



Disability Employment Standards and Key Performance Indicators

Standard 1: Service access: Each person with a disability who is seeking a service has access to a service on the basis of relative need and available resources.

KPI 1.1 The service provider adopts and applies non-discriminatory entry rules in respect of age, gender, race, culture, religion or disability, consistent with the contractual obligations of the service provider and the purpose of the service.

KPI 1.2 The service provider's entry and exit procedures are fair and equitable and consistently applied.

Standard 2: Individual needs: Each person with a disability receives a service that is designed to meet, in the least restrictive way, his or her individual needs and personal goals.

KPI 2.1 Each individual's employment goals are established objectively to reflect his or her needs and personal goals.

KPI 2.2 Each individual's employment goals are used as a basis for service provision, with the service provider undertaking a process of planning, implementation, review and adjustment to facilitate the achievement of these goals.

KPI 2.3 Services are delivered to meet each individual's employment goals through pathways and plans that do not have any unnecessary restrictions or constraints.

Standard 3: Decision making and choice: Each person with a disability has the opportunity to participate as fully as possible in making decisions about the events and activities of his or her daily life in relation to the service he or she receives.

KPI 3.1 The service provider provides appropriate and flexible opportunities for each individual to participate in decision-making at all levels, including individual choices in pre employment and employment planning, service delivery planning and corporate and business planning.

KPI 3.2 The service provider acts upon the outcomes of service recipient input into decision-making.

Standard 4: Privacy, dignity and confidentiality: Each service recipient's right to privacy, dignity and confidentiality in all aspects of his or her life is recognised and respected.

KPI 4.1 The service provider complies with the Information Privacy Principles of the *Privacy Act 1988* in order to protect and respect the rights of individual service recipients. The service provider does not disclose personal information about service recipients without their informed consent.

KPI 4.2 The service provider promotes tolerance and respect for each service recipient's personal needs and circumstances.

Standard 5: Participation and integration: Each person with a disability is supported and encouraged to participate and be involved in the community.

KPI 5.1 The service contributes to individual outcomes for service recipients that progressively builds opportunities for their participation and involvement in the community through employment.

Standard 6: Valued status: Each person with a disability has the opportunity to develop and maintain skills and to participate in activities that enable him or her to achieve valued roles in the community.

KPI 6.1 The service promotes the belief and ability of service recipients to fulfil valued roles in the community.

KPI 6.2 The service promotes employment opportunities for service recipients to fulfil valued roles in the community.

KPI 6.3 The service develops and maintains service recipients' skills relevant to their roles in the community.

Standard 7: Complaints and disputes: Each service recipient is encouraged to raise, and have resolved without fear of retribution, any complaints or disputes he or she may have regarding the service provider or the service.

KPI 7.1 The service provider encourages the raising of complaints by service recipients regarding any areas of dissatisfaction with the service provider and the service.

KPI 7.2 Service recipients have no fear of retribution in raising complaints.

KPI 7.3 The service provider facilitates the resolution of complaints or disputes by service recipients regarding the service provider and the service.

Standard 8: Service management: Each service provider adopts quality management systems and practices that optimise outcomes for service recipients.

KPI 8.1 The service provider has management systems in place that facilitate quality management practices and continuous improvement.

Standard 9: Employment conditions: Each person with a disability enjoys working conditions comparable to those of the general workforce.

KPI 9.1 The service provider ensures that people with a disability, placed in open or supported employment, receive wages according to the relevant Australian Pay and Classification Scale (APCS), special Federal Minimum Wage (SFMW), award, order or industrial agreement (if any). A wage must not have been reduced, or be reduced, because of award exemptions or incapacity to pay or similar reasons and, if a person is unable to work at full productive capacity due to a disability, the service provider is to ensure that a pro-rata wage based on the applicable special SFMW, APCS, award, order or industrial agreement is paid. This pro-rata wage must be determined through a transparent assessment tool or process, such as Supported Wage System (SWS), or tools that comply with the criteria referred to in the Guide to Good Practice Wage Determination including:

- compliance with relevant legislation;
- validity;
- reliability;
- wage outcome; and
- practical application of the tool.

KPI 9.2 The service provider ensures that, when people with a disability are placed in employment, their conditions of employment are consistent with general workplace norms and relevant Commonwealth and State legislation.

KPI 9.3 The service provider ensures that, when people with a disability are placed and supported in employment, they, and if appropriate, their guardians and advocates, are informed of how wages and conditions are determined and the consequences of this.

Standard 10: Service recipient training and support: The employment opportunities of each person with a disability are optimised by effective and relevant training and support.

KPI 10.1 The service provider provides or facilitates access to relevant training and support programs that are consistent with the employment goals and opportunities of each service recipient.

Standard 11: Staff recruitment, employment and training: Each person employed to deliver services to a person with a disability has relevant skills and competencies.

KPI 11.1 The service provider identifies the skills and competencies of each staff member.

KPI 11.2 The service provider ensures that its staff have relevant skills and competencies.

KPI 11.3 The service provider ensures the provision of appropriate and relevant training and skills development for each staff member.

Standard 12: Protection of human rights and freedom from abuse: The service provider acts to prevent abuse and neglect and to uphold the legal and human rights of service recipients.

KPI 12.1 The service provider takes all practical and appropriate steps to prevent abuse and neglect of its service recipients.

KPI 12.2 The service provider upholds the legal and human rights of its service recipients.