





Where do Standards come from?

- Community Values
- Customer Requirements
- Organisational Purpose
- Relevant Legislation



Where do Standards come from?

Community Values

- Medical model
- Social model
- Anti discrimination law
- Segregated versus inclusive communities
- Social Role Valorisation and least restrictive alternatives



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Where do Standards come from?

Customer Requirements

- Disability affects more than half a million Western Australians and is increasing
- 200,000 people provide care and support
- Vast range of customers with diverse needs
- Not-for-profit organisations
- National representational bodies





Where do Standards come from?

Organisational Purpose

- High quality of service
- Flexible
- Achieve positive outcomes
- Respect rights of consumers and promote their dignity and independence
- Translated into purpose and mission statement





Where do Standards come from?

Relevant Legislation

- Protect rights of people with disabilities
- Commonwealth Disability Services Act 1986
- Changed focus of funding to outcomes
- Commonwealth State/Territory Disability Services Agreement 1991
- The Disability Discrimination Act 1992
- The Disability Services Act WA 1993





Why do we have Standards?

- Quality Service
- Funding Agreements
- Reporting Mechanisms



Why do we have Standards?

Quality Service

- Protect rights
- Promote quality
- Part of overall quality assurance
- Describe principles and objectives of the Disability Services Act





Why do we have Standards?

Funding Agreements

- CSTDA funding arrangements
- DSC service agreements
- Funding and accountability
- Disability Services Standards



Why do we have Standards?

Reporting Mechanisms

- Measured against a set of standards
- Self Assessment
- Independent Service Monitors
- Opportunities for continuous improvement



What do the Standards represent?

Values and Principles

- These are about having the right approach to working with consumers

Service Delivery and Outcomes

- These are about having the right processes for supporting consumers and getting the right results

Service Management

- This is about having the right elements to direct and control the organisation and having the right staff to do the work





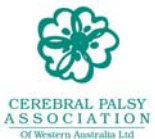
Values and Principles

Standard 1: Service Access

Standard 4: Privacy Dignity and Confidentiality

Standard 6: Valued Status

Standard 9: Protection of Human Rights and
Freedom from Abuse and Neglect





Service Delivery and Outcomes

Standard 2 : Individual Needs

Standard 3 : Decision Making and Choice

Standard 5 : Participation and Integration

Standard 7 : Complaints and Disputes





Service Management

Standard 8 : Service Management





What do they mean for me?

- What values and attitudes do I bring to work?
- How do I deliver services?
- How do I facilitate outcomes for the people I work with?
- What is my role in monitoring and improving services?

