

Updated NSW Disability Services Standards and the Quality Framework

ADHC has implemented quality reform activities in partnership with National Disability Services (NDS) to support the NGO sector as we move towards a person centred service system. These activities aim to improve the delivery of services to people with a disability, their families and carers and provide assurance that service providers are complying with the *NSW Disability Services Standards* (NSW Standards) which form the basis of ADHC's approach to quality reform.

The NSW Standards have been updated in partnership with the sector so that they reflect the directions under *Stronger Together 2*; outcomes of *Living Life My Way* consultations and align with the endorsed National Disability Standards. In line with the National Standards, the NSW Standards have been streamlined from ten to six standards. A table is included in this fact sheet to illustrate how the National and NSW Standards align and have been streamlined.

The updated NSW Standards, practice examples and tips are outlined in the [Standards inAction](#) manual which is a practical guide for service providers in applying the principles of the *NSW Disability Services Act 1993*. The previous standard on Family Relationships has been incorporated across each of the updated NSW Standards, as these concepts were identified as being important to people with a disability and their families particularly those from Culturally and Linguistically Diverse and Aboriginal and Torres Strait Islander communities.

In line with quality reform activities, ADHC's current Funding Agreement (FA) requires service providers to have a quality management system in place if one doesn't already exist and engage an independent third party to verify compliance with the NSW Standards once during the term of the FA (1 July 2012 – 30 June 2015). Under the Industry Development Fund, a range of tools and resources are being developed to support ADHC funded non-government organisations in implementing these requirements. Further Information on quality reform activities and supports for the sector can be accessed on the ADHC and NDS websites - <http://www.adhc.nsw.gov.au/sp/quality>.

The updated standards now reflect contemporary practice by emphasising person centred approaches which were not explicit in the previous standards.

Previous National & NSW Standards	Streamlining National & NSW Standards	National & NSW Standards
Service Access	NSW aligned to National Standard	Service Access <ul style="list-style-type: none"> - focus on the importance of readily available information that is adapted to individual need and outlines the features and capacity of services so that each person knows how to access a service and is treated fairly by service providers
Individual Needs	National approach to merge these standards to a single standard - Individual Outcomes	Individual Outcomes <ul style="list-style-type: none"> - shift to person-centred approaches, providing information and support that reflects a person's individual and cultural needs
Decision Making and Choice	NSW aligned to National Standard	<ul style="list-style-type: none"> - that service providers support each person to exercise choice and control over the design and delivery of their services
Participation and Integration	National approach to merge these standards to a single standard - Participation	Participation and Inclusion <ul style="list-style-type: none"> - focus on people with a disability being valued members of their communities through active and meaningful participation
Valued Status	NSW aligned to National Standard	<ul style="list-style-type: none"> - Service providers develop connections with the community to promote opportunities for active and meaningful participation

Complaints and Disputes	<p>NSW aligned to National Standard in relation to complaint handling on advice from NSW Ombudsman</p> <p>NSW approach to incorporate feedback across all standards</p>	<p>Feedback and Complaints</p> <ul style="list-style-type: none"> - each person can expect a complaint to be dealt with in a manner that reflects their individual and cultural needs, and have support and the opportunity to participate fully in the process of complaints' resolution
Service Management	<p>NSW aligned to National Standard</p>	<p>Service Management</p> <ul style="list-style-type: none"> - each person receives quality services that are well managed and delivered by staff with the right values, attitudes, goals and experience. - each person receives quality services which are effectively and efficiently governed.
Privacy, Dignity and Confidentiality	<p>National approach to create a new standard on Rights and incorporate the key themes from standard on Privacy, Dignity and Confidentiality</p> <p>NSW aligned to National Standard</p>	<p>Rights</p> <ul style="list-style-type: none"> - focus on people with a disability receiving services that promote and respect their legal and human rights and which enable them to exercise choice and participation like everyone in the community
Rights And Freedom From Abuse		
Family Relationships	<p>National and NSW approach to address concepts across all standards</p>	<p><i>(Incorporated across all standards above)</i></p>

For more information on the Standards in Action, please contact the Quality & Safeguards Unit, Individualised Options on (02) 9377 6016 or by email SDFRunit@facs.nsw.gov.au