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Family &  
Community  
Services

# Accreditation Systems Recognition Tool

Council on Quality and Leadership Accreditation  
(CQL)



Accreditation Systems Recognition Tool, Council on Quality and Leadership  
(CQL) Accreditation

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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 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](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.

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)* 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 Regulations into practice and are designed to assist service providers to understand and comply with the DIA and Regulations. 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 Council on Quality and Leadership (CQL) Accreditation.

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 CQL.

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 CQL meet this element of the NSW DSS practice requirement. This means that as a service provider holding current CQL 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 the CQL as partially meeting 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 CQL 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>	

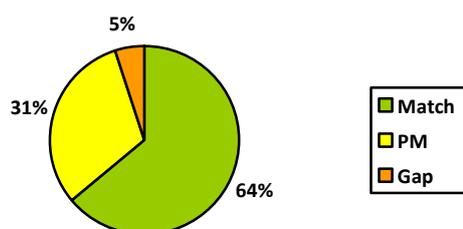
# Mapping against the Council on Quality & Leadership (CQL) Accreditation

## Overview

The JAS-ANZ mapping has been based on the CQL *Quality Measures 2005<sup>SM</sup>* published in 2005.

The CQL requirements can be used by organisations supporting people with disabilities. The CQL requirements address Shared Values, Basic Assurances, Personal Outcome Measures, Responsive Services, and Community Life and contain respective factors and indicators. The target group includes people with a disability.

Overall, the CQL requirements provide a high percentage of matches with the updated NSW Disability Services Standards (NSW DSS) as shown by the diagram below:



The CQL requirements are person centred and align well with the requirements of the NSW DSS. The NSW DSS 3: Individual outcomes is fully matched, and there are a high percentage of matches within the NSW DSS 4: Feedback and complaints, NSW DSS 1: Rights and NSW DSS 6: Service management.

Within the CQL requirements, there are some commonalities with the NSW DSS 5: Service access around working with other organisations to increase each person's support options.

There is a strong focus on community integration and participation throughout the CQL requirements which provides many matches with the NSW DSS 2: Participation and inclusion.

The person centred approach is reflected in the CQL requirements by a requirement to be responsive to concerns, and a very detailed reference about how to deal with allegations of abuse and neglect. However the majority of the practice elements of the NSW DSS 4: Feedback and complaints are not specifically addressed.

The person centred approach means there is a strong focus on rights throughout all the CQL requirements which means that the majority of practice elements for NSW DSS 1: Rights are met.

The CQL requirements collectively meet most of NSW DSS 6: Service management practice elements, particularly in the areas of corporate governance.

## Extent of matches between CQL and NSW DSS

The extent of matches between CQL requirements and the NSW DSS is described below.

Fifty three of the NSW DSS practice elements 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 CQL.

The majority of additional evidence relates to 26 practice elements where there are partial matches to CQL requirements, which means existing systems can be adapted to fully demonstrate the additional evidence.

There are four practice elements which are gaps and no commonalities are obvious with the existing CQL requirements.

# NSW Disability Services Standard 1: Rights

## JAS-ANZ analysis of CQL

The person centred approach of the CQL to quality means that there is a strong focus on rights throughout all the quality measures. The target group includes people with a disability.

The first set of NSW DSS practice elements for standard 1: Rights requires that each person is aware of their rights and expects to have them respected. CQL Shared Values Factor 2 includes Legal and Human Rights, which are supported by CQL Basic Assurances Factor 1 (Rights Protection and Promotion) and Personal Outcome Measures Factor 1 (My Self). CQL Shared Values Factor 4 (Community Settings), Personal Outcome Measures Factor 1 (My Self), and Responsive Services Factor 1 (Person Focus) ensure that service is based on choices around cultural rights and social/community participation. There is a comprehensive CQL Basic Assurances Factor 4 around Protection from Abuse, Neglect, Mistreatment and Exploitation, which is supported by CQL Personal Outcome Measures Factor 1 (My Self) regarding safety. There is no specific requirement for support and encouragement of self protective strategies and behaviours. CQL Shared Values Factor 3 (Self Determination and Choice) ensures people direct decisions that impact their lives. CQL Basic Assurances Factor 5 (Best Possible Health) provides that people have supports to manage their own health care, and medications/treatments are safely and effectively received.

The second set of NSW DSS practice elements for standard 1: Rights refers to how service providers are to uphold, protect and promote legal and human rights of each person. CQL Responsive Services Factor 4 supports the safe environment requirements referred to in Basic Assurances Factor 4 (Protection from Abuse, Neglect, Mistreatment and Exploitation), the latter which requires that staff know how to prevent, detect and report allegations of abuse and neglect, with detailed systems in place. Decision making supports are provided to people as needed under CQL Basic Assurances Factor 1 (Rights Protection and Promotion) and individual advocacy is referred to under Community Life (CL) Factor 3. Although the term 'appropriate consent' is not referred to, there are a range of factors which demonstrate this – Shared Values Factor 3, CQL Basic Assurances Factor 1 (Rights Protection and Promotion) – and CQL Basic Assurances Factor 5 (Best Possible Health) requires that people have supports to manage their own health care, and to receive medications/treatments safely and effectively. CQL Basic Assurances Factor 8 (Positive Services and Supports) requires that people are to be free from unnecessary, intrusive interventions. Individual choice in relation to nutritional and behaviour management practices can be demonstrated from a combination of CQL Personal Outcome Measures Factor 1 (My Self), Basic Assurances Factor 5 (Best Possible Health), and Basic Assurances Factor 8 (Positive Services and Supports). The CQL Accreditation requirements for Basic Assurances Factor 4 (Protection from Abuse) are extremely comprehensive, and have a strong systems focus on reviewing and analysing

trends and risks. This combined with the strong person centred focus throughout implies that stakeholders would be involved in the development and review of policies pertaining to equality and rights, though it is not specific.

Based on this analysis, NSW DSS 1: Rights practice elements 1, 2, 3, 4, 6, 7, 8, 9, 10, 12, 13, and 14 are met.

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

## JAS-ANZ mapping of CQL against the NSW DSS elements

### Practice requirements 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.	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.	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.	Meets NSW DSS

# NSW Disability Services Standard 2: Participation and inclusion

## JAS-ANZ analysis of CQL

The person centred approach of the CQL to quality means that there is a strong focus on decision making and community integration and participation throughout all of the quality measures. The target group includes people with a disability.

There is an emphasis on connecting people to their community across all of the factors and indicators. Specific examples from the CQL include: Factor 2 Community Focus of Responsive Services outlines service responsibility to support people to make community connections, Factors 2 (My World) and 3 (My Dreams) of the CQL Personal Outcomes Measures have references to interacting and participating in community and Community Life has a series of factors and indicators that support community integration. Factor 2 (Dignity and Respect) of CQL Basic Assurances requires people to have meaningful work and activity choices and additionally, Factor 4 in Shared Values promotes living in, and achieving goals and outcomes in the community. Given the overwhelming amount of person centred approach, choice and participation references, element 1 of NSW DSS practice requirement 2.1 is fully met.

Factor 1 of CQL Responsive Services requires organisation training to have a focus on personal outcomes, however there is no reference to training of volunteers or training in the area of skills development.

Factor 2 (Dignity and Respect) of CQL Basic Assurances states that people have meaningful work and activity choices. It also ensures that people have dignity and respect. Factor 3 of CQL Responsive Services looks at strategic focus, where information from people served, employees and the community is analysed for strategic planning. Factor 3 (My Dreams) in CQL Personal Outcome measures ensures that individuals participate in the life of the community. Additionally, Factor 2 of Community Life ensures that services enter into partnerships with other community organisations to enhance community life for all people.

Again, there are many references in the CQL to promoting inclusion and participation and choice because of the nature of the standard. Particular examples of this are Factor 3 of Shared Values, where people direct decisions that impact their lives and people contribute to their communities. Factor 2 (Dignity and Respect) within Basic Assurances ensures that people have privacy. Factor 3 in Community Life also references stakeholder engagement into increasing community life. Additionally, the entire standard, but specifically Factor 2 (My World) of the CQL Personal Outcomes Measures reinforces choice.

Within the CQL's Shared Values and Basic Assurances Validation criteria, evidence of positive behaviour support is expected to be demonstrated. Factor 1 in Shared Values, indicates that people can grow and develop.

Whilst the focus of CQL is overwhelmingly centred on the individual and their rights, there is little reference to support the requirement of minimising barriers to participation or references to the criminal justice system.

Based on this analysis, NSW DSS 2: Participation and inclusion practice elements 1, 3, 4, 7 and 8 are met.

NSW DSS 2: Participation and inclusion practice elements 2 and 6 are partly met.

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

## JAS-ANZ mapping of CQL against the NSW DSS elements

### 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.	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.	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.	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.	Partly met
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 CQL

The person centred approach of the CQL to quality means that there is a strong focus on person centredness and decision making throughout all of the quality measures. The target group includes people with a disability.

The first set of NSW DSS 3: Individual outcomes practice elements calls for service providers to maximise person centred decision making. CQL Basic Assurances Factor 1 (Rights, Protection and Promotion), includes a provision that decision making supports are provided to people as needed. Basic Assurances and Shared Values Factor 3 (Self Determination and Choice) of the CQL include the requirement that people direct the decisions that impact their lives and that people develop a capacity for self determination. Additionally, all 3 Factors in Personal Outcomes Measures (My Self, My World, and My Dreams) support a person centred approach.

CQL Basic Assurances Factor 3 (Natural Support Networks) ensures that communication occurs among people, their support staff and their families and that the organisation facilitates each person's desire for natural supports. Also, policies and practices facilitate continuity of natural support systems and the organisation recognises emerging support networks. Additionally, Factor 9 (Open Communication) includes the requirement for the organisation to promote communication between and among staff, families and people supported.

Although there is not a specific reference relating to supporting stakeholders to implement person centred approaches, there are ample references across multiple factors to meet the intent of NSW DSS 3: Individual outcomes. Also, CQL Basic Assurances Factor 1 (Rights, Protection and Promotion) has the provision for staff to recognise and honour people's rights and that the organisation upholds due process requirements and Factor 2 under Shared Values (Legal and Human Rights) ensures that the Universal Declaration of Human Rights of the United Nations and the constitutions of nations and states apply to all people and that rights may not be limited without due process. The above requirements, along with a number of other factors, although not prescriptive, meet the intent of the NSW DSS 3: Individual outcomes practice element 6.

NSW DSS 3: Individual outcomes practice Requirement 3.2 calls for service providers to undertake person centred approaches to planning to enable each person to achieve their individual outcomes. All three Factors in the CQL Personal Outcome Measures (My Self, My World, My Dreams) cover the requirement for person centred planning. In addition to this, CQL Basic Assurances Factor 1 (Rights Protection and Promotion), 3 (Natural Support Networks) and 8 (Positive Services and Supports) also apply.

Review and adjustment of planning is also covered through CQL Factor 10 (Shared Values) where the organisation determines that its supports are

meaningful to each person, Factor 8 in CQL Basic Assurances (Positive Services and Supports) ensures people's individual plans lead to person centred and person directed services and supports, and that the organisation provides continuous and consistent services and supports for each person. CQL Factor 1 in Responsive Services (Person Focus) ensures that the organisation systematically identifies and responds to people's priorities. One of the indicators within Factor 4 (Protect from Abuse, Neglect, Mistreatment and Exploitation) in CQL Basic Assurances indicates that the organisation implements systems for reviewing and analysing trends, potential risks and sentinel events. As above, the information contained in CQL Basic Assurances Factor 1 (Rights Protection and Promotion) and 2 (Dignity and Respect) talks about people being people first and that people have meaningful activity choices.

There are a number of CQL indicators to support the requirement for service providers to work with other community groups and providers within the community. These include: Factor 2 under Community Life (Organisational Role) where the organisation enters into partnerships with other community organisations to enhance community life, Factor 5 under Shared Values (Social Capital) and Factor 6 also under Shared Values (Community Partnerships) have a strong emphasis on building and utilising community partnerships.

CQL Responsive Services, Factors 1 and 3 focus on the organisation's requirement to systematically identify and respond to people's priorities, analysing aggregate data about personal outcomes to plan for the future. Planning is grounded in knowledge, information and data from people served; the organisation integrates its efforts in quality assurance, quality improvement and quality of life into a single integrated quality management system. All of the above references combine to ensure that all NSW DSS practice requirements are met.

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

There are no gaps or partial matches

## JAS-ANZ mapping of CQL against the NSW DSS elements

### 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 CQL

The relevant CQL measures for these person directed outcomes include Shared Values Factor 9 (Open Communication) and Factor 10 (Continuous Improvement); Basic Assurances Factor 2 (Dignity and Respect), Factor 4 (Protection from Abuse, Neglect, Mistreatment and Exploitation), Factor 7 (Resources and Support), Factor 8 (Positive Services and Supports); Responsive Services Factor 1 (Person Focus), Factor 3 (Strategic Focus), Factor 4 (Accountability Focus); Personal Outcome Measures Factor 1 (My Self), Community Life (Factor 3).

Validation information required is complaint data and analysis. There is not a specific reference to a complaints mechanism, though a very strong focus on the person centred approach, being responsive to concerns, communication amongst people, their support staff and families, safety, linkages to advocacy which are principles inherent within the practice requirements. There is a very detailed reference to how to deal with allegations of abuse, neglect, mistreatment and exploitation, though this does not deal specifically deal with complaints. The target group includes people with a disability.

The first set of NSW DSS 4: Feedback and complaints practice elements addressing fairness should inherently be met by the philosophy of the CQL Personal Outcome Measures and the person centred approach, though it is not specific to complaints in the relevant Factors. Evidence would be required to demonstrate these requirements.

The second set of NSW DSS 4: Feedback and complaints practice elements addressing information and support should also be broadly mapped to the CQL Personal Outcome Measures because of the underlying person centred approach, but again it is not specific to complaints in the relevant CQL Factors and would require further evidence. There is a reference to advocacy support.

The third set of NSW DSS 4: Feedback and complaints practice elements addressing service management of complaints broadly maps to the CQL requirements for written policy and processes, the involvement of people with a disability in the review and development of policy, including reporting of outcomes back, and notifiable issues. The CQL focus on Dignity and Respect should extend to supporting people in an individual, cultural and linguistic way though it is not specified in regards to the complaints process.

Based on this analysis, NSW DSS 4: Feedback and complaints practice elements 10, 14, 18 and 20 are met.

The NSW DSS 4: Feedback and complaints practice elements of 1, 2, 3, 4, 5, 6, 7, 8, 9, 11, 12, 13, 15, 16, 17, 19 and 21 are partly met.

## JAS-ANZ mapping of CQL against the NSW DSS elements

### 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.	Partly met
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.	Partly met
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.	Partly met
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.	Partly met

### 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.	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.	Partly met
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.	Partly met

### 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.	Partly met
16. Staff and volunteers are trained in complaint handling and demonstrate understanding and capacity to implement complaint handling.	Partly met
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.	Meets NSW DSS
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.	Partly met
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 CQL

The CQL Accreditation framework emphasises the commitment to quality of life, choice, dignity and rights of people with a disability, which includes a focus on community life and integration. The target group includes people with a disability.

The first set of NSW DSS 5: Service access practice elements calls for service providers to have information about services available. CQL Factor 9 in (Shared Values), Open communication, requires open communication between the service provider, target group and stakeholders, along with communicating its mission, priorities and planning. CQL Factor 10 (Continuous improvement) in Shared Values supports the collection of data related to quality improvement, however there is no direct requirement about information provision to people with a disability or stakeholders. Additionally, the specific requirements pertaining to accessible formats and communication strategies to people with a disability and cultural needs were not addressed by CQL.

The second set of NSW DSS 5: Service access practice elements calls for service providers to have processes for service access clearly defined. Factor 1 (Rights, Protection and Promotion) of the CQL Basic Assurances requires the service to implement policies and procedures that promote people's rights. Additionally, Factor 1 (My Self) of the CQL Personal Outcome Measures states that people are treated fairly. However this isn't specific to the service access principle of inclusion which requires that processes are easy to understand and based on assessed need. Likewise, there is no requirement within QCL to engage the target group in review processes. However, there is evidence to support service provider review of information within Factor 1 (Person Focus) within Responsive Services, where the organisation is required to analyse aggregate data and is responsive to people's priorities.

The third set of NSW DSS 5: Service access practice elements calls for service providers to cooperate with other organisations to increase support options. CQL Factor 2 (Community Focus) in Responsive Services ensures that the organisation supports its staff, people served and families to develop social and community connections. Additionally, an analysis of community involvement is required to determine the impact on the target group. CQL Factor 2 (Organisational Role) in Community Life, states that organisations partner with other community organisations to enhance community life for the target group. The overall intent of Community Life overall and Factor 2 (Community Focus) in Responsive Services supports working with other organisations to better meet individual's support options. However, although support is mentioned (above) there is no specific CQL Factor to meet the requirement for support and information to be provided to the target group relating to referrals.

Based on this analysis, NSW DSS 5: Service access practice elements 6 and 7 are matches.

NSW DSS 5: Service access practice elements 1, 4, 5, and 8 are partly met.

NSW DSS 5: Service access practice elements 2 and 3 are gaps.

## JAS-ANZ mapping of CQL against the NSW DSS elements

### 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.	Partly met
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.	Gap
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.	Gap

### 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.	Partly met
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.	Partly met

### 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.	Partly met.

# NSW Disability Services Standard 6: Service management

## JAS-ANZ analysis of CQL

The CQL Accreditation Measures include Shared Values, Basic Assurances, Personal Outcomes, Responsive Services and Community Life. The person centred approach is inherent in these measures. The target group includes people with a disability.

The following CQL factors collectively map against NSW DSS 6: Service management requirements; Responsive Services Factor 4 (Accountability Focus), Factor 3 (Strategic Focus), Factor 1 (Person Focus), Shared Values Factor 6 (Community Partnerships) and Factor 9 (Open Communication), Basic Assurances Factor 7 (Staff Resources and Supports).

In addition, the intent of the CQL Shared Values, Shared Values Factor 8 (Continuous Learning), Factor 10 (Continuous Improvement), Responsive Services Factor 1 (Person Focus), Factor 2 (Community Focus) also collectively map against NSW DSS 6: Service Management requirements, except for the accessibility of written policies and processes to all stakeholders.

Based on this analysis, all NSW DSS 6: Service management practice elements are met, except for element 12 which is partly met.

## JAS-ANZ mapping of CQL against the NSW DSS elements

### Practice requirements 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.	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

## 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.	Partly met
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.	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.	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