



DEPARTMENT OF
**FAMILY AND
COMMUNITY
SERVICES**



Department for
Community Development

SAAP Service Standards

Western Australia 2002

**SUPPORTED
ACCOMMODATION
ASSISTANCE PROGRAM**

SAAP SERVICE STANDARDS

**Western Australian
2002**

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Introduction

The Supported Accommodation Assistance Program (SAAP) is a joint Commonwealth and State Government program which provides funds to not for profit agencies to help people who are homeless or at risk of homelessness, including as a result of domestic violence.

In 2002 there were 119 services in Western Australia funded to provide a range of support and temporary accommodation including:

- crisis and transitional accommodation services for young people
- support and counselling services for young people at risk
- refuges, and outreach support services for single women, and women with children who are victims of domestic violence
- crisis and transitional accommodation and support services for homeless single adults and families

These standards have been developed to help service providers to deliver quality services to people who are homeless or at risk of homelessness.

What are standards?

Standards establish acceptable or desired levels or ways of operating. They describe what needs to be done to ensure the best outcomes for clients. These standards cover five areas; direct service provision, client rights and participation, service networks to support clients, service management and health and physical safety. Within these categories there are fourteen standards:

Direct Service Provision

Standard 1 Access and eligibility

People have equitable access to services* on the basis of need and consistent with the stated aims of the organisation and service agreement.

Standard 2 Planning and providing support

The service works in partnership with each client to identify his or her needs and, where appropriate develop a support plan*.

Standard 3 Provision of supported accommodation to young people under 18 years who are not with an adult

Young people under 18 years of age who are not with a responsible adult are assessed with regard to their circumstances, age, vulnerability and legal status, and are provided with or assisted to access appropriate services.

Standard 4 Service provision to children accompanying parents/carers

Children accompanying parents/carers have their needs considered and where possible are provided with or assisted to access appropriate services.

* See Glossary of Terms page 6

Client Rights and Participation

Standard 5 Client responsibilities

Clients are aware of their rights and responsibilities while they are being supported and/or accommodated by the service.

Standard 6 Privacy and confidentiality

The service respects the privacy and confidentiality of clients.

Standard 7 Client participation and decision making

The service encourages clients to take an active role in the decision making processes of the service.

Standard 8 Complaints procedures

The service has a complaints procedure in place for clients which is clear and widely known.

Standard 9 Understanding and eliminating barriers

The service provider responds in culturally sensitive and appropriate ways to Aboriginal and Torres Strait Islander clients, clients from culturally and linguistically diverse backgrounds, clients with disabilities and clients with diverse sexuality and gender expression. It actively works to identify and eliminate any barriers clients may face in gaining support from the service.

Service Networks to Support Clients

Standard 10 Referral and support linkages

The service has effective referral and support linkages with relevant service providers, local community groups and government agencies to support clients.

Service Management

Standard 11 Service provider structure and decision making

The service provider has clearly defined decision making structures and processes, which facilitate effective service management and accountability.

Standard 12 Service planning and quality improvement

The service provider has in place processes to plan and review its activities and services and direct resources to best meet the needs of the target group.

Standard 13 Human resource management

The service provider has effective human resource management systems in place.

Health and Physical Environment

Standard 14 Health and safety

The service provides a safe and secure environment for clients and staff where health and safety risks are minimised.

How these standards were developed

Standards for the delivery of Supported Accommodation Assistance Program (SAAP) services in Western Australia were first introduced in 1996. The standards were developed in consultation with SAAP service providers. They were minimum standards which were "agreed, achievable and essential standards of service delivery." These standards were to be used as a guide for services and were not intended to be prescriptive. Service providers were encouraged to aspire to higher than the minimum standards in the delivery of services.

To help service providers with the 1996 standards, four SAAP Service Support Projects were funded for one year. These projects worked with services in the youth, domestic violence, families/adults areas and with Aboriginal service providers to help them to develop policies and procedures to meet the standards.

Another aim of the Service Support Projects was to provide feedback on the standards so that they could be reviewed and if necessary revised. Near the end of the project, a forum was held. The project officers from each project along with relevant staff from the Department for Community Development (formerly Family and Children's Services) workshopped issues which had arisen during the projects. They also agreed on the directions for the new standards.

A SAAP Standards Working Party was established to oversee the revision of the document. The following people represented their sectors on the working party:

Project Coordinator Helen Miskell	Department for Community Development
Anne Russell-Brown	Western Australian Council of Social Services
Karl Fitz / Camille Inifer	Community Housing Coalition of Western Australia
Sandra McGee/ Angie Hartwig	Women's Refuge Group of Western Australia
Mark Goerke/ Kirsten Stender	Youth Affairs Council of Western Australia
Jean Urquhart/ Sue Keily/ Derek D'Cruz	Department for Community Development,
Brian Dynon	Family and Community Services

Consultants Jill Cameron and Jo Stanton were contracted to develop new draft standards based on feedback from the project workshop and the SAAP Standards Working Party.

National principles for SAAP services have also been agreed since the 1996 standards were developed. These have been endorsed by all State and Territory

Governments and the Commonwealth Government and now underpin service standards across Australia. The national principles have been taken into consideration in developing these standards and are reproduced in full in section 1 of this document.

SAAP service standards file

This document has five sections:

Section 1 The service standards

This section includes:

- The national principles for SAAP services
- The service standards

Section 2 Implementation guide

The implementation guide identifies practices that support each standard and provides a list of resources and additional information under each of the five category headings. It is a guide rather than a manual, and is intended as a tool to help services to identify appropriate means of implementing the standards in their service.

Section 3 Self assessment checklist

A self assessment checklist is provided in section 3. It is based on the Implementation guide at section 2. Service providers should use this document to assess whether they are meeting each service standard. It is not essential that each practice listed in the guidelines is achieved in order to address a standard. Agencies are free to state alternative methods by which they are meeting standards.

Section 4 Completed self assessment checklist

This section is provided for agencies to place completed self assessment checklists.

Section 5 Action Plans

For standards which the service does not meet, an action plan will need to be developed. Action plans should take into account the agency's abilities and resources and set realistic time frames for implementation. A sample action plan format is provided. If required, the local Department for Community Development community development and funding officer will be available to help.

Implementing and monitoring the standards

SAAP services are expected to work towards achieving the standards. New services and existing services will be required to commit to agree to work towards achieving the standards during service agreement negotiations.

The standards will be monitored during service reviews by self-assessment and sampling by community development and funding officers.

Before the service review the service provider should send a copy of the completed self assessment checklist to the community development and funding officer. This will then be used for discussion at the review. At each service review a couple of the standards will be discussed in detail.

Where a service is having difficulty meeting a standard, they will need to develop an action plan to achieve it. If required, the community development and funding officer will be available to help.

The Department for Community Development, Community Skills Training Centre (CSTC) provides training to help services meet specific service standards.

Glossary of Terms

communal services

There are two main types of services which fit this category:

- a service where unrelated persons are accommodated together and staff are on site. For example a women's refuge or single men's shelter. This definition is not intended to include share houses.
- non residential services which have unrelated persons on the premises on a regular basis as well as staff, for example, day centres or youth drop in services.

crisis/short term accommodation

Supported accommodation for periods of generally not more than 3 months (short term) and for persons needing immediate short term accommodation (crisis). Definition from *The SAAP National Data Collection*

inability to pay

Clients who state they are unable to pay should be assessed on a case by case basis, taking account of their special circumstances. For example some clients are initially unable to pay because they are temporarily without income whilst awaiting Centrelink payment or assessment. For example a migrant woman without residency status escaping domestic violence and seeking a women's refuge, would not currently be in receipt of a Centrelink payment and therefore would be initially unable to pay. She should not be refused accommodation.

personal belongings

Within these standards the term "personal belongings" refers only to items such as clothes, jewelry, personal papers or toiletries. It does not include furniture or other large items.

policy

A statement of intention - may provide the rationale behind a procedure or process.

procedure/process

The way that work is carried out - the method of doing something. Procedures are often used to implement policies.

protocol

A protocol is a documented relationship between two or more separate agencies detailing agreements which have been reached about how the agencies will work together. Definition from the SAAP Protocols File 1999.

service

An activity or strategy which a service provider is contracted to provide as defined in the service agreement with the Department for Community Development.

service provider

An organisation which has entered into a service agreement with the Department for Community Development to provide a SAAP service and is accountable for the provision of the service in accordance with all legal requirements.

support plan

A plan which has been developed with the client and identifies their support needs and strategies to achieve them.

transitional accommodation - also known as medium/long term accommodation

Services that provide supported accommodation for periods of around three to six months (medium term) and for longer than six months (long term). Definition from the *SAAP National Data Collection*

SECTION 1 THE STANDARDS

This section includes:

The national principles for SAAP services

The 14 service standards in five categories:

Direct service provision	Standards 1 to 4
Client rights and participation	Standards 5 to 9
Service networks to support clients	Standard 10
Service management	Standards 11 to 13
Health and physical safety	Standard 14

Each standard appears in one area only although some standards may be relevant to more than one area.

Not all standards apply to all service types. Individual agencies will be able to identify, with their community development and funding officer, which standards are relevant to their particular service type.

NOTE:

Requirements of legislation and regulations in areas such as occupational health and safety and disability or local government by laws have not been included in the standards. It is the responsibility of individual agencies to ensure that they are fulfilling all obligations under the law.

National principles for SAAP services

State and Territory Governments and the Commonwealth Government have endorsed the following principles for SAAP services. The principles underpin the Western Australian SAAP service standards.

User rights

Each consumer has the same rights and responsibilities as all members of the community.

Participation and choice

Each service user has the opportunity for maximum participation in decision making about their own lives and the service they receive.

Complaints and dispute resolution

Each service user has access to fair and equitable procedures for dealing with complaints and disputes.

Safety and security

Each service user has physical safety and security as a result of their contact with a SAAP service.

Access to services

Each service users' access to a service is decided on the basis of relative need within the service's target group.

Information and consultation

Each service user is fully informed about the nature and choice of available services and any rules and conditions that apply, and makes informed choices from the alternatives.

Privacy, confidentiality and access to personal information

Each service user has the right to personal privacy, privacy in communications and confidentiality of access to service records and information pertaining to them.

Efficient and effective management

Each service user receives the benefit of well planned, efficient and accountable service management.

Coordinated, planned and reliable service delivery

Each service user receives coordinated, reliable and appropriate planned services which are planned and meet his or her specific ongoing needs and which are both appropriate and responsive and delivered in a culturally responsive manner.

Responsiveness to all clients

Children in SAAP services are treated as clients in their own right as well as part of their family unit.

THE SAAP SERVICE STANDARDS

Direct service provision

1 Access and eligibility

People have equitable access to services* on the basis of need and consistent with the stated aims of the organisation and service agreement.

2 Planning and providing support

The service works in partnership with each client to identify his or her needs and, where appropriate develop a support plan*.

3 Provision of supported accommodation to young people under 18 years who are not with an adult

Young people under 18 years of age who are not with a responsible adult are assessed with regard to their circumstances, age, vulnerability and legal status, and are provided with or assisted to access appropriate services.

4 Service provision to children accompanying parents/carers

Children accompanying parents/carers have their needs considered and where possible are provided with or assisted to access appropriate services.

THE SAAP SERVICE STANDARDS

Client rights and participation

5 Client responsibilities

Clients are aware of their rights and responsibilities while they are being supported and/or accommodated by the service.

6 Privacy and confidentiality

The service respects the privacy and confidentiality of clients.

7 Client participation and decision making

The service encourages clients to take an active role in the decision making processes of the service.

8 Complaints procedures

The service has a complaints procedure in place for clients which is clear and widely known.

9 Understanding and eliminating barriers

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THE SAAP SERVICE STANDARDS

Service networks to support clients

10 Referral and support linkages

The service has effective referral and support linkages with relevant service providers, local community groups and government agencies to support clients.

Service management

11 Service provider structure and decision making

The service provider has clearly defined decision making structures and processes, which facilitate effective service management and accountability.

12 Service planning and quality improvement

The service provider has in place processes to plan and review its activities and services and direct resources to best meet the needs of the target group.

13 Human resource management

The service provider has effective human resource management systems in place.

Health and physical environment

14 Health and safety

The service provides a safe and secure environment for clients and staff where health and safety risks are minimised.

SECTION 2 IMPLEMENTATION GUIDE

Introduction

This section of the file contains information to help service providers implement the standards listed in Section 1. Fourteen standards are described in five categories:

Direct service provision	Standards 1 to 4
Client rights and participation	Standards 5 to 9
Service networks to support clients	Standard 10
Service management	Standards 11 to 13
Health and physical safety	Standard 14

Following each standard practices are listed which support the standard. Services implementing these practices will meet the standards. However some standards could be implemented in other ways. The onus is on service providers in this case to show how the standards are being met.

Note:

Most standards are relevant to all service providers but some are specific to certain service types such as youth crisis accommodation* services. Similarly the practices which support a service standard may vary between services. Community development and funding officers from the Department for Community Development are available to assist service providers to determine which standards and practices are relevant to their service.

Resources and additional information are listed at the end of each of the five categories.

DIRECT SERVICE PROVISION

The standards for direct service delivery relate to the client's ability to access the service and the way in which they will be supported by the service.

The standards which relate to direct service provision are:

- Standard 1 Access and eligibility
- Standard 2 Planning and providing support
- Standard 3 Providing supported accommodation to young people under 18 years who are not with an adult
- Standard 4 Service provision to children accompanying parents/carers

Resources and additional information are listed following these standards.

Standard 1 Access and eligibility

People have equitable access to services* on the basis of need and consistent with the stated aims of the organisation and service agreement.

Practices which support this standard include:

1.1 Eligibility criteria

The service has eligibility criteria and an entry process which is non discriminatory and aims for all people within the target group to have equal access to the service. The eligibility criteria and entry processes are made known to all staff, potential clients and relevant referring agencies.

[See also Standard 9 –Understanding and eliminating barriers]

1.2 Eligibility criteria applied

Staff have a clear understanding of eligibility policies and procedures and apply them to all clients in a fair and equitable way.

1.3 Timely response

Each person who contacts the service receives a timely, constructive response in accordance with service provider policy and appropriate to the service model and client needs.

1.4 Information to clients

As soon as practical after admission each client is fully informed of:

- the type of service to be provided
- the rights and responsibilities of users and staff of the service
- arrangements for the payments for fees, rent or food
- service guidelines/rules and conditions, including the limits of confidentiality (refer also Standard 6 Privacy and confidentiality)
- service staffing arrangements
- complaints procedures for clients
- emergency evacuation procedures for communal services*
- criteria for ending support
- data collection arrangements and requirements.

1.5 Fees policy

The service provider has a written policy on fees which encourages clients to contribute to their own expenses while using the service but does not exclude people because of inability to pay*.

NOTE: The Department for Housing and Works requires that funded agencies charge clients up to 25% of their income for Crisis Accommodation Program and head leased properties where clients are able to pay.

1.6 Appropriate referrals

Each person who is not accepted as a client is informed about why he or she was not accepted by the service and where possible is referred to an appropriate alternative government or non government service.

In the metropolitan area clients seeking emergency accommodation should be referred to one of the central SAAP referral agencies listed on page 21. Non metropolitan services should discuss appropriate alternative arrangements with the local Department for Community Development office.

Standard 2 Planning and providing support

The service works in partnership with each client to identify his or her needs and where appropriate develop a support plan*.

Practices which support this standard include:

2.1 Assessment of need

The service has an assessment procedure which identifies individual needs and takes account of the client's needs and preferences.

2.2 Client participation

Where appropriate¹ to the service model, each client is given the opportunity to actively participate in a comprehensive assessment process to:

- identify his or her own needs
- plan immediate, short term and long term goals and priorities
- receive information on the range of options available and evaluate the choices
- develop a written support plan.

2.3 Copy of plan given to client

Each client receives a copy of his or her support plan.

2.4 Support provided

Each client receives appropriate support as set out in their support plan including information, referral and advocacy to other services as well as direct service provision.

2.5 Review the support plan

Each client's support plan is reviewed at regular intervals (as appropriate to the service type) to monitor progress, provide the opportunity to reassess needs, revise goals and renegotiate strategies.

2.6 Exit planning

Each client is made aware in advance and involved in planning for withdrawal of support² by the service including:

- developing agreed action plans and time frames
- provision of support during transition to alternative accommodation and/or support (where appropriate)
- whether any follow up support is available from the service.

¹ It is appropriate for the majority of SAAP service providers to undertake assessments and develop support plans with most clients. Exemption from this requirement must be negotiated on a service provider basis with the Department for Community Development staff.

² It is recognised that some clients will leave the service without notice or be asked to leave.

Standard 3 Provision of supported accommodation to young people under 18 years who are not with an adult

Young people under 18 years of age who are not with a responsible adult are assessed with regard to their circumstances, age, vulnerability and legal status, and are provided with or assisted to access appropriate services.

In addition to standard 2, the following practices described more fully in the specifications for *Supported Accommodation Services for Young People* also apply to unaccompanied young people:

Practices which support this standard include:

3.1 Procedures for working with under 18 year olds

The service has written procedures on their approach to working with young people under 18 years of age. They are consistent with the service specifications set out in the service agreement with the Department for Community Development (DCD) and the SAAP/DCD service delivery protocols*.

3.2 Responsibility for case management

Responsibility for case management will depend on the circumstances, age, vulnerability and legal status of each young person. Case management coordination will be negotiated between the agencies involved, except where case management coordination is the responsibility of the Department for Community Development.

The Department for Community Development has case management responsibility for young people in SAAP services in the following circumstances:

- all young people under 18 years who are in the care of the department (formerly known as 'wards')
- any young person under 15 years of age
- any young person aged 15 who does not have the consent of their parent/carer to be accommodated by the service.

3.3 Information and participation

Each young person is given the opportunity to participate in the development of support plans. The young person is informed where the service is required to notify parents or the Department for Community Development.

3.4 Family relationships

Support plans include the maintenance or restoration of family relationships where appropriate.

Standard 4 Service provision to children accompanying parents/carers

Children accompanying parents/carers have their needs considered and where possible are provided with or assisted to access appropriate services.

Practices which support this standard include:

4.1 Policy about children

The service has written policy and procedures regarding the assessment of and planning for the needs of accompanying children.

4.2 Talk to parents/carers

Wherever possible and taking into consideration the safety of the child the parent/carer's participation in decision making is maximised. Decisions made as a result of the planning process which may affect the child are documented and reviewed as part of the parent/carer's support plan.

4.3 Information about services for children

The service keeps up to date information on appropriate services for children, including professional and specialist services and uses this information for referral and linking.

4.4 Safe environment

The service environment is safe and appropriate for the age and stage of development of accompanying children.

4.5 Duty of care

The service takes a duty of care position for children where there may be a risk of physical, sexual or emotional harm. Protective action is taken through referral to specific protective and support services including the Department for Community Development or Police.

Direct service provision resources and additional information

Resources and additional information which will assist agencies to meet these standards include:

- *Case Management Resource Kit for SAAP Services* by the National Case Management Working Group, ACT, 1997
- "Case Management with Children" in *The Case Management Resource Kit for SAAP Services* by the National Case Management Working Group, ACT 1997
- "An Example of Case Management in a Youth Refuge" in *The Case Management Resource Kit for SAAP Services* by the National Case Management Working Group, ACT 1997
- *Case Management Resource Kit for Indigenous SAAP Services* by the Commonwealth Department of Family and Community Services and the National SAAP Case Management Working Group, ACT 1999
- The Department for Community Development, Service Agreement, especially Schedule B "Service Specifications".
- *WA SAAP Protocols File* by the Department for Community Development, WA 1999. Web at www.dcd.wa.gov.au
- SAAP central referral agencies for crisis accommodation
 - Salvo Careline tel (08) 9227 8655
 - Crisis Care Unit (after hours) tel (08) 9223 1111 or 1800 199 008 (freecall STD)
 - Women's Refuge Group Roster tel (08) 9420 7264.

CLIENT RIGHTS AND PARTIPATION

The standards in this section are about the expectation that client will be treated in a fair and respectful way.

The standards which relate to client rights and participation are:

- | | |
|------------|--|
| Standard 5 | Client responsibilities |
| Standard 6 | Privacy and confidentiality |
| Standard 7 | Client participation and decision making |
| Standard 8 | Complaints procedures |
| Standard 9 | Understanding and eliminating barriers |

Resources and additional information are listed following these standards.

Standard 5 Client responsibilities

Clients are aware of their rights and responsibilities while they are being supported and/or accommodated by the service.

Practices which support this standard include:

5.1 Written guidelines/rules

The service provider has expectations of clients, to ensure the smooth operation of the service and to protect people's rights and freedoms. These expectations may be in the form of rules or guidelines and should be clearly documented, provided and explained to clients.

5.2 Communal activities

Clients have a right not to engage in communal activities unless they are necessary for the security or safety of the service or part of the client support plan.

Standard 6 Privacy and confidentiality

The service respects the privacy and confidentiality of clients.

Practices which support this standard include:

6.1 Written policy

The service has a written policy on confidentiality which outlines for both staff and clients:

- what information the service provider keeps about clients
- how the information is to be securely stored by the service provider
- availability of information to clients
- limitations of confidentiality. That is, clients' permission will be obtained before information about them is given to another service provider or person except where specific circumstances require the service provider to divulge information to others without the consent of the client for example legislation, or a situation that is a danger to the client or another person
- the type of information or data which will be collected for reporting purposes. For example, non identifying data on national data collection forms.

6.2 Informed Consent

The service staff have an understanding of the National Data Collection Agency recommended process for obtaining informed consent and follow the procedures outlined in the *SAAP National Data Collection, Collectors Manual, 2001*.

6.3 Confidential storage of personal information

Personal client information recorded by the service provider is stored in a secure locked location (for example, a locked filing cabinet) to maintain confidentiality.

6.4 Clients' belongings

In communal accommodation services clients have a safe secure place to keep their personal belongings*. Clients' belongings are treated with respect and not used by anyone else without the owners consent.

6.5 Privacy

In communal accommodation services clients have space for private conversations and personal activities.

Standard 7 Client participation and decision making

The service encourages clients to take an active role in the decision making processes of the service.

Practices which support this standard include:**7.1 Client involvement**

Each client has access to information on how they can be involved in the decision making processes of the service at an appropriate level to the type of service. Examples include a suggestion box and attendance at house meetings.

7.2 Opportunity for feedback

Clients have the opportunity to provide feedback on the services provided, for example, through a suggestion box, client satisfaction surveys or exit interviews.

Standard 8 Complaints procedure

The service has a complaints procedure in place for clients which is clear and widely known.

Practices which support this standard include:

8.1 Written processes

The service has a written, simple, fair, confidential complaints procedure in place. Clients are informed about the process at intake or shortly after. If, after following the complaints process the client is still dissatisfied, they are advised that they may complain to the Department for Community Development consumer advocate.

8.2 Staff training

All staff are aware of the complaints procedure and key staff (for example coordinator or manager) are trained in dealing with disputes.

8.3 Record complaints

The service keeps a record of all complaints and progress on their outcomes to improve service delivery and assess levels of client satisfaction.

Standard 9 Understanding and eliminating barriers

The service provider responds in culturally sensitive and appropriate ways to Aboriginal and Torres Strait Islander clients, clients from culturally and linguistically diverse (CALD) backgrounds and clients with disabilities and clients with diverse sexuality and gender expression. It actively works to identify and eliminate barriers clients may face in accessing the service.

Practices which support this standard include:

THE FOLLOWING PRACTICES SHOULD BE IMPLEMENTED AS APPROPRIATE FOR THE SERVICE TYPE AND CLIENT TARGET GROUP

9.1 Information about the service

Information about the service is disseminated in the community to reach as wide a range of potential clients as possible. Special consideration is given to the best way to provide information to Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds and people with disabilities (for example sensory or cognitive disabilities) and clients with diverse sexuality and gender expression.

NOTE: To assist in the dissemination of information to the public and other agencies, a complete list of SAAP services is accessible on the Department for Community Development website at www.dcd.wa.gov.au

9.2 Sensitivity to client differences

Information provided should take into account the client's language, cultural or disability support requirements and sexuality.

9.3 Policy and procedures

The service provider has a policy and procedures, which it regularly reviews, to ensure the service is respectful and sensitive to:

- the social and cultural customs and values of Aboriginal and Torres Strait Islander people
- the social and cultural customs and values of people from culturally and linguistically diverse backgrounds
- the special support and access requirements of clients with disabilities
- the special support requirements of people with diverse sexuality and gender expression.

9.4 Consider special needs in support planning

Cultural and linguistic needs of Aboriginal and Torres Strait Islander clients and those from culturally and linguistically diverse backgrounds are considered in the development of support plans.

Disability support requirements of clients are considered when developing support plans.

Special support requirements of people with diverse sexuality and gender expression are considered when developing support plans.

9.5 Staff training

Staff are trained in cross cultural awareness and working with people with disabilities.

9.6 Specialist support services

When appropriate, and agreed by the client, staff seek assistance from specialist support services to meet the needs of Aboriginal and Torres Strait Islander and culturally and linguistically diverse clients and clients with disabilities and clients with diverse sexuality and gender expression.

Client rights and participation resources and additional information

Resources and additional information which will help agencies to meet these standards, include:

- *Case Management Resource Kit for SAAP Services* by the National Case Management Working Group, ACT 1997, especially section 11. “Working with Clients Living With a Mental Illness”, and section 14. “Working Within a Multicultural Community”
- *Case Management Resource Kit for Indigenous SAAP Services* by the Commonwealth Department of Family and Community Services and the National SAAP Case Management Working Group, ACT 1999
- *SAAP National Data Collection (NDC) Collectors Manual* by the Australian Institute of Health and Welfare, ACT 2001
- Disability Services Act 1984
- Equal Opportunity Act 1984
- See also the Disability Services Commission website at www.dsc.wa.gov.au

The website includes:

- *Access Resource Kit*
- Staff training Package *You Can Make a Difference to Customer Relations for people with Disabilities*
- *BUILDINGS: A Guide to Access Requirements.*
- Specialist Support Services include:

Service

Translation Interpreter Service
 Auslan Interpreter Service (for hearing impaired people)
 Multicultural Access Unit (health issues)
 Multicultural Women’s Domestic Violence Advocacy Service
 Derbarl Yerrigan Aboriginal Health Service
 Aboriginal Legal Service
 Noongar Alcohol and Substance Abuse Service.
 Freedom Centre (diverse sexuality & gender expression)
 Gay & Lesbian Community Services of WA Inc
 Parents, Family & Friends of Lesbians and Gays, Perth Inc.
 YouthLink (counselling & support for youth at risk)
 AIDS Council of WA
 Transwest (transgender support group)
 Police Diversity Unit

Tel:

131450
 9441 2677
 9400 9504
 9328 1200
 9421 3888
 9265 6666
 9221 1411
 9482 0000
 9486 9855
 9228 1005
 9227 4300
 9482 0000
 0407194282
 9356 0555

SERVICE NETWORKS TO SUPPORT CLIENTS

Many SAAP clients need help from other service providers. Services need to be able to help clients to access those services. This is best achieved by developing networks and relationships with appropriate service providers.

The standard which relates to networks to support clients is:

Standard 10 Referral and support linkages

Resources and additional information are listed following the standard.

Standard 10 Referral and support linkages

The service has effective referral and support linkages with relevant service providers, local community groups and government agencies to support clients.

Practices which support this standard include:

10.1 Directory of local services

The service has an up to date directory of local services including their eligibility criteria, referral processes and services available.

10.2 Referral policies

The service provider has written policy and procedures regarding referrals to and from their service.

10.3 Local protocols* and relationships

The service provider develops and maintains local protocols and good working relationships with other relevant service providers to provide specialised support for clients. Referrals to and from services are linked to client support plans.

10.4 Keeping up to date

The service provider has a strategy in place to maintain up to date links and networks.

Service networks to support linkages Resources and additional information

Resources and additional information which will help agencies to meet these standards include:

The WA SAAP Protocols File by The Department for Community Development WA 1999.

See also the Department for Community Development website at: www.dcd.wa.gov.au

SERVICE MANAGEMENT

In order to provide a good service to clients, an organisation needs to have stable and effective management practices in place.

The standards which relate to service management are:

Standard 11 Service provider structure and decision making

Standard 12 Service planning and quality improvement

Standard 13 Human resource management

Resources and additional information are listed following these standards.

Standard 11 Service provider structure and decision making

The service provider has clearly defined decision making structures and processes which facilitate effective service management and accountability.

Practices which support this standard include:

11.1 Defined management roles

The respective roles and responsibilities of service management (that is, committee or board) paid staff and volunteers are clearly defined, documented and readily available.

11.2 Service agreement requirements

Service management has an understanding of SAAP and the service agreement requirements of the Department for Community Development.

11.3 Regular management meetings

The service management meets regularly and has mechanisms in place for decision making between meetings.

11.4 Financial policies and procedures

The service provider has policies and procedures in place for financial management which includes:

- development of an annual budget
- presentation of regular (for example, monthly) financial statements to the committee
- controls over expenditure
- authorisation of all payments
- receipting of all income
- compliance with tax law provisions
- an inventory of assets which is regularly updated
- provision for an annual audit.

11.5 Insurance

The service provider has current insurance policies which include cover for:

- equipment and premises
- public liability
- workers compensation
- professional indemnity.

11.6 Safe storage of records

Client, staff and administrative records are stored securely in a safe place. The service has back up copies of important information stored in a secure location off site.

Standard 12 Service planning and quality improvement

The service provider has in place processes to plan and review its activities and services and direct resources to best meet the needs of the target group.

Practices which support this standard include:

12.1 Service plan

The service provider undertakes a strategic planning process and has an up to date written plan which details:

- goals
- key priorities in the coming period
- specific objectives and strategies
- how progress will be measured
- resources needed
- responsibility for implementation.

12.2 Issues

The strategic planning process deals with service provider issues as well as goals for services and programs.

12.3 Review service plan

The service provider has a process in place for regular review of the service plan. The plan includes reviewing programs and service delivery strategies and the effectiveness of management structures and processes.

12.4 Follow up action

The service provider has a process in place to follow up action arising from the review process.

Standard 13 Human resource management

The service provider has effective human resource management systems in place.

Practices which support this standard include:

13.1 Recruitment policies

The service provider has up to date policy and procedures on staff recruitment and selection for casual and permanent staff and the recruitment of volunteers. Policy and procedures include:

- written duty statements for each position
- written selection criteria for each position
- policy on equal opportunity in employment
- policy on criminal record checks for staff and volunteers
- policy on recruitment of staff to reflect the client mix of the service.

13.2 Employee contract/induction/supervision

For each employee and volunteer, the service provider has:

- a written contract of employment which includes salary and entitlements
- a policy and procedures in place for staff orientation and ongoing development and training
- a policy and related procedures in place for the supervision and support of staff in their work
- a policy and related procedures for regular performance management
- appropriate management practices to support Aboriginal and Torres Strait Islander staff and/or staff from culturally and linguistically diverse backgrounds.

13.3 Code of conduct for staff

The service has a code of conduct for staff which includes ethical guidelines and confidentiality requirements.

13.4 Staff complaints procedure

The service has in place a policy and related procedure for staff complaints and this is followed by management. The procedure is fair, confidential and has more than one level of assessment or appeal. For example, complaints to coordinator then chairperson if not resolved.

Service management Resources and additional information

Resources and additional information which will help agencies to meet these standards include:

- Associations Incorporation Act 1987
- Crisis Assistance, Supported Housing (CASH) Award 1991
- Equal Opportunity Act 1984
- *Case Management Resource Kit for SAAP Services* by the National Case Management Working Group, ACT 1997
- *Case Management Resource Kit for Indigenous SAAP Services* by the Commonwealth Department of Family and Community Services and the National SAAP Case Management Working Group, ACT 1999
- *A Resource Kit for Non-Aboriginal Supervisors of Aboriginal Staff* by the Public Sector Standards Commission, Director of Equal Opportunity in Public Employment, WA 1996
- *Code of Practice for Volunteer Agencies* by the Volunteer Centre of WA
- *Choose with Care: A recruitment guide for organisations working with children*, a Joint project of ECPAT Australia and MacKillop Family Services, NSW 1999.
- The Department for Community Development Community Skills Training Centre, SAAP Training Calendar is published each semester.

HEALTH AND PHYSICAL ENVIRONMENT

Protecting the safety and health of clients and staff is a fundamental aim of SAAP services.

The standard which relates to health and physical environment is:

Standard 14 Health and safety

Resources and additional information are listed following this standard.

Standard 14 Health and safety

The service provides a safe and secure environment for clients and staff where health and safety risks are minimised.

Practices which support this standard include:

14.1 Occupational health and safety policies

The service provider has:

- documented occupational health and safety policies and related procedures for staff when they are working within and outside the facility.
- a process for debriefing after critical incidents which includes:
 - immediate debriefing and support
 - development of an individual follow-up support plan if needed.

14.2 Safety policies and procedures

The service provider has policies and related procedures in place to maximise client safety within and outside the service premises, when accompanied by staff. An example is a policy on the use of vehicles including a procedure to follow in case of an accident.

14.3 Health

The service provider has policies and related procedures to promote a healthy environment and address health related issues including:

- the use of alcohol, tobacco, drugs and harmful substances, for example glue and toluene
- HIV/AIDS and Hepatitis B and C and other contagious and infectious illnesses
- in communal services arrangements are in place for the administration of client medications and provision for their safe and secure storage.

14.4 Trained staff

In communal services clients have access to staff with accredited first aid training.

14.5 First aid kit

Communal services have a fully stocked first aid kit which is regularly checked and maintained and is:

- appropriate to the needs of the service
- located in a prominent position
- kept under the supervision of a responsible person identified by the service provider.

14.6 Emergency procedures

In communal services the service provider has clearly documented emergency procedures and prominently displays:

- emergency numbers so both staff and clients can access them quickly
- emergency evacuation procedures for fire and natural disaster.

14.7 Clean, well maintained accommodation

In communal services the service provider has procedures in place to ensure premises are clean and well maintained.

14.8 Security

The service provider takes action to protect the security of clients, for example:

- by having doors and windows which can be securely locked and appropriate internal and external lighting
- by providing a security system where the physical safety of residents is at risk.

14.9 Smoke alarms

Smoke alarms are fitted to all service facilities and are maintained in good operating condition.

14.10 Child safety

In communal services the service provider has policies to maximise the safety of children within the service and during external activities. (See also Standard 4 Service provision to children accompanying parents/carers).

Health and physical environment Resources and additional information

Resources and additional information which will help agencies to meet these standards include:

- local authority by laws
- fire safety regulations
- Occupational Health Safety and Welfare Act 1984
- Worksafe has a website www.safetyline.wa.gov.au/ with information on:
 - workplace violence
 - the management of HIV and hepatitis at workplaces
 - the safety and health of children and young people in workplaces.

Information and resources are also available from the Department of Health.

SECTION 3 SELF ASSESSMENT CHECKLIST

Service providers should use the following self assessment checklist to determine if they are meeting the SAAP service standards 2002.

How to use the checklist

It is recommended that the self-assessment checklist be completed jointly by the service coordinator and at least one member of the management committee or board.

There are 14 individual standards. Each standard has a number of practices listed which the service provider may use to achieve the standard. For each standard determine if your service achieves the standard and which practices are used to achieve it.

If you believe a particular standard or practice is not relevant to your service write N/A (not applicable) and consult your community development and funding officer at the Department for Community Development for confirmation.

Some of the practices call for written policies. A policy does not have to be a long or formal document, as long as the appropriate people in the service know what the policy is and others can find out easily. For example, a policy could take the form of a leaflet or poster placed in a location that all staff and/or clients could easily see.

Service reviews

The standards will be monitored during service reviews conducted by your community development and funding officer. Before the service review the service provider should send a copy of the completed self assessment checklist to the community development and funding officer. This document will then form the basis for discussion at the review.

IMPORTANT:

If your self assessment shows your service is not meeting a particular standard or you do not have a written policy or other document in place, do not rush and write lots of documents. Not all of the practices are needed for all services. Talk to your community development and funding officer. If you need to do some work a realistic action plan and timetable can be agreed.

Standard 1 Access and eligibility

People have equitable access to services on the basis of need and consistent with the stated aims of the organisation and service agreement.

Is your service meeting this standard?

(Circle whichever is appropriate)

Yes /No/Working on it

Practices which support the standard

**Is your service using any of the following practices to achieve the standard?
Circle Yes/No/Working on it to indicate which practices you are/are not using.³**

Standard 1 Access and eligibility

1.1 Eligibility criteria

Does the service have eligibility criteria and an entry process, which is non discriminatory and aims for all people within the target group to have equal access to the service?

Yes No Working on it

Are the eligibility criteria and entry processes made known to all staff, potential clients and relevant referring agencies?

Yes No Working on it

1.2 Eligibility criteria applied

Do staff have a clear understanding of eligibility policies and procedures and apply them to all clients in a fair and equitable way?

Yes No Working on it

1.3 Timely response

Does each person who contacts the service receive a timely, constructive response in accordance with service provider policy and appropriate to the service model and client needs?

Yes No Working on it

1.4 Information to clients

As soon as practical after admission to the service, is each client fully informed of:

- the type of service to be provided
- the rights and responsibilities of users and staff of the service
- arrangements for the payments for fees, rent or food
- service guidelines, rules and conditions, including the limits of confidentiality? (refer also practice 6.1)
- service staffing arrangements
- complaints procedures for clients
- emergency evacuation procedures
- criteria for ending support
- data collection arrangements and requirements?

Yes No Working on it

Yes No Working on it

Yes No Working on it

Yes No Working on it

Yes No Working on it

Yes No Working on it

Yes No Working on it

Yes No Working on it

Yes No Working on it

³ It is acknowledged that some practices may not be applicable to your service, it is okay to circle NO in that case and confirm with your community development and funding officer.

<p>1.5 Fees policy Does the service provider have a written policy on fees which encourages clients to contribute to their own expenses while using the service but does not exclude people because of inability to pay?</p>	<p>Yes No Working on it</p>
<p>1.6 Appropriate referrals Is each person who is not accepted as a client informed about why he or she was not accepted by the service and where possible referred to an appropriate alternative service?</p>	<p>Yes No Working on it</p>
<p>Is the service using any other practices not listed above to address this standard?</p> <p>Please provide details</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	

Standard 2 Planning and providing support

The service works with each client to identify his or her needs and where appropriate develop a support plan.

Is your service meeting this standard?
(Circle whichever is appropriate)

Yes /No/Working on it

Practices which support the standard

Is your service using any of the following practices to achieve the standard? Circle Yes/No/Working on it to indicate which practices you are/are not using.

2.1 Assessment of need

Does the service have an assessment procedure?

Yes No Working on it

Does the procedure identify individual needs and take account of the client's individual needs and preferences?

Yes No Working on it

2.2 Client participation

Where appropriate⁴ to the service model, does each client have the opportunity to participate in a comprehensive assessment process to:

- identify his or her own needs
- plan immediate, short term and long term goals and priorities
- receive information on the range of options available and evaluate the choices
- develop a written support plan?

Yes No Working on it

Yes No Working on it

Yes No Working on it

Yes No Working on it

2.3 Copy of plan given to client

Does each client receive a copy of his or her support plan?

Yes No Working on it

2.4 Support provided

Does each client receive appropriate support as set out in their support plan including:

- information, referral and advocacy to other services
- direct service provision?

Yes No Working on it

Yes No Working on it

2.5 Review the support plan

Is each client's support plan reviewed regularly to monitor progress, reassess needs, revise goals and renegotiate strategies?

Yes No Working on it

⁴ It is appropriate for the majority of SAAP service providers to undertake assessments and develop support plans with most clients. Exemption from this requirement must be negotiated on a service provider basis with the Department for Community Development staff.

<p>2.6 Exit planning</p> <p>Is each client made aware in advance and involved in planning for withdrawal of support⁵ by the service including:</p> <ul style="list-style-type: none"> • developing agreed action plans and time frames • provision of support during transition to alternative accommodation and/or support (where appropriate) • any available follow up from the service? 	<p>Yes No Working on it</p> <p>Yes No Working on it</p> <p>Yes No Working on it</p>
<p>Is the service using any other practices not listed above to address this standard?</p> <p>Please provide details</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	

⁵ It is recognised that some clients will leave the service without notice or be asked to leave.

<p>Standard 3 Provision of supported accommodation to young people under 18 years who are not with an adult</p> <p>Young people under 18 years of age who are not with a responsible adult are assessed with regard to their circumstances, age, vulnerability and legal status, and are provided with or assisted to access appropriate services.</p>	<p>Is your service meeting this standard? (Circle whichever is appropriate)</p> <p>Yes /No/Working on it</p>
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<p align="center"><u>Practices which support the standard</u></p> <p align="center">Is your service using any of the following practices to achieve the standard? Circle Yes/No/Working on it to indicate which practices you are/are not using.</p>	
<p>3.1 Procedures for working with under 18 year olds</p> <p>Does the service have written procedures on working with young people under 18 years of age?</p> <p>Are they consistent with the requirements of the service specifications set out in the service agreement with the Department for Community Development (DCD) and the SAAP/DCD Service Delivery Protocols?</p>	<p>Yes No Working on it</p> <p>Yes No Working on it</p>
<p>3.2 Responsibility for case management</p> <p>Does the service contact the Department for Community Development (DCD) in the following cases:</p> <ul style="list-style-type: none"> • when a young person is in the care of DCD (ie a ward) • when a young person is under 15 years of age • when a young person is 15 years of age and does not have consent of their parents to be in the service? <p>Note: Responsibility for case management will depend on the circumstances, age, vulnerability and legal status of each young person. Case management coordination will be negotiated between the agencies involved except where case management coordination is the responsibility of the Department for Community Development (ie when the young person is under the age of 15, or a 15 year old without parental or guardian consent to be in the service).</p>	<p>Yes No Working on it</p> <p>Yes No Working on it</p> <p>Yes No Working on it</p>
<p>3.3 Information and participation</p> <p>Is each young person given the opportunity to participate in the development of support plans?</p> <p>Are young people informed when the service is required to notify parents or the Department for Community Development?</p>	<p>Yes No Working on it</p> <p>Yes No Working on it</p>

<p>3.4 Family relationships Do support plans, where appropriate, include the maintenance or restoration of family relationships?</p>	<p>Yes No Working on it</p>
<p>Is the service using any other practices not listed above to address this standard?</p> <p>Please provide details</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	

Standard 4 Service provision to children accompanying parents/ carers

Children accompanying parents/carers have their needs considered and where possible are provided with or assisted to access appropriate services.

Is your service meeting this standard?

(Circle whichever is appropriate)

Yes /No/Working on it

Practices which support the standard

Is your service using any of the following practices to achieve the standard? Circle Yes/No/Working on it to indicate which practices you are/are not using.

4.1 Policy on children

Does the service have a written policy and procedures regarding the assessment of and planning for the needs of accompanying children?

Yes No Working on it

4.2 Talk to parents/carers

Are decisions which may affect the child, documented and reviewed as part of parent/carer's support plan?

Yes No Working on it

Is the parent/carer encouraged to participate in decision making affecting the child?

Yes No Working on it

Is the safety of the child considered in these decisions?

Yes No Working on it

4.3 Information on services for children

Does the service keep information on appropriate services for children?

Yes No Working on it

Is it kept up to date?

Yes No Working on it

Is it used for referral and linking?

Yes No Working on it

4.4 Safe environment

Is the service environment safe and appropriate for the age and stage of development of accompanying children?

Yes No Working on it

4.5 Duty of care

Where there might be a risk of physical, sexual or emotional harm, does the service take protective action through referral to specific protective and support services including the Department for Community Development or Police?

Yes No Working on it

Is the service using any other practices not listed above to address this standard?

Please provide details

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Standard 5 Client Responsibilities

Clients are aware of their rights and responsibilities while they are being supported and/or accommodated by the service.

Is your service meeting this standard?
(Circle whichever is appropriate)

Yes /No/Working on it

Practices which support the standard

Is your service using any of the following practices to achieve the standard? Circle Yes/No/Working on it to indicate which practices you are/are not using.

5.1 Written guidelines/rules

Does the service have guidelines or rules to ensure the smooth operation of the service?

Yes No Working on it

Are they clearly documented, provided and explained to clients?

Yes No Working on it

5.2 Communal activities

Are clients advised of their right not to engage in communal activities unless they are necessary for the security or safety of the service or part of the client's support plan?

Yes No Working on it

Is the service using any other practices not listed above to address this standard?

Please provide details

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Standard 6 Privacy and confidentiality

The service respects the privacy and confidentiality of clients.

Is your service meeting this standard?
(Circle whichever is appropriate)

Yes /No/Working on it

Practices which support the standard

Is your service using any of the following practices to achieve the standard? Circle Yes/No/Working on it to indicate which practices you are/are not using.

6.1 Written policy

Does the service have a written policy on confidentiality which outlines for both staff and clients:

- what information the service provider keeps about clients
- how the information is to be securely stored by the service provider
- Availability of information to clients
- Limitations of confidentiality? [That is, clients' permission will be obtained before information about them is given to another service provider or person except where specific circumstances require the service provider to divulge information to others without the consent of the client, eg legislation, or a situation that is a danger to the client or another person].
- what type of information or data will be collected for reporting purposes? eg non identifying data on national data collection forms.

Yes No Working on it

Yes No Working on it

Yes No Working on it

Yes No Working on it

Yes No Working on it

6.2 Informed Consent

Do staff have an understanding of the National Data Collection Agency (NDCA) recommended process for obtaining informed consent?

Yes No Working on it

Do staff follow the NDCA process?

Yes No Working on it

6.3 Confidential storage of personal information

Is personal information recorded by the service provider stored in a securely locked location (eg a locked filing cabinet)?

Yes No Working on it

6.4 Clients' belongings

In communal services do clients have a safe and secure place to keep their personal belongings?

Yes No Working on it

Are clients' belongings treated with respect and not used by anyone else without the owner's consent?

Yes No Working on it

6.5 Privacy

In communal services do clients have space for private conversations and personal activities?

Yes No Working on it

Is the service using any other practices not listed above to address this standard?

Please provide details

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Standard 7 Client participation and decision making

The service encourages clients to take an active role in the decision making processes of the service.

Is your service meeting this standard?
(Circle whichever is appropriate)

Yes /No/Working on it

Practices which support the standard

Is your service using any of the following practices to achieve the standard? Circle Yes/No/Working on it to indicate which practices you are/are not using.

7.1 Client involvement

Is each client provided with information on how they can be involved in the decision making processes of the service?

What has the service provider put in place to involve clients? For example a suggestion box, client meetings?

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Yes No Working on it

7.2 Opportunity for Feedback

Do clients have the opportunity to provide feedback on the services provided, for example, through client satisfaction surveys or exit interviews?

How can clients provide feedback about your service?

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Yes No Working on it

Is the service using any other practices not listed above to address this standard?

Please provide details

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Standard 8 Complaints procedures

The service has a complaints procedure in place for clients which is clear and widely known.

Is your service meeting this standard?
(Circle whichever is appropriate)

Yes /No/Working on it

Practices which support the standard

Is your service using any of the following practices to achieve the standard? Circle Yes/No/Working on it to indicate which practices you are/are not using.

8.1 Written process

Does the service have a written, simple, fair and confidential complaints procedure in place?

Yes No Working on it

Are clients informed about the procedure at intake or shortly after?

Yes No Working on it

8.2 Staff training

Are key staff trained in dealing with disputes?

Yes No Working on it

8.3 Record complaints

Does the service keep a record of all complaints and progress on their outcomes?

Yes No Working on it

Is this used to improve service delivery and assess levels of client satisfaction?

Yes No Working on it

Is the service using any other practices not listed above to address this standard?

Please provide details

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Standard 9 Understanding and eliminating barriers

The service provider responds in culturally sensitive and appropriate ways to Aboriginal and Torres Strait Islander clients, clients from culturally and linguistically diverse backgrounds and clients with disabilities and clients with diverse sexuality and gender expression. It actively works to identify and eliminate any barriers clients may face in gaining support from the service.

Is your service meeting this standard?
(Circle whichever is appropriate)

Yes /No/Working on it

Practices which support the standard

Is your service using any of the following practices to achieve the standard? Circle Yes/No/Working on it to indicate which practices you are/are not using.

THE FOLLOWING PRACTICES SHOULD BE IMPLEMENTED AS APPROPRIATE FOR THE SERVICE TYPE AND CLIENT TARGET GROUP

9.1 Information about the service

How does the service advertise or provide information to potential clients and referring agencies?

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Has the service done anything to provide information to special needs groups such as Aboriginal and Torres Strait Islander, people from culturally and linguistically diverse backgrounds or people with disabilities or people with diverse sexuality and gender expression?

Please provide details

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Yes No Working on it

9.2 Sensitivity to client differences

Does the service consider the special needs of clients in relation to language, culture or disability or sexuality when working with them?

Yes No Working on it

<p>9.3 Policy and procedures Does the service provider have a policy and procedures to ensure the service is respectful and sensitive to:</p> <ul style="list-style-type: none"> • the social and cultural customs and values of Aboriginal and Torres Strait Islander people? • the social and cultural customs and values of people from culturally and linguistically diverse backgrounds? • the special support and access requirements of clients with disabilities? • The special support requirements of clients with diverse sexuality and gender expression? 	<p>Yes No Working on it Yes No Working on it Yes No Working on it Yes No Working on it</p>
<p>9.4 Consider special needs in support planning Are the cultural and linguistic needs of Aboriginal and Torres Strait Islander clients considered in developing support plans?</p> <p>Are the cultural and linguistic needs of clients from culturally and linguistically diverse backgrounds considered in developing support plans?</p> <p>Are the disability support requirements of clients considered in developing support plans?</p> <p>Are the special support requirements of clients with diverse sexuality and gender expression considered in developing support plans?</p>	<p>Yes No Working on it Yes No Working on it Yes No Working on it Yes No Working on it</p>
<p>9.5 Staff training Are staff trained in cross-cultural awareness? Are staff trained in working with people with disabilities? Are staff trained in working with people with diverse sexuality and gender expression?</p>	<p>Yes No Working on it Yes No Working on it Yes No Working on it</p>
<p>9.6 Specialist support services When appropriate and agreed by the client, do service staff seek assistance from specialist services to meet the needs of Aboriginal and Torres Strait Islander, and culturally and linguistically diverse backgrounds clients, clients with disabilities and people with diverse sexuality and gender expression?</p>	<p>Yes No Working on it</p>

Is the service using any other practices not listed above to address this standard?

Please provide details

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<p>Standard 10 Referral and support linkages The service has effective referral and support linkages with relevant service providers, local community groups and government agencies to support clients.</p>	<p>Is your service meeting this standard? (Circle whichever is appropriate)</p> <p>Yes /No/Working on it</p>
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<p align="center">Practices which support the standard Is your service using any of the following practices to achieve the standard? Circle Yes/No/Working on it to indicate which practices you are/are not using.</p>	
<p>10.1 Directory of local services Does the service provider have an up to date directory of local services, including their eligibility criteria, referral processes and available services?</p>	<p>Yes No Working on it</p>
<p>10.2 Referral policies Does the service provider have written policy and procedures regarding referrals to and from their service?</p>	<p>Yes No Working on it</p>
<p>10.3 Local protocols and relationships Does the service provider have good working relationships with other relevant service providers to provide specialised support for clients?</p> <p>Are these relationships documented into Protocols?</p> <p>Are referrals to and from services linked to client support plans?</p>	<p>Yes No Working on it</p> <p>Yes No Working on it</p> <p>Yes No Working on it</p>
<p>10.4 Keeping up to date Does the service provider have a strategy in place to maintain up to date links and networks?</p>	<p>Yes No Working on it</p>
<p>Is the service using any other practices not listed above to address this standard?</p> <p>Please provide details</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	

Standard 11 Service provider structure and decision making

The service provider has clearly defined decision making structures and processes, which facilitate effective service management and accountability.

Is your service meeting this standard?
(Circle whichever is appropriate)

Yes /No/Working on it

Practices which support the standard

Is your service using any of the following practices to achieve the standard? Circle Yes/No/Working on it to indicate which practices you are/are not using.

11.1 Defined management roles

Are the respective roles and responsibilities of the service management (that is committee or board), paid staff and volunteers clearly defined, documented and readily available?

Yes No Working on it

11.2 Service agreement requirements

How does the service management ensure they have an understanding of the SAAP program and the Department for Community Development service agreement requirements?

Please provide details

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11.3 Regular management meetings

Does the service management meet regularly?

Yes No Working on it

How often?

Does the service management have mechanisms in place for decision making between meetings?

Yes No Working on it

<p>11.4 Financial policies and procedures</p> <p>Does the service provider have policies and procedures in place for financial management including:</p> <ul style="list-style-type: none"> • development of an annual budget • presentation of regular financial statements to the committee • controls over expenditure • authorisation of all payments • receipting of all income • compliance with tax law provisions • an inventory of assets, regularly updated • provision for an annual audit? 	<p>Yes No Working on it Yes No Working on it Yes No Working on it Yes No Working on it Yes No Working on it Yes No Working on it Yes No Working on it</p>
<p>11.5 Insurance</p> <p>Does the service provider have up to date insurances including:</p> <ul style="list-style-type: none"> • equipment and premises • public liability • workers compensation • professional indemnity? 	<p>Yes No Working on it Yes No Working on it Yes No Working on it Yes No Working on it</p>
<p>11.6 Safe storage of records</p> <p>Are client, staff and administrative records stored and locked in a secure place?</p> <p>Does the service have back up copies of important information stored in a secure off site location?</p>	<p>Yes No Working on it Yes No Working on it</p>
<p>Is the service using any other practices not listed above to address this standard?</p> <p>Please provide details</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	

<p>Standard 12 Service planning and quality improvement</p> <p>The service provider has in place processes to plan and review its activities and services and direct resources to best meet the needs of the target group.</p>	<p>Is your service meeting this standard? (Circle whichever is appropriate)</p> <p>Yes /No/Working on it</p>
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<p><u>Practices which support the standard</u></p> <p>Is your service using any of the following practices to achieve the standard? Circle Yes/No/Working on it to indicate which practices you are/are not using.</p>	
<p>12.1 Service plan</p> <p>Does the service provider undertake a strategic planning process and have an up to date written plan detailing:</p> <ul style="list-style-type: none"> • goals • key priorities in the coming period • specific objectives and strategies • how progress will be measured • resources needed • responsibility for implementation? 	<p>Yes No Working on it</p> <p>Yes No Working on it</p> <p>Yes No Working on it</p> <p>Yes No Working on it</p> <p>Yes No Working on it</p> <p>Yes No Working on it</p>
<p>12.2 Issues</p> <p>Does the strategic planning process deal with service provider issues as well as goals for services and programs?</p>	<p>Yes No Working on it</p>
<p>12.3 Review service plan</p> <p>Does the service provider have a process in place for the regular review of the service plan?</p> <p>Does it include reviewing programs and service delivery strategies and the effectiveness of management structures and processes?</p>	<p>Yes No Working on it</p> <p>Yes No Working on it</p>
<p>12.4 Follow up action</p> <p>Does the service provider have a process in place to follow up action arising from the review process?</p>	<p>Yes No Working on it</p>
<p>Is the service using any other practices not listed above to address this standard?</p> <p>Please provide details</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	

Standard 13 Human resource management

The service provider has effective human resource management systems in place.

Is your service meeting this standard?
(Circle whichever is appropriate)

Yes /No/Working on it

Practices which support the standard

Is your service using any of the following practices to achieve the standard? Circle Yes/No/Working on it to indicate which practices you are/are not using.

13.1 Recruitment policies

Does the service provider have up to date policies and related procedures regarding staff recruitment and selection for casual and permanent staff and the recruitment of volunteers?

Yes No Working on it

Do the policies and related procedures include:

- written duty statements for each position
- written selection criteria for each position
- policy on equal opportunity in employment
- policy on criminal record checks for staff and volunteers
- policy on recruitment of staff to reflect the client mix of the service?

Yes No Working on it
Yes No Working on it
Yes No Working on it
Yes No Working on it
Yes No Working on it

13.2 Employee contract/induction/supervision

For each employee and volunteer, does the service provider have:

- a written contract of employment which includes salary and entitlements
- a policy and related procedures in place for staff orientation and ongoing development and training
- a policy and related procedures in place for supervision and support of staff in their work
- a policy and related procedures for regular performance management
- appropriate management practices, which support Aboriginal and Torres Strait Islander staff and/or staff from culturally and linguistically diverse backgrounds?

Yes No Working on it
Yes No Working on it
Yes No Working on it
Yes No Working on it
Yes No Working on it

13.3 Code of conduct for staff

Does the service have a code of conduct for staff which includes ethical guidelines and confidentiality requirements?

Yes No Working on it

13.4 Staff complaints procedure

Does the service have a staff complaints procedure which is followed by management?

Yes No Working on it

Is it fair and confidential and include more than one level of assessment or appeal?

Yes No Working on it

Is the service using any other practices not listed above to address this standard?

Please provide details

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Standard 14 Health and safety

The service provides a safe and secure environment for clients where health and safety risks are minimised.

Is your service meeting this standard?

(Circle whichever is appropriate)

Yes /No/Working on it

Practices which support the standard

Is your service using any of the following practices to achieve the standard? Circle Yes/No/Working on it to indicate which practices you are/are not using.

14.1 Occupational health and safety policies

Does the service provider have:

- documented occupational health and safety policies and related procedures for staff when they are working within and outside the premises?
- a formal process for debriefing after critical incidents which includes:
 - immediate debriefing and support
 - development of an individual follow-up support plan if needed?

Yes No Working on it

Yes No Working on it

Yes No Working on it

14.2 Safety policies and procedures

Does the service provider have policies and procedures to maximise client safety within and outside the premises, when accompanied by staff?

Yes No Working on it

14.3 Health

Does the service provider have policies and procedures to promote a healthy environment and address issues including:

- the use of alcohol, tobacco, drugs and harmful substances (for example glue and toluene)
- HIV/AIDS and Hepatitis B and C and other contagious and infectious illnesses
- administration of client medications and provision of safe and secure storage? (communal services only)

Yes No Working on it

Yes No Working on it

Yes No Working on it

14.4 Trained staff

In communal services, do clients have access to staff with accredited first aid training?

Yes No Working on it

14.5 First aid kit

In communal services does the service have a fully stocked first aid kit which is

- regularly checked and maintained
- appropriate to the needs of the service
- located in a prominent position
- kept under the supervision of a responsible person identified by the service provider?

Yes No Working on it

Yes No Working on it

Yes No Working on it

Yes No Working on it

<p>14.6 Emergency procedures In communal services does the service provider have clearly documented emergency procedures?</p> <p>Are the following prominently displayed:</p> <ul style="list-style-type: none"> • emergency numbers so that both staff and clients can access them quickly • emergency evacuation procedures for fire and natural disaster? 	<p>Yes No Working on it</p> <p>Yes No Working on it</p> <p>Yes No Working on it</p>
<p>14.7 Clean, well maintained accommodation In communal services does the service provider have procedures in place to ensure that residential accommodation is clean and well maintained?</p>	<p>Yes No Working on it</p>
<p>14.8 Security Has the service provider taken action to protect the security of clients, for example:</p> <ul style="list-style-type: none"> • By having doors and windows that can be securely locked, and internal and external lighting • By providing a security system if the physical safety of residents is at risk? 	<p>Yes No Working on it</p> <p>Yes No Working on it</p> <p>Yes No Working on it</p>
<p>14.9 Smoke alarms Are smoke alarms fitted to all service facilities and maintained in good operating condition?</p>	<p>Yes No Working on it</p>
<p>14.10 Child safety In communal services does the service provider have policies to ensure the safety of children within the service and during external activities?</p>	<p>Yes No Working on it</p>
<p>Is the service using any other practices not listed above to address this standard?</p> <p>Please provide details</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	

**SECTION 4 COMPLETED SELF
ASSESSMENT CHECKLISTS**

SECTION 5 ACTION PLANS

SAAP service standards
sample format for agency action plans to implement the standards

Service Name

Service manager/coordinator

Name of community development and funding officer.....

Standard/Practice	Action	Responsibility	Completion Date