

CORPORATE POLICIES

CP22 STANDARD 10(Cwlth): SERVICE RECIPIENT TRAINING + SUPPORT

1.0 POLICY STATEMENT

Disability Services Australia (DSA) recognises that the employment opportunities of people with a disability are optimised by effective and relevant training and support.

DSA encourages and invests in continual learning. Training and support reflects the right to working conditions comparable to those of the general workforce for people with a disability supported by DSA. It enhances the opportunity for positive outcomes and is a significant contributory factor to professional development, high morale, productivity and efficiency.

2.0 PURPOSE

To provide a framework for DSA services that facilitates in a planned and purposeful way the employment training and support opportunities each person with a disability will receive, consistent with their employment goals and in line with the stated or funded purpose of the service they receive and/ or organisational needs.

At a minimum such training and development opportunities aim to:

- Optimise the employment opportunities of each person with a disability receiving support and assist them to achieve the goals and objectives outlined in their individual plan, through the acquisition of new or expanded skills and knowledge.
- Meet the Disability Services Standards and comply with all relevant legislation.

3.0 SCOPE

This policy is a requirement of Disability Services Australia's Commonwealth funded services. However each relevant area of DSA is required to consider the intent of the Commonwealth Standards within divisional procedures, work instructions and forms.

The Commonwealth Disability Services Act and Standards relate to the provision of Commonwealth funded 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 providing quality services to optimise the employment opportunities of people with a disability, through effective and relevant training and support in line with the stated or funded purpose of the service they receive.

Facilitation of this commitment in relation to Training and Support is supported by:

- Ensuring all levels of management and staff understand, comply with and apply the intent of this policy.
- Having a written policy and procedures outlining how DSA provides or facilitates access to relevant and effective training and development opportunities consistent with the employment goals of people with a disability supported by DSA and/or organisational needs. Written policy and procedures on training and support are made available in appropriate formats to those who use the service.

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- Fostering an atmosphere that encourages a positive attitude to and supports learning in all environments (e.g. formal and informal, on and off the job training).
- Ensuring each person with a disability placed in employment is informed of and supported to understand the relevant training options available to them (to the best of their ability) including but not limited to how these opportunities are determined and assigned in the context of individuals' plans and/or organisational needs.
- 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 policies 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 REFERENCES

Legislative context

Disability Discrimination Act (Cwlth) 1992

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

Anti-Discrimination Act (NSW) 1977

Human Rights and Equal Opportunity Commission Act (Cwlth) 1986

Occupational Health and Safety Act (NSW) 2000

Policy Context

[Quality Policy Manual](#)

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