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**Family &  
Community  
Services**

# Accreditation Systems Recognition Tool

**Australian Children's Education Care Authority National Quality Standards  
(NQS)**



Accreditation Systems Recognition Tool, Australian Children's Education Care Authority National Quality Standard (NQS)

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## 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 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

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](http://www.adhc.nsw.gov.au/sp/quality/adhc_systems_recognition_tool)

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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.

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, is 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 into practice and are designed to assist service providers to understand and comply with the DIA. 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 Australian Children's Education and Care Authority National Quality Standard (NQS).

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 NQS.

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.

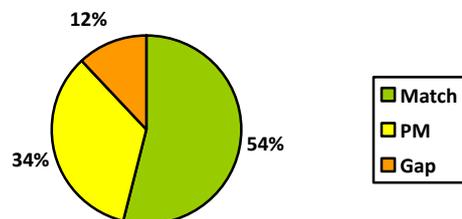
Accreditation Systems Recognition Tool	
<p>GREEN indicates that JAS-ANZ has assessed that the NQS meet this element of the NSW DSS practice requirement. This means that as a service provider holding current NQS accreditation status, your organisation fully meets this element of the NSW DSS and no additional work is required in preparation for the Third Party Verification process.</p>	
<p>YELLOW indicates that JAS-ANZ has assessed that NQS partially meet this element of the NSW DSS practice requirement and some improvement is required. To conduct a self assessment service providers should:</p> <p>Read the NSW DSS element to identify whether the practice described in the element applies to the services provided:</p> <ul style="list-style-type: none"> <li>• <b>If the answer is YES, and you have policies and aligned practices in place that demonstrate you meet this element</b> 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.</li> <li>• <b>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.</b> You should access ADHC resources such as the <a href="#">Standards in Action, It's your business chapter on Quality Management</a> and <a href="#">Key Performance Indicator (KPI) Guide</a> that have been made available on the ADHC website</li> <li>• <b>If the answer is NO</b>, then this NSW DSS element does not apply to your service and you do not need to comply with this element.</li> </ul>	
<p>ORANGE indicates that JAS-ANZ has assessed that the NQS 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.</p>	

# JAS-ANZ mapping against the Australian Children's Education and Care Authority National Quality Standard (NQS)

## Overview

The JAS-ANZ mapping has been based on the Australian Children's Education and Care Authority National Quality Standard (NQS) published in 2011.

Overall, the NQS provides a reasonable percentage of matches with the NSW Disability Services Standards (NSW DSS) as shown in the diagram below:



However, the target group does not specifically include people with a disability. This means additional evidence will be required for all elements relating to industry standard requirements about how they address the needs of people with disability.

The NQS is extremely comprehensive for NSW DSS 5: Service access, NSW DSS 3: Individual outcomes and NSW DSS 1: Rights.

Within the NQS, there is a strong focus on a transparent access policy and process which meets the majority of NSW DSS practice elements for NSW DSS 5: Service access.

The person centred approach is inherent in the NQS which ensures the majority of practice requirements for NSW DSS 3: Individual outcomes are met.

Similarly, NSW DSS 2: Participation and inclusion has commonalities with the NQS in regards the collaborative relationships with stakeholders and the community.

The NQS has an underlying principle that the rights of the child are paramount, with a strong focus on cultural diversity, privacy, confidentiality and child protection. This maps well with most of the NSW DSS Rights practice elements.

The NQS requires an effective complaints and grievance management system, however this is limited in regards all of the practice elements of the NSW DSS 4: Feedback and complaints.

The NQS Quality Area 7 (Leadership and service management) provides three Standards –which collectively cover off on the majority of practice requirements for NSW DSS Service management.

## Extent of matches between NQS and NSW DSS

The extent of matches between NQS and NSW DSS is described below. There are 45 practice elements that are fully met.

For partial matches, where some additional evidence may be required, this is largely due to the scope of services (including service delivery model, target group, legislative practice requirements) administered through ADHC. This is because some of the evidence required to meet the NSW DSS practice requirements may be specific and not usually required for this particular industry standard.

The majority of additional evidence relates to 28 practice elements where there are partial matches to NSW DSS, which means existing systems can be adapted to fully demonstrate the additional evidence.

There are ten practice elements which are gaps and have no commonalities with the existing NQS requirements.

The needs of people with a disability are not demonstrated in this industry standard and will need to be demonstrated in all the practice elements.

# NSW Disability Services Standard 1: Rights

## JAS-ANZ Analysis of NQS

NQS provides a very comprehensive set of related standards, which largely meet the NSW DSS 1: Right's practice elements. One of the guiding principles of NQS is that the rights and best interest of the child are paramount. The key relevant NQS Quality Area 5 (Relationships with children) includes Element 5.2.3, which requires that the dignity and rights of every child be maintained at all, times. NQS has a strong focus on cultural diversity, community engagement, privacy, confidentiality and child protection. The NQS target group does not specifically include people with a disability, though children with 'additional needs' are supported.

The first set of NSW DSS practice elements requires that each person is aware of their rights and expects to have them respected. NQS element 5.2.3 aims to meet the obligations of the United Nations Convention on the Rights of the Child (UN Convention), which is founded on the dignity and worth of each individual. Current information about the service, including the service's philosophy, policies and procedures must be available to families in NQS element 6.1.3. There is a consistent focus on meeting the cultural needs of each child, and maximising social participation. NQS element 6.3.4 promotes cultural diversity and community engagement; elements 3.2.2 and 5.1.3 require evidence of equity and inclusion; elements 2.1.1 and 2.1.2 acknowledge each child's cultural and social identity in supporting health and comfort needs. NQS element 1.1.5 requires support for every child to participate, taking into account social, cultural and linguistic diversity etc.

There is a separate NQS standard on child protection (2.3), with an element specific to protecting children from abuse or neglect (2.3.4). NQS element 7.1.5 requires that adults working with children are 'fit and proper'.

Privacy in regards toileting and personal hygiene is addressed in NQS element 2.1.2. An ethical approach, including confidentiality considerations is addressed in NQS standard 4.2. Confidentiality of records is required under NQS standards 6.1, 6.2 and 6.3. NQS element 7.3.1. ensures that records and information are stored to ensure confidentiality, and are maintained in accordance with legislative requirements. NQS element 2.3.3 ensures that every reasonable precaution is taken to protect children from harm, and this includes talking to children about safety issues and correct use of equipment. NQS element 2.1.1 requires that individual medical management plans are developed and reviewed in consultation with families, and that there is written authorisation from the parent or guardian for the administration of medication. Obligations met under the UN Convention in NQS element 5.2.3 should include all children, regardless of disability. There is a focus on inclusion for children with 'additional needs', and a requirement for equity in NQS standard 5.1, elements 5.1.2, 5.1.3 and 6.3.3.

The second set of NSW DSS practice elements refers to how service providers are to uphold, protect and promote legal and human rights of each person. There is a strong focus on safety in the NQS, with a standard on Children's Health and Safety and a separate standard on child protection (2.3), with an element specific to protecting children from abuse or neglect (2.3.4), including awareness of current child protection policy and procedures and legislative responsibilities.. The UN

Convention obligations under 5.2.3 also ensure that children have the right to be protected from being hurt and mistreated. NQS element 7.1.5 requires that adults working with children are 'fit and proper'. NQS element 2.3.4 refers to evidence around community resources that can provide information and support for children and families in relation to issues of abuse and/or neglect, though there is no direct reference to advocacy services or support for the person or family when proceeding with allegations of abuse or neglect.

Consent for medical treatments or intervention can be inferred from NQS element 2.1.1, which requires written authorisation from the parent or guardian for the administration of medication. NQS standard 2.2 ensures that children's nutritional needs are met, and should take into account individual requirements. NQS element 5.2.2 refers to behavioural management practices, which refer to individual children's personalities, and those with specific diagnosed behavioural issues. NQS element 5.2.3 follows with reference to the UN Convention and guidance on behaviour. Relevant policies/frameworks are referred to in these Standards. There are requirements for stakeholder involvement in NQS Quality Area 7 (Leadership and service management) in regards continuous improvement activities, but these are not specific to the development and review of equality and rights based policies.

Based on this analysis, NSW DSS 1: Rights practice elements 1, 2, 3, 4, 6, 7, 8, 10, 12 and 13 are met.

NSW DSS 1: Rights practice elements 5, 9, 11 and 14 are partly met.

## JAS-ANZ mapping of NQS 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.	Meets NSW DSS
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.	Partly met
10. Service providers gain consent from each person with a disability or their person responsible or legal representative for medical treatments and interventions.	Meets NSW DSS
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.	Partly met
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.	Meets NSW DSS
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.	Partly met

# NSW Disability Services Standard 2: Participation and inclusion

## JAS-ANZ Analysis of NQS

The NQS target group does not specifically include people with a disability, though children with 'additional needs' are supported. The NQS is strongly focussed on collaborative relationships with families and the community that are fundamental to achieving quality outcomes for children.

NQS Quality Area 1 (Educational program and practice) focuses on nurturing the development of skills and complements children's experiences, opportunities and relationships at school, home and in the community. NQS element 1.1.1 considers connection with community in regards to learning and development outcomes (not work, given the target group). NQS element 6.2.2 provides that current information is available to families about community services and resources to support parenting and family wellbeing. NQS element 6.3.1 specifically works to establish links with relevant community and support agencies. Access to inclusion and support assistance is facilitated through NQS element 6.3.3, through which there is a requirement to address barriers, particularly for those with additional needs, through partnerships. NQS element 6.3.4 requires that the service builds relationships and engages with the local community, which then strengthens children's connection with their community.

There is a focus on learning and performance improvement of staff in NQS standard 7.2, though specific training is only referred in the context of emergency equipment and child protection. There is no training specified which refers to the needs of people with a disability in NQS. There is a strong ethical base to staffing arrangements in NQS Quality Area 4 (Staffing arrangements), backed up with the need for respectful and equitable relationships with each child in NQS Quality Area 5 (Relationships with children), with support for each child to feel included.

Based on this analysis, NSW DSS 2: Participation and inclusion practice elements 3, 6, 7 and 8 are met.

NSW DSS 2: Participation and inclusion practice elements 1, 2 and 4 are partly met.

NSW DSS 2: Participation and inclusion practice elements 5 and 9 are gaps.

## JAS-ANZ mapping of NQS 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.	Partly met
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.	Partly met
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.	Partly met
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.	Gap

### 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.	Gap

# NSW Disability Services Standard 3: Individual outcomes

## JAS-ANZ Analysis of NQS

NQS provides a very comprehensive set of related standards, which meet the NSW DSS practice requirements for Individual outcomes. The person centred approach is inherent, particularly in NQS standard 1.1 which upholds children's rights, acknowledges and values strengths, and works in collaboration with children and families; with children supported as active participants and decision makers. The NQS target group does not specifically include people with a disability, though children with 'additional needs' are supported.

NQS Quality Area 1 (Educational program and practice) includes elements that require person centred approaches. NQS element 1.1.2 requires each child's current knowledge, ideas, culture, abilities and interests to be the foundation of the program, and children are viewed as active participants and decision makers. NQS element 1.1.5 requires each child to be supported to participate, and takes into account social, cultural and linguistic diversity. Families share in the decision making about their child's learning and well being through NQS element 6.1.

NQS Quality Area 4 (staffing arrangements) demonstrates how staff and volunteers must act in respectful and ethical ways that would promote the person centred approach to decision making. There is a strong focus on facilitating communication with families through NQS standard 6.1, and recognising the diversity of families and communities. There are six elements within NQS Quality Area 5 (Relationships with children) which require staff to develop equitable relationships with children and which are based on person centred approaches.

There is a strong focus on partnerships in NQS Quality Area 1. There is no specific reference to substitute decision makers, though there are extensive references to collaborative decision making approaches with input from relevant professionals and therapists.

NQS element 1.2.1 requires that each child's learning and development is assessed as part of an ongoing cycle of planning, development and evaluation; with evidence that this is appropriate and inclusive of each child and is documented. There should be opportunities for families and children to provide feedback about the program for each child. NQS element 1.2.2 includes the notion of 'intentional teaching', which uses a range of strategies to extend children's learning. Children can be encouraged to explore, experiment and take appropriate risks in their learning.

There are required linkages with community throughout the NQS standards (1.1.1, 6.2.2, 6.3.1). The commitment to continuous improvement (Standard 7.2) requires evaluation, self assessment to support children in achieving and improving outcomes by improved policies, procedures and practices.

Based on this analysis, NSW DSS 3: Individual outcomes practice elements 1, 2, 3, 4, 6, 7, 8, 9 and 10 are met.

NSW DSS 3: Individual outcomes practice element 5 is partly met.

## JAS-ANZ mapping of NQS 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.	Partly met

### 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 NQS

The NQS standard that reflects the principles of Standard 4: Feedback and complaints is standard 7.3, and element 7.3.4 which requires an effective complaints and grievance management system. The NQS target group does not specifically include people with a disability.

In the first set of NSW DSS practice elements, addressing fairness, there is evidence for families on how complaints are made and managed and a focus on fairness and timeliness. There is no reference to the need for a safe environment, or to ensure there are no negative consequences. A separate NQS element (7.3.1) refers to confidentiality, but not specifically around complaints. There is no NQS reference to support for complainants or information about external bodies.

In the second set of NSW DSS practice elements, addressing information and support, there is accessible information required under NQS element 7.3.5 but not for people with a disability. There is no NQS reference to support for complainants. There is also limited information about specificity of the complaints process.

In the third set of NSW DSS practice elements addressing service management of complaints, there is reference under NQS element 7.3.5 to national legislation, though no reference to other related legislation and State legislation. NQS has a commitment to continuous improvement, but not specific to analysis of complaints trends. Families are encouraged to contribute to the development and review of policies overall through NQS element 7.3.5. There is a detailed notifiable issue policy through NQS element 7.3.3, but no direct reference to NSW specific external bodies.

Based on this analysis, NSW DSS 4: Feedback and complaints practice elements 1, 6 and 20 are met.

There are partial matches against NSW DSS 4: Feedback and complaints practice elements 2, 3, 5, 7, 9, 12, 14, 17, 18, and 21.

There are gaps against NSW DSS 4: Feedback and complaints 4, 8, 10, 11, 13, 15, 16, and 19.

## JAS-ANZ mapping of NQS 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.	Partly met
3. Service providers ensure that there are no negative consequences or retribution for any person who makes a complaint.	Partly met
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.	Gap
5. Service providers treat each person making a complaint in a manner that protects their privacy and respects confidentiality.	Partly met
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.	Partly met
8. Service providers inform each person of their right to complain to an external body.	Gap

### 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.	Partly met.
10. Each person has the opportunity to have a chosen support person such as an advocate to assist or represent them during the process.	Gap
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.	Gap
12. Each person determines how, when and where the complaint will be made.	Partly met
13. Each person has the opportunity to nominate the person they want at the service as the key contact regarding the complaint.	Gap

## JAS-ANZ mapping of NQS against 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.	Partly met
15. Service providers ensure that policies and processes include ways of responding to the cultural and linguistic needs of individuals.	Gap
16. Staff and volunteers are trained in complaint handling and demonstrate understanding and capacity to implement complaint handling.	Gap
17. Service providers record and analyse trends from complaints to drive organisational policy development and continuous improvement.	Partly met
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.	Gap
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 <i>Community Services (Complaints, Review and Monitoring) Act 1993</i> (NSW).	Partly met

# NSW Disability Services Standard 5: Service access

## JAS-ANZ Analysis of NQS

Within NQS there is a strong focus on information reflecting cultural diversity, though this does not extend to people with cognitive and/or sensory needs.

There is an NQS requirement for access information to be readily available, for there to be a transparent access process, regular review of policies with consumer input, and strong community engagement. The NQS target group does not specifically include people with a disability, though children with 'additional needs' are supported.

NQS element 1.1.4 requires that information is made available to families about the educational program at the service, and it is important that it is accessible and meaningful. NQS element 6.1.3 requires that current information about the service is available to families, with easy to read information in the main languages used in the local community. NQS element 6.1.1 requires an effective enrolment and orientation process for families, with information shared about the service and other child related services before their child starts, and consideration of how to communicate with families for whom literacy is an issue or for whom English is not a first language, even if this is not currently required. These communication strategies regarding access to the service do not specifically refer to people with cognitive and/or sensory needs, however, overall, there is a strong focus on inclusion, and taking into account all children's social, cultural and linguistic diversity (including learning styles, disabilities) etc.

The NQS access/enrolment process required in element 6.1.1 involves an individualised approach to identifying the needs of each child and understanding each child's strengths, interests and abilities. This element requires that families have easy access to policies and procedures (enrolment and orientation processes). Overall NQS element 7.3.5 requires that practices are based on effectively documented policies and procedures which are available and reviewed regularly with input from families. Enrolment and orientation procedures are specifically identified as part of the review requirements. NQS element 1.1.5 requires that aspects of the program that have been adapted or changed to minimise barriers to participation be considered to promote inclusion.

There is a strong focus on community engagement in the NQS standards. NQS element 6.2.2 requires that current information is available to families about community services and resources, and that families are supported and encouraged to access information. NQS standard 6.3 requires that the service collaborates with other organisations and service providers to better meet the needs of families and children. NQS element 6.3.1 requires that links with relevant community and support agencies are established and maintained, with examples of collaboration with professionals working in other services/agencies to develop compatible support strategies for a child and family. NQS element 6.3.4 requires that the service builds relationships and engages with the local community, with acknowledgement of cultural diversity of the broader community.

Based on this analysis, NSW DSS 5: Service access practice elements 1, 2, 4, 5, 6, 7, and 8 are met.

NSW DSS 5: Service access practice element 3 is partly met.

## JAS-ANZ mapping of NQS 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.	Partly met

### 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 NQS

The NQS provides Quality Area 7 (Leadership and service management), which is relevant to this Standard. There is no obvious reference to the involvement of people with a disability, due to the nature of the target group. There is a strong focus on continuous improvement, involvement of families in policy development and review, health and safety.

In the first set of NSW DSS practice elements addressing governance, NQS element 7.1.1 refers to appropriate governance arrangements, though there are limited requirements for membership of governing body. The overview for Quality Area 7 promotes an ongoing cycle of planning and review, with NQS standard 7.2 providing a commitment to continuous improvement. However strategic planning based on person centred approaches is not obvious.

NQS requires appropriate governance arrangements for service management, though these are in the context of appropriate legal status and authority, and are not clear about the separation to decision making on operational matters. It is not obvious how the governing body oversees the accounting and financial reporting systems, risk management, and compliance with legislation and funding arrangements. NQS standard 7.2 requires continuous improvement of policies and procedures, though the governing body's role in this is not made clear. NQS standard 7.3 requires effective administrative systems to enable the effective management of a quality service. NQS element 7.3.2 Refers to the necessary controls to ensure the service operates in compliance with legislation, regulations and NQS standard 6.1 ensures families have opportunities to contribute to the development and review of the service's statement of philosophy, policies and NQS Quality Improvement Plan. NQS element 7.2.3 ensures the NQS Quality Improvement Plan is reviewed in consultation with families. NQS element 7.3.5 requires the input of families into the development and review of policies. Strong emphasis on review of policies, but not with involvement of people with a disability. Staffing arrangements are addressed in NQS Quality Area 4, with a strong emphasis on the provision of qualified and experienced educators, coordinators and nominated supervisors. NQS standard 7.2 ensure a commitment to continuous improvement which requires all levels of staff involved in refinement of strategies to create and sustain improvements.

In the second set of NSW DSS practice elements addressing Service management, policies and procedures are required to meet relevant standards, legislation and regulations. NQS element 7.3.5 requires that policies are well documented and accessible. Families are explicitly informed of policy changes based on their input to development and review of policies.

Staffing arrangements are well documented in NQS Quality Area 4. Comprehensive induction of staff and volunteers referred to in NQS element 7.1.2, ongoing training is referred to throughout relevant Standards for staff, but not for volunteers. NQS Quality Area 2 (Children's health and safety) comprehensively addresses safety,

and Occupational Health and Safety requirements. NQS Quality Area 6 ensures that links with relevant community and support agencies are established and maintained. These links are relationships in the community, used as part of implementing the service's strategic plan.

Based on this analysis, NSW DSS 6: Service management practice elements 7, 8, 10, 11, 12, 13, 15, 16, 17, 18, 20, 21 are met.

There are Partial Matches against 1, 2, 3, 4, 5, 6, 9, 14 and 19.

## JAS-ANZ mapping of NQS 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.	Partly met
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.	Partly met
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.	Partly met
4. The corporate governance body of an organisation is accountable to stakeholders and demonstrates high ethical standards acting in their best interests.	Partly met
5. The corporate governance body of an organisation monitors the effectiveness of the organisation's governance policies and practices and makes changes as needed.	Partly met
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.	Partly met
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.	Partly met
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.	Meets NSW DSS
11. The corporate governance body of an organisation has strategies in place for communication with staff to promote continuous improvement and a collaborative, responsive organisation.	Meets NSW DSS

## JAS-ANZ mapping of NQS against 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 processes to monitor compliance with relevant legislation and policy and to continuously improve organisational performance.	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.	Partly met
15. Service providers inform stakeholders how feedback has been used to improve service management and delivery.	Meets NSW DSS
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.	Partly met
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