

If you need help reading or understanding this document, please contact the office and we will help you.

| Service Standard | Evidence | Improvements - Tell us what we need to do via an e-mail on the Contact Us page. If your suggestion is suitable and within our capacity, we will add it to this list and our continuous quality improvement register until it becomes a part of our practice. It will then be transferred to our evidence list. |
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| <p>1. Service Access Every eligible person seeking a service has equal access</p> | <ul style="list-style-type: none"> • Service Access Policy is contained on the Life Stream Foundation website, an electronic copy is maintained on the Life Stream Foundation computer network, in a policy folder at office receptions, in a policy folder on QA shelving unit in the Brisbane office and distributed to Program Officers in a policy folder; • Individualised support brochure outlines eligibility; • Priority ordered waiting list for Recreation Access, Recreation Development and Mackay Community Access programs; • Information and brochure is on Life Stream Foundation's website; • Individualised support service entry policy with flow chart; • Member's Guide outlines services, eligibility and requirements; • Life Stream Foundation participates in information expos ie. Post School Expos in each region; • Life Stream Foundation liaises with DSQ regarding services and individual needs; • Information packs are distributed when membership enquiries are made; • Life Stream Foundation buildings are accessible by ramp (Brisbane office has a ramp at the rear of the office and a portable ramp for the front door); • Program Officers are reminded of service access issues during staff meetings. | |
| <p>2. Individual Needs People with disabilities will have confidence that their service provider will work with them to plan how to meet individual needs and goals</p> | <ul style="list-style-type: none"> • Individual Needs Policy is contained on the Life Stream Foundation website, an electronic copy is maintained on the Life Stream Foundation computer network, in a policy folder at office receptions, in a policy folder on QA shelving unit in the Brisbane office and distributed to Program Officers in a policy folder; • Reference to meeting Individual Needs is contained in the Member Service Agreement and Member's Guide; • Individuals are required to complete a detailed Member | <ul style="list-style-type: none"> • Program Officers will file note when meetings with members/ support networks are declined; |

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| | <p>Application Form which seeks information about goals, needs, interests and circumstances;</p> <ul style="list-style-type: none"> • Individual meetings are held with members/ support network to determine needs; • Program Officers engage members in conversations to determine current abilities, needs, ideas, interests and resources; • Program Officers seek input for development of calendars and Individual Recreation Plans; • Program Officers monitor members, programs and progress towards goals as demonstrated by daily activity reports which are completed after each program; • Activity reports are directly linked to Individual Recreation Plans; • Program Officers provide verbal feedback to parents/ carers after each program if appropriate; • Program Officers involve the member in completing the activity report if possible; • Program Officers complete and review Recreation Support Information Forms to enable new/ different Program Officers to work programs and meet the member's needs; • Life Stream Foundation staff and volunteers have varying skills and interests in addition to being in different age groups and available at varying times/ days. | |
| <p>3. Decision Making and Choice Service Providers must be able to show what they do to encourage participation in decisions about services, how they support the choices and how they respond flexibly and safely to changing needs</p> | <ul style="list-style-type: none"> • Decision Making and Choice Policy is contained on the Life Stream Foundation website, an electronic copy is maintained on the Life Stream Foundation computer network, in a policy folder at office receptions, in a policy folder on QA shelving unit in the Brisbane office and distributed to Program Officers in a policy folder; • Program Officers seek input for development of calendars and Individual Recreation Plans • Program Officers ask members what they would like to do if the pre-planned program needs to be altered due to environmental issues or feeling unwell or tired. • Program Officers provide information about process, consequences/ implications and risk management to members to ensure informed decision making • Program Officers encourage active decision making via verbal input, gestures, body language and action; | |

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| | <ul style="list-style-type: none"> Life Stream Foundation staff and volunteers support member's decision making and choices within the boundaries of their duty of care. | |
| <p>4. Privacy, Dignity and Confidentiality</p> | <ul style="list-style-type: none"> Privacy, Dignity and Confidentiality Policy is contained on the Life Stream Foundation website, an electronic copy is maintained on the Life Stream Foundation computer network, in a policy folder at office receptions, in a policy folder on QA shelving unit in the Brisbane office, discussed during staff and volunteer Induction and distributed to Program Officers in a policy folder; Life Stream Foundation staff and volunteers sign a Confidentiality Agreement; Member files are in a locked filing cabinet after office hours; Member related documents that are taken into the community during programs are kept on the person of the Program Officer or locked in their vehicle; When approached by a person of the public, information relating to members is not disclosed; Life Stream Foundation staff and volunteers are mindful of member's appearance and image and therefore may request that clothing is changed, shoes are worn, hair brushed, personal hygiene products used, face, hands and nails cleaned etc; Personal information including behaviour and experiences of members will not be discussed with others including staff and volunteers if it not a 'needs to know basis'; Life Stream staff and volunteers will respect member's autonomy and right to decision making; Programs will be age appropriate and reflect members' interests. | |
| <p>5. Participation and Integration Service Providers are able to provide opportunities for inclusion of people with disabilities into community and support participation in community services</p> | <ul style="list-style-type: none"> Participation and Integration Policy is contained on the Life Stream Foundation website, an electronic copy is maintained on the Life Stream Foundation computer network, in a policy folder at office receptions, in a policy folder on QA shelving unit in the Brisbane office, discussed during staff and volunteer Induction and distributed to Program Officers in a policy folder; Life Stream Foundation programs are generally community based; Life Stream Foundation provides community based programs in group and individualised formats; Members are supported in a minimum 1:5 ratio in Life Stream | |

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| | <p>Foundation group programs;</p> <ul style="list-style-type: none"> • Community based group programs are kept small (or will have a higher support ratio to enable group to split into smaller groups at big venues)to enable effective integration; • Participation and integration are reflected in Individual Recreation Plans if they are a specific goal of members accessing the individualised support program service; • Monthly calendars for individualised support programs incorporate activities that reflect participation and integration; • Through consultation, program activities reflect member interests, hobbies, skills and personal goals. | |
| <p>6. Valued Status Service Providers working to develop skills and attributes to enable people with disabilities to make a valued contribution to community and promote a positive image</p> | <ul style="list-style-type: none"> • Valued Status Policy is contained on the Life Stream Foundation website, an electronic copy is maintained on the Life Stream Foundation computer network, in a policy folder at office receptions, in a policy folder on QA shelving unit in the Brisbane office, discussed during staff and volunteer Induction and distributed to Program Officers in a policy folder; • Life Stream Foundation staff and volunteers provide support working towards achievable goals to build member’s confidence and belief in their self; • Life Stream Foundation staff and volunteers provide support to build the member’s independence within environments; • Life Stream Foundation staff and volunteers provide support to increase member’s capacity to relate to community and opportunities; • Life Stream Foundation promotes and develops skills through Individual Recreation Plans and planned programs as per calendars; • Life Stream Foundation staff and volunteers liaise with relevant service providers to ensure focus on common goals; • Life Stream Foundation staff and volunteers promote a positive image of members ie. Appearance; • Life Stream Foundation staff and volunteers are aware of member’s roles within their family, home and community ie. Relationships • Group and individualised programs are age appropriate; • Life Stream Foundation works towards developing a mutual understanding of the Program Officer/ member role. | |
| <p>7. Complaints and Disputes People with disabilities feel</p> | <ul style="list-style-type: none"> • Complaints/ Grievance Policy is contained on the Life Stream Foundation website, an electronic copy is maintained on the | |

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| <p>confident to raise issues/ complaints</p> | <p>Life Stream Foundation computer network, in a policy folder at office receptions, in a policy folder on QA shelving unit in the Brisbane office, discussed during staff and volunteer Induction and distributed to Program Officers in a policy folder;</p> <ul style="list-style-type: none"> • Policy is contained within the Member’s Guide, Member’s Service Agreement and Employment Manual; • Policy outlines the dispute process and provides external phone numbers if person is not comfortable or is unable to resolve issue within Life Stream Foundation; • Communication lines are open between all employees and members (and their support network) so issues can be dealt with directly or directed to the appropriate channel; • Communications/ discussions of this nature are documented and filed to ensure accuracy and be recalled if necessary. | |
| <p>8. Service Management Service Providers comply with relevant laws and regulations, is accountable and monitors own service delivery against DSQ service standards</p> | <ul style="list-style-type: none"> • Life Stream Foundation consults with relevant stakeholders to write policies to reflect underlying principles of the Disability Services Act; • Life Stream Foundation ensures staff and volunteers are aware of the Disability Services Act, policies and service standards through induction, staff meetings and workshops; • Life Stream Foundation Mission Statement is contained in the Member’s Guide, Program Officer Manual, Induction programs and displayed in office reception areas; • Strategic planning occurs annually; • Internal audits are conducted as per a set schedule; • Life Stream Foundation uses a Continuous Quality Improvement Register; • Governance policy is reviewed by the CEO and Board; • Board meetings are held a minimum 5 times per year; • Workplace Health and Safety report forms are available for staff to complete when required and checks are conducted monthly; • Life Stream Foundation documents are controlled via network address pathways and policy. | <ul style="list-style-type: none"> • When making alterations/changes to existing policies, a file note is to be completed indicating subject matter which has been changed in each policy. File note then to be distributed to staff when provided with revised policy. |
| <p>9. Protection of Legal and Human Rights and Freedom from Abuse</p> | <ul style="list-style-type: none"> • Protection of Legal and Human Rights and Freedom from Abuse Policy is contained on the Life Stream Foundation website, an electronic copy is maintained on the Life Stream Foundation computer network, in a policy folder at office receptions, in a policy folder on QA shelving unit in the Brisbane office, discussed during staff and volunteer Induction and distributed | |

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| | <p>to Program Officers in a policy folder;</p> <ul style="list-style-type: none"> • Life Stream Foundation has a Protection of Legal and Human Rights and Freedom from Abuse brochure; • Policy is outlined in the Member’s Guide and Member Service Agreement; • A completed Member Information Form which is a requirement to access Life Stream Foundation services identifies the individual’s Adult Guardian and Public Trustee; • Life Stream Foundation has a Suspicion of Harm form; • Life Stream Foundation has a scenario question within the Program Officer interview process that addresses legal and human rights; • Life Stream Foundation compiles risk management plans for programs which are reviewed every 6 months; • Life Stream Foundation has an Integration Policy; • Criminal History Screening is carried out for all staff and volunteers; • Critical Incident procedure is followed by all staff and volunteers when a critical incident arises ie. Mandatory reporting to enable DSQ/ police to be informed; • Duty of care training is provided to staff and volunteers. | |
| <p>10. Staff Recruitment, Employment and Development</p> | <ul style="list-style-type: none"> • Recruitment: Life Stream Foundation may recruit people through advertising, website notices, word of mouth, students and volunteers; • Recruitment: Volunteering within Life Stream Foundation’s group programs provides a pathway for Volunteers to gain employment at Life Stream Foundation, particularly in the Program Officer role; • Recruitment: Through the performance appraisal process, staff have the opportunity to identify a career pathway internal and external to Life Stream Foundation and professional development; • Recruitment: Staff and Volunteers are required to attend an interview prior to confirmation of employment; • Recruitment: Referee checks are conducted prior to confirmation of employment; • Recruitment: Program Officers are recruited based on attitude, personality and experience rather than mandatory qualifications; • Employment: Staff are required to hold a current DSQ Positive | |



Application and Review of Disability Service Standards in relation to Life Stream Foundation DSQ Funded Services
Date: 13/11/08

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| | <p>Notice Card. Program Officers are also required to hold a current first aid certificate and driver's licence;</p> <ul style="list-style-type: none">• Employment: All new staff are provided with an Employment Manual;• Development: New staff are buddied on individualised support programs as appropriate and when within the capacity of Life Stream Foundation;• Development: Performance Appraisals (professional and personal) are conducted with staff on an annual basis;• Life Stream Foundation staff and volunteers have the opportunity to attend internal and external training;• Life Stream Foundation staff and volunteers are provided with opportunities to network with co-workers, management and other agencies. | |
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