Mapping the Characteristics of Person Centred Organisations to the NSW Disability Services Standards

The NSW Disability Services Standards were recently reviewed and amended to ensure organisations can demonstrate they are focussed on person centred outcomes. The focus of the NSW Disability Services Standards (DSS) is about providing person & family centred services and achieving positive outcomes for individuals. If you use the NSW DSS as a guide and embed practices required by many of the NSW DSS, your organisation should be able to demonstrate a focus on person centred operations.

Below is an example of how the NSW DSS provides a guide for directing how to achieve person centred practices.
This example regarding individual decision making shows the traditional approach to individual decision making compared to the current person centred approach and then how the specific practice requirements of the NSW DSS specify what you need to do to demonstrate you have minimum person centred practices (with regard to decision making) in place.

Decision Making

Traditional approach	Person Centred Approach	Required minimum practice required according to the NSW DSS Standards and practice requirement
Decision making is based on what the provider thought was best	Decision making is as close to the person as possible	*Standard 3.1 Individual Outcomes* Service providers maximise person centred decision making. *Standard 3.1 Individual Outcomes* Staff respond in innovative and flexible ways to each person's need for decision making support which reflect their individual and cultural needs. *Standard 6.1 Service Management* Service providers encourage and support people with a disability, their families and carers to participate in the planning, management and evaluation of the service *Standard 2.2 Participation and Inclusion* Service providers regularly review their person centred approaches to ensure the organisation has the capacity and capability to deliver flexible and responsive supports and services that meet individual needs and expectations

The following mapping provides a comparison between characteristics of Person Centred Organisations (according to 'Creating Person-Centred Organisations', 2012, Stephen Stirk and Helen Sanderson) and the NSW Disability Services Standards. This mapping illustrates the degree to which the standards encourage person centred practices.

	*Characteristics of Person Centred Organisations**	*DSS Ref#*	*NSW Disability Services Standards requirements*
1	**Shared values and beliefs.** Everyone shares and can demonstrate the person centred values of the organisation.	6.1	The governance body of the organisation is equipped and fulfils all responsibilities for strategic planning and developing visionary direction for the organisation based on person centred approaches and future industry needs.
2	**Outcomes for individuals** Services are designed and delivered according to what is important to people who use them and to achieve the outcome they want. Complete focus on people supported and services are designed around individuals.	3.2	Service providers work together with the person to develop and implement a plan that identifies and builds on the person's strengths, aspirations and goals. Plans should draw on broader family, cultural and religious networks and community organisations.
		3.2	Service providers support each person, and (when necessary with consent) their family, carer or advocate to develop, review, assess and adjust their plan as their circumstances or goals change.
		3.2	Service providers regularly review their person centred approaches to ensure the organisation has the capacity and capability to deliver flexible and responsive supports and services that meet individual needs and expectations.
		3.2	Service providers regularly review their person centred approaches to ensure the organisation has the capacity and capability to deliver flexible and responsive supports and services that meet individual needs and expectations.
		3.2	Service providers recognise the importance of risk taking and enable each person to assess the benefits and risks of each option available to them and trial approaches even if they are not in agreement.

		4	When a person wants to make a complaint, the service provider will make sure the person's views are respected, that they are informed as the complaint is dealt with and have the opportunity to be involved in the resolution process.	
		5.3	Service providers provide information and support to the person when recommending or referring other services or activities.	
		6.1	The governance body of the organisation is equipped and fulfils all responsibilities for strategic planning and developing visionary direction for the organisation based on person centred approaches and future industry need	
3	**Decision making** is as close to those receiving the service as possible.	1.1	Each person can expect service providers to uphold their right to make decisions, including medical treatments and interventions, and when this is not possible, assisted or substituted (alternative) decision making is in line with the person's expressed wishes, if known and if not, with their best interests.	
		1.2	Service providers gain consent from each person with a disability or their person responsible or legal representative for medical treatments and intervention.	
		1.2	Service providers take into account individual choice and the rights of each person and act in their best interests in relation to nutritional and behaviour management practices in line with relevant legislation, convention, policies and procedures.	
		3.1	Service providers respect the right of each person to be at the centre of decision making and to have responsibility, as much as possible, for each decision which affects them.	
		3.1	Service providers support each person to determine the involvement of their family, carers and advocates in planning and decision making processes.	
		3.1	Service providers respect the views of family and carers in planning and decision making processes. The person with a disability has the final say in the process.	
		3.1	Staff and volunteers respond in innovative and flexible ways to each person's need for decision support which reflect their	

			individual and cultural needs.
		3.1	Service providers maximise person centred decision making.
		3.1	Staff respond in innovative and flexible ways to each person's need for decision support which reflect their individual and cultural needs.
4	**Empowered and valued staff** Leaders and managers work with staff in a person centred way Staff are respected trusted and accountable	6.2	Service providers have a workforce planning and recruitment strategy in place to ensure the organisation has a skilled, engaged and responsive workforce.
		6.2	Recruitment practices meet all probity requirements and ensure the right workforce is recruited and maintained to deliver the range of services provided by the organisation to meet service delivery outcomes.
		6.2	Service providers provide regular staff and volunteer training, support and supervision to flexibly meet the needs of people they support.
5	**Individual and organisational learning** The organisation embraces and encourages thoughtful risk taking, creativity, innovation and continuous learning	3.2	Service providers recognise the importance of risk taking and enable each person to assess the benefits and risks of each option available to them and trial approaches even if they are not in agreement.
		3.1	Staff and volunteers respond in innovative and flexible ways to each person's need for decision support which reflect their individual and cultural needs
		4.3	Board and/or management committee meetings include a standing agenda item on complaint handling, with trends presented and implications for service planning discussed
		6.1	The governance body of the organisation uses feedback from stakeholders and the community to inform and develop continuous improvement strategies.
		6.1	The governance body of the organisation has strategies in place for communication with staff to promote continuous improvement and a collaborative, responsive organisation.

6	**Visionary Leadership** You can see the values of the organisation in the lives of the leaders throughout the organisation.	2.1	Training and support is provided to staff and volunteers so workers understand, respect and act on the interests and skill development of people with a disability over time.
		2.2	Staff and volunteers model respectful and inclusive behaviour when supporting people in their community as a way of promoting the uniqueness of each individual
		3.2	Service providers work with other organisations and community groups to expand the range of service options available in their community.
		6.1	The governance body of the organisation recruits supports and monitors senior management positions in line with the vision and values of the organisation and probity requirements.
		6.2	Service providers have a workforce planning and recruitment strategy in place to ensure the organisation has a skilled, engaged and responsive workforce
7	**Community focus** People supported by the organisation and the organisation itself are part of and contribute to communities.	2.1	Service providers support each person to make decisions about how they connect with their chosen community, respectful of their choices and plans including work, learning, leisure and their social lives.
		2.1	Service providers work with people with a disability and their community to promote opportunities and support their active and meaningful participation.
		2.1	Service providers, with the consent of the person with a disability, work with an individual's family, carer, significant other or advocate to promote their connection, inclusion and participation in the manner they choose.
		2.1	Service providers actively seek information about other supports and services in their local community to enable people with a disability to achieve their goals and to minimise barriers to participation.
		2.2	Service providers develop ways to maintain and further develop their local connections so that options for people with a disability to be included and valued are increased over time.

		2.2	Service providers actively seek connections with the community for people exiting the criminal justice system.
		2.2	Service providers regularly review their person centred approaches to ensure the organisation has the capacity and capability to deliver flexible and responsive supports and services that meet individual needs and expectations.
		3.2	Service providers work with other organisations and community groups to expand the range of service options available in their community.
		5.3	Service providers understand the broad range of supports and services available to meet the needs of people with a disability, their families and carers in the community.
		5.3	Service providers work with local community and other mainstream and specialist organisations to maintain community engagement and referral networks.
		5.3	Service providers provide information and support to the person when recommending or referring other services or activities.
		6.2	Service providers implement the organisation's strategic and business plans utilising good practices including community engagement initiatives.
8	**Working together** People supported have a direct impact on organisational development and business planning	4.3	Service providers support each person to participate in the review and development of local complaint handling policy and processes and report outcomes to them and their families, carers or advocates.
		1.2	Service providers provide opportunities for people with a disability to participate in the development and review of organisational policy and processes that promote strategies for equality and upholding human rights.
		5.2	Service providers regularly review their information, policies and practices for service access in consultation with people with disability, their families and carers to identify and minimise barriers that may impact on a person's fair and equal access to services.
		6.1	The governance body of the organisation regularly reviews its policies to reflect contemporary practice and feedback from

			people with a disability and other key stakeholders.
		6.1	The governance body of the organisation is accountable to stakeholders and demonstrates high ethical standards acting in their best interests.
		6.2	Service providers encourage and support people with a disability, their families and carers to participate in the planning, management and evaluation of the service.

*Source: Creating Person-Centred Organisations, 2012 Stephen Stirk and Helen Sanderson

#These numbers are the NSW Disability Services Standard number and the associated element e.g. Standard 1, Element 2 would be 1.2