

National Standards for Disability Services (Version- 1 December 2013)

Dimension 1: Leadership and Management

How is health literacy an organisational value, part of the culture and core business of an organisation or service? How is it reflected in strategic and operational plans?

| Standard | Indicators of Practice |
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| 2. Participation & Inclusion | 2.1 The service actively promotes a valued role for people with disability, of their own choosing |
| 3. Individual Outcomes | 3.3 The service plans, delivers and regularly reviews services or supports against measurable life outcomes. |
| 4. Feedback & Complaints | 4.4 The service seeks and, in conjunction with individuals, families, friends, carers and advocates, reviews feedback on service provision and supports on a regular basis as part of continuous improvement. |
| | 4.5 The service develops a culture of continuous improvement using compliments, feedback and complaints to plan, deliver and review services for individuals and the community. |
| 6. Service Management | 6.2 Practice is based on evidence and minimal restrictive options and complies with legislative, regulatory and contractual requirements. |
| | 6.3 The service documents, monitors and effectively uses management systems including Work Health Safety, human resource management and financial management |
| | 6.4 The service has monitoring feedback, learning and reflection processes which support continuous improvement. |
| | 6.5 The service has a clearly communicated organisational vision, mission and values which are consistent with contemporary practice. |

Dimension 2: Consumer involvement

How are consumers involved in designing, developing and evaluating the organisation's values, vision, structure and service delivery?

| Standard | Indicators of Practice |
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| 1. Rights | 1.2 The service, its staff and its volunteers recognise and promote individual freedom of expression. |
| 2. Participation & Inclusion | 2.2 The service works together with individuals to connect to family, friends and their chosen communities. |
| | 2.4 Where appropriate, the service works with an individual's family, friends, carer or advocate to promote community connection, inclusion and participation. |
| 3. Individual Outcomes | 3.1 The service works together with an individual and, with consent, their family, friends, carer or advocate to identify their strengths, needs and life goals. |

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| | 3.2 Service planning, provision and review is based on individual choice and is undertaken together with an individual and, with consent, their family, friends, carer or advocate. |
| 4. Feedback & Complaints | 4.3 Complaints are resolved together with the individual, family, friends, carer or advocate in a proactive and timely manner |
| 6. Service Management | 6.7 The service uses person-centred approaches including the active involvement of people with disability, families, friends, carers and advocates to review policies, practices, procedures and service provision |

Dimension 3: Workforce

How does the organisation encourage and support the health workforce to develop effective health literacy practices? Has it identified the workforce's needs for health literacy development and capacity? Has the organisation's health literacy performance been evaluated?

| Standard | Indicators of Practice |
|------------------------------|---|
| 2. Participation & Inclusion | 2.3 Staff understand, respect and facilitate individual interests and preferences, in relation to work, learning, social activities and community connection over time. |
| 4. Feedback & Complaints | 4.6 The service effectively manages disputes. |
| 6. Service Management | 6.1 Frontline staff, management and governing bodies are suitably qualified, skilled and supported |

Dimension 4: Meeting the Needs of the Population

How does service delivery make sure that consumers with low health literacy are able to participate effectively in their care and have their health literacy needs identified and met (without experiencing any stigma or being labelled as having low health literacy)? How is meeting the needs of the population monitored?

| Standard | Indicators of Practice |
|------------------------------|---|
| 1. Rights | 1.1 The service, its staff and its volunteers treat individuals with dignity and respect. |
| | 1.5 The service has preventative measures in place to ensure that individuals are free from discrimination, exploitation, abuse, harm, neglect and violence. |
| | 1.6 The service addresses any breach of rights promptly and systemically to ensure opportunities for improvement are captured |
| | 1.8 The service recognises the role of families, friends, carers and advocates in safeguarding and upholding the rights of people with disability |
| 2. Participation & Inclusion | 2.6 The service uses strategies that promote community and cultural connection for Aboriginal and Torres Strait Islander people. |
| 3. Individual Outcomes | 3.4 Service planning and delivery is responsive to diversity including disability, age, gender, culture, heritage, language, faith, sexual identity, relationship status, and other relevant factors. |
| 6. Service Management | 6.6 The service has systems to strengthen and maintain organisational capabilities to directly support the achievement of individual goals and outcomes |

Dimension 5: Access and Navigation

How easy is it for consumers to find and engage with appropriate and timely health and related services? How are consumers helped to find and engage with these services? How well are services coordinated and are services streamlined where possible?

| Standard | Indicators of Practice |
|--------------------------------|---|
| 1. Rights | 1.3 The service supports active decision-making and individual choice including the timely provision of information in appropriate formats to support individuals, families, friends and carers to make informed decisions and understand their rights and responsibilities |
| 2. Participation and Inclusion | 2.5 The service works in partnership with other organisations and community members to support individuals to actively participate in their community |
| 3. Individual Outcomes | 3.5 The service collaborates with other service providers in planning service delivery and to support internal capacity to respond to diverse needs |
| 5. Service Access | 5.1 The service systematically seeks and uses input from people with disability, their families, friends and carers to ensure access is fair and equal and transparent |
| | 5.4 The service develops, applies and reviews policies and practices related to eligibility criteria, priority of access and waiting lists |
| | 5.5 The service monitors and addresses potential barriers to access |
| | 5.6 The service provides clear explanations when a service is not available along with information and referral support for alternative access |
| | 5.7 The service collaborates with other relevant organisations and community members to establish and maintain a referral network |

Dimension 6: Communication

How are information needs identified? How is information shared with consumers in ways that improve health literacy? How is information developed with consumers and evaluated?

| Standard | Indicators of Practice |
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| 1. Rights | 1.7 The service supports individuals with information and, if needed, access to legal advice and/or advocacy. |
| 4. Feedback & Complaints | 4.1 Individuals, families, friends, carers and advocates are actively supported to provide feedback, make a complaint or resolve a dispute without fear of adverse consequences |
| | 4.2 Feedback mechanisms including complaints resolution, and how to access independent support, advice & representation are clearly communicated to individuals, families, friends, carers and advocates |
| 5. Service Access | 5.2 The service provides accessible information in a range of formats about the types and quality of services available |
| | 5.3 The service develops, applies, reviews and communicates commencement and leaving a service processes |