirements and sector policy that are accessible to all stakeholders.	Meets NSW DSS
14. Service providers encourage and support people with a disability, their families and carers to participate in the planning, management and evaluation of the service.	Meets NSW DSS
15. Service providers inform stakeholders how feedback has been used to improve service management and delivery.	Partly met
16. Service providers have a workforce planning and recruitment strategy in place to ensure the organisation has a skilled, engaged and responsive workforce.	Meets NSW DSS
17. Service providers have processes in place for succession planning of leadership staff and other key positions.	Meets NSW DSS
18. Recruitment practices meet all probity requirements and ensure the right workforce is recruited and maintained to deliver the range of services provided by the organisation to meet service delivery outcomes.	Meets NSW DSS
19. Service providers provide regular staff and volunteer training, support and supervision to flexibly meet the needs of people they support.	Meets NSW DSS
20. Service providers create and maintain accessible and safe physical environments in accordance with all fire safety requirements and occupational health and safety legislative and policy requirements.	Meets NSW DSS
21. Service providers implement the organisation's strategic and business plans utilising good practices including community engagement initiatives.	Meets NSW DSS