

## Standard 1

### Effective management

**Principle:** The service provider demonstrates effective management processes based on a continuous improvement approach to service management, planning and delivery.

#### 1.1 Corporate governance

The service provider has implemented corporate governance processes that are accountable to stakeholders.

#### 1.2 Regulatory compliance

The service provider has systems in place to identify and ensure compliance with funded program guidelines, relevant legislation, regulatory requirements and professional standards.

#### 1.3 Information management systems

The service provider has effective information management systems in place.

#### 1.4 Community understanding and engagement

The service provider understands and engages with the community in which it operates and reflects this in service planning and development.

#### 1.5 Continuous improvement

The service provider actively pursues and demonstrates continuous improvement in all aspects of service management and delivery.

#### 1.6 Risk management

The service provider is actively working to identify and address potential risk, to ensure the safety of service users, staff and the organisation.

#### 1.7 Human resource management

The service provider manages human resources to ensure that adequate numbers of appropriately skilled and trained staff/volunteers are available for the safe delivery of care and services to service users.

#### 1.8 Physical resources

The service provider manages physical resources to ensure the safe delivery of care and services to service users and organisation personnel.

## Standard 2

### Appropriate access and service delivery

**Principle:** Each service user (and prospective service user) has access to services and service users receive appropriate services that are planned, delivered and evaluated in partnership with themselves and/or their representative.

#### 2.1 Service access

Each service user's access to services is based on consultation with the service user (and/or their representative), equity, consideration of available resources and program eligibility.

## Standard 2 continued

### Appropriate access and service delivery

#### 2.2 Assessment

Each service user participates in an assessment appropriate to the complexity of their needs and with consideration of their cultural and linguistic diversity.

#### 2.3 Care plan development and delivery

Each service user and/or their representative, participates in the development of a care/service plan that is based on assessed needs and is provided with the care and/or services described in their plan.

#### 2.4 Service user reassessment

Each service user's needs are monitored and regularly reassessed taking into account any relevant program guidelines and in accordance with the complexity of the service user's needs. Each service user's care/service plans are reviewed in consultation with them.

#### 2.5 Service user referral

The service provider refers service users (and/or their representative) to other providers as appropriate.

## Standard 3

### Service user rights and responsibility

**Principle:** Each service user (and/or their representative) is provided with information to assist them to make service choices and has the right (and responsibility) to be consulted and respected. Service users (and/or their representative) have access to complaints and advocacy information and processes and their privacy and confidentiality and right to independence is respected.

#### 3.1 Information provision

Each service user, or prospective service user, is provided with information (initially and on an ongoing basis) in a format appropriate to their needs to assist them to make service choices and gain an understanding of the services available to them and their rights and responsibilities.

#### 3.2 Privacy and confidentiality

Each service user's right to privacy, dignity and confidentiality is respected including in the collection, use and disclosure of personal information.

#### 3.3 Complaints and service user feedback

Complaints and service user feedback are dealt with fairly, promptly, confidentially and without retribution.

#### 3.4 Advocacy

Each service user's (and/or their representative's) choice of advocate is respected by the service provider and the service provider will, if required, assist the service user (and/or their representative) to access an advocate.

#### 3.5 Independence

The independence of service users is supported, fostered