



**CORPORATE POLICIES**  
**CP19 STANDARD 8(NSW/Cwlth): SERVICE MANAGEMENT**

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**1.0 POLICY STATEMENT**

Disability Services Australia (DSA) recognises that its ongoing success and ability to deliver high quality services to people with a disability is enhanced by adopting quality management systems and practices that maximise positive outcomes for those who use the service.

Quality and continuous improvement are woven into the fabric of the organisation and are part of 'the way we do business'. As an organisation, DSA adopts an approach where 'we strive to always do it better'. DSA's quality management systems cover all parts of the business, from strategic planning processes at board level, right down to day to day processes in all Divisions.

**2.0 PURPOSE**

To provide a framework for the services provided that outlines the quality management systems and practices in place at DSA, to enhance outcomes for people with a disability receiving support. In particular those:

- Pertaining directly to people with a disability supported by DSA e.g. upholding their legal and human rights, providing a safe physical environment (workplace or service site) and opportunities to participate in the planning, management and evaluation of the service
- Pertaining to the operation and management of DSA e.g. organisational structure and function, staff management (including recruitment, selection, employment, and development/ training), service planning and review, policy development and review.

To meet the Disability Services Standards and comply with all relevant legislation.

**3.0 SCOPE**

This policy relates to all staff and management of Disability Services Australia. Each relevant area of DSA is required to consider and address compliance with these Standards within divisional procedures, work instructions and forms.

The Commonwealth and State Disability Services Acts and Standards relate to the provision of disability services for people with a disability.

For adults with a disability supported by DSA, the participation/involvement of family/ significant others/advocates/guardians in decision making on key service delivery processes (e.g. individual goal planning) is dependent on:

- The relevant decision making rights for family/significant others/advocates/ guardians, as determined by their legal status in relation to the person receiving support;
- The expressed wishes of the person with a disability receiving support; and
- The assessed need for such advocacy.

**4.0 POLICY DETAILS**

DSA is committed to adopting quality management systems and practices that enhance opportunities for positive outcomes for people with a disability receiving support.

Facilitation of this commitment in relation to Service Management is supported by:

- Ensuring all levels of management and staff understand, comply with and apply the intent of this policy.
- Ensuring the legal and human rights of those receiving support are upheld in all aspects of service planning, provision and delivery/administration.



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- Ensuring DSA has sound occupational, health and safety systems in place to provide a safe physical environment (i.e. workplace or service delivery site) to those receiving support.
- Facilitating and supporting the use of mechanisms available to those who use the service to facilitate the opportunity to participate in the planning, management/provision and evaluation of the service they receive.
- Where possible and appropriate, providing the opportunity for information and consultation on major policy and program changes within the parameters of the funded service specifications and the stated/or funded purpose of the service.
- Meeting the needs of people with a disability known to experience additional disadvantage because of gender, ethnicity and aboriginality, with strategies for ensuring services facilitate participation of all identifiable groups in the target population, in line with the stated or funded purpose of each DSA service/program.
- Monitoring DSA services and business activities/practices and regularly evaluating whether organisational objectives are met (in line with the stated or funded purpose of the service), the Disability Standards and legislative responsibilities.
- Ensuring the roles and responsibilities of the governing body (i.e. the board of Directors), management and staff are clearly defined, documented and available.
- Seeking to ensure every person employed to deliver services to a person with a disability:
  - Has the relevant skills and competencies by adopting a planned human resources management and quality systems approach to the recruitment, selection and employment of staff.
  - Receives appropriate and relevant training and support, understands their role, the administration of the organisation and their personal and organisational accountability for work related activities.
- Implementing a policy of affirmative action(s) with regard to employment of people with a disability.
- Implementing the written grievance policy and procedure that supports the opportunity for staff and other persons, to raise, pursue and have resolved a grievance (i.e. complaint/ dispute) without fear of recrimination, repercussion or retribution.
- Managing resources effectively to maximise funds available to provide services.
- Demonstrating accountability to those who use the service, advocates, government and the community by providing information from which the quality of the service provided can be judged, including producing annual reports that demonstrate the benefits gained by people with a disability as a result of DSA services and service and financial outcomes and having these available on request.
- Developing partnerships and networking with other agencies, specialist advocacy services and generic agencies and businesses in all areas in which DSA operates, to enhance DSA's ability to develop a benefit for people with a disability.
- The review of processes and systems as part of scheduled and as needed policy and procedure reviews, including where possible input from those who use the service.
- Ensuring adherence to policy and procedures through the quality assurance audit process to maximise the design, delivery and implementation of a quality service.

**5.0 RESPONSIBILITIES**

Refer to the Quality Policy Manual Section 5.0 Management Responsibility

[Quality Policy Manual](#)

**6.0**



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**7.0 REFERENCES**

**Legislative context**

Disability Services Act (Cwlth) 1986 and Commonwealth Disability Services Standards  
Disability Services Act (NSW) 1993 and NSW Disability Services Standards

**Policy Context**

[Quality Policy Manual](#)

Relevant State (NSW), Commonwealth and DSA policies are listed in [The DSA Document Matrix](#).