

# Domains, Elements and Indicators Guide

NT Quality & Safeguarding  
**Framework** 2016

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# Introduction

This *Framework Domains, Elements and Indicators Guide* (Guide) is a companion to the *Quality and Safeguarding Framework* (Framework). The purpose of this Guide is to outline the Framework's domains, elements and indicators of good practice. It is intended to support providers to understand the requirements of the Framework and to provide insight on what good practice looks like.

Within the domains, there are elements with indicators of good practice that have been classified as 'mandatory' and others as 'desirable'. Mandatory indicators are a mix of quality and safeguarding indicators that are essential for underpinning the safety, security and well-being of people with disability to fully exercise their rights and to lead the life they would like to live with the support of providers.<sup>1</sup> Providers must demonstrate achievement against the mandatory indicators of good practice to be registered.

The majority of indicators have been classified as desirable – meaning that these indicators reflect good practice and contemporary approaches to minimising the risk of harm, abuse or neglect of people with disability in circumstances of greater vulnerability. These indicators also focus on the quality of support provision within a person-centred practice where participants are able to fully exercise choice and control in relation to the supports they receive.

Providers will be required to show evidence of how they meet requirements of the Framework during an independent, onsite assessment of their organisations or operations (sole traders). The Framework has been designed to accommodate flexibility in the types of evidence sought and the ways in which evidence can be provided. The enclosed table outlines examples of evidence that may demonstrate achievement of an indicator of good practice; these examples are non-exhaustive and are only intended to serve as a guide.

The Framework requires involvement of a range of stakeholders including government, providers of supports for people with disability operating in the Northern Territory, support workers, families and carers as well as people with disability (participants). All stakeholders have a role to play within the Framework and this Guide outlines indicators of good practice for each stakeholder.

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<sup>1</sup> The term 'provider' is used throughout this Framework to refer to for-profit and non-profit organisations as well as sole traders.

# Framework Domains, Elements and Indicators

## Domain 1: Governance and financial management

Governance establishes the strategic direction and underpins the effective operations of an organisation ensuring there are appropriate structures, planning, policy and practices and oversight mechanisms in place to deliver quality disability supports. Oversight mechanisms include financial and operational management with consideration to remote service delivery.

Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
<b>1.1 Board<sup>2</sup> Governance</b>				
<b>1.1.1 Board operations</b>	Board operations refers to all the operational aspects of successfully operating a board. It also	Good practice is characterised by having appropriate governance policies, procedures and practices in place to support and	<p><i>Organisations:</i></p> <ul style="list-style-type: none"> <li>The board has an up-to-date Constitution. (M)<sup>3</sup></li> <li>The board has an up-to-date members' register that is reviewed regularly. (M)</li> <li>The board has a process to</li> </ul>	<p>Board constitution.</p> <p>Board charter.</p> <p>Board Members' Register – including roles and responsibilities.</p> <p>Board and sub-committee</p>

<sup>2</sup> Or equivalent.

<sup>3</sup> (M) = Mandatory requirements.

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	includes enabling board culture and behaviours.	guide board activities. It also includes having suitably qualified and skilled board members. In addition, the board promotes an enabling culture that fosters responsible and ethical decision-making. It is represented by shared values, norms, practices and core beliefs that shape positive behaviours for members to effectively discharge their board duties.	<p>identify and document conflicts of interest, and these are recorded. <b>(M)</b></p> <ul style="list-style-type: none"> <li>The board membership and composition is in accordance with the Constitution and reflects the requirements of the organisation.</li> <li>Board structure is fit for purpose given the size and complexity of the organisation.</li> <li>Board meeting procedures are clearly documented and adhered to.</li> <li>Board policies and procedures are documented and reviewed periodically. Board members are provided copies of all policies and procedures at orientation and induction.</li> <li>Board decision-making processes are clear and</li> </ul>	<p>charters.</p> <p>Board policies and procedures (for example, governance policy and procedure manual).</p> <p>Policy on decision-making at the board level.</p> <p>Board succession plan.</p> <p>Board meeting calendar.</p> <p>Training and development plan for members.</p> <p>Calendar of training activities.</p> <p>Orientation and induction policy and procedures.</p> <p>Board evaluation plan.</p> <p>Code of conduct.</p> <p>Conflict of interest policy.</p> <p>Board agendas and minutes.</p> <p>Board papers and reports.</p>

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			<p>guided by policy.</p> <ul style="list-style-type: none"> <li>• The board has a process for member succession planning.</li> <li>• The board has a comprehensive orientation and induction program for new members that is reviewed regularly for currency.</li> <li>• The board has an annual training and development plan for members.</li> <li>• The board has appropriate policies and procedures to guide and support positive board culture and behaviours.</li> <li>• The board has a process to evaluate its own performance.</li> </ul>	
1.1.2 Board oversight	Board oversight refers to the	Good practice is characterised by how well the	<p><i>Organisations:</i></p> <ul style="list-style-type: none"> <li>• The board oversees the financial management and financial</li> </ul>	Strategic plan with clear vision

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	strategic monitoring of executive management and key management functions – organisational strategy, operations, finances and risk.	board balances the strategic monitoring of organisational strategy, management, operations, finances and risk without stifling organisational innovation and development. It includes appropriate mechanisms in place to enable effective oversight of the organisation.	<p>reporting obligations of the organisation. (M)</p> <ul style="list-style-type: none"> <li>The board has an up-to-date organisational risk management plan and structured process to actively identify, mitigate and manage risks. (M)</li> <li>The board has a process to monitor and report on the implementation of the organisation's strategic plan.</li> <li>The board has a process to oversight the quality of supports delivered to participants.</li> </ul>	<p>and mission statement.</p> <p>Annual financial statements, audited or assessed.</p> <p>Business (operational) plan.</p> <p>Organisational risk management plan.</p> <p>Quality Improvement plan.</p> <p>Finance and audit sub-committee – charter or terms of reference and evidence of regular meetings.</p> <p>Risk sub-committee – charter or terms of reference and evidence of regular meetings.</p>
<b>1.1.3 Board reporting</b>	Board reporting refers to the key information required to inform board	Good practice is characterised by reports that are: relevant, accurate, well structured (following a set format); received	<p><i>Organisations:</i></p> <ul style="list-style-type: none"> <li>The board files reports as per regulatory and organisational requirements. (M)</li> <li>The board has documented board meeting agendas and</li> </ul>	<p>Board agendas and minutes.</p> <p>Board papers and reports.</p> <p>Annual reports.</p> <p>Reports to funding bodies,</p>

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	members of the organisation's management and performance. Key information includes reports of operational, financial and service delivery performance.	well in advance of board meetings with information made available to all board members. The reports should provide a catalyst for free and frank exchange between board members.	minutes. <ul style="list-style-type: none"> <li>The board receives timely, relevant board papers and reports for notice and/or discussion for decision-making.</li> </ul>	accreditation agencies, Australian Charities and Not-for-profits Commission.
<b>1.1.4 Board relationships</b>	Board and management relationship refers to the relationship between the board (and particularly the Chairperson) and the Chief	Good practice is supported by policies and procedures articulating the specific role each plays in the governance and management of an organisation. It entails having	<p><i>Organisations:</i></p> <ul style="list-style-type: none"> <li>The board has a clear policy and associated protocols on board-chairperson, chairperson-CEO and directors-executive management arrangements.</li> <li>The board has a stakeholder communication and engagement strategy or plan that includes engagement with people with</li> </ul>	<p>Policy that describes how the board will work with and through the CEO.</p> <p>Policy and procedure on how directors communicate and interact with an organisation's management.</p> <p>Stakeholder communication and</p>

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	Executive Officer or equivalent and how the board will work with and through the Chief Executive Officer in relation to internal day-to-day organisational affairs.	clear and unambiguous board and executive position roles and responsibilities, board behaviours (for example independence).  It includes strategies for board-level external stakeholder engagement and management.	disability, their families and carers.	engagement strategy.
<b>1.2 Organisational management</b>				
<b>1.2.1 Organisational management</b>	Organisational management refers to the degree to which the organisation's available	Good practice is characterised by organisations that are managed effectively and efficiently in a person-centred	<p><i>Organisations:</i></p> <ul style="list-style-type: none"> <li>The organisation provides information to participants in an appropriate format so that they are in a position to make informed decisions about the appropriateness and suitability of</li> </ul>	<p>Policies and procedures relating to finance, assets, risk management, quality improvement.</p> <p>Information management</p>

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	resources are being utilised in an efficient and effective manner to achieve stated outcomes.	environment that fosters flexibility to respond to individual strengths and needs. A culture of continuous improvement as a basis for quality service delivery is actively promoted.	<p>supports offered to best meet their needs. <b>(M)</b></p> <ul style="list-style-type: none"> <li>• The organisation's management systems are clearly defined, documented and monitored and (where appropriate) communicated including finance, assets and risk. <b>(M)</b></li> <li>• In accommodation settings, the organisation has a current emergency/disaster management plan for residents that is regularly reviewed. <b>(M)</b></li> <li>• Mechanisms for continuous improvement are demonstrated in organisational management and service delivery processes.</li> <li>• The organisation has effective information management systems that maintain appropriate controls of privacy and confidentiality of participants.</li> </ul>	<p>policies and procedures – including policies and procedures on privacy and confidentiality.</p> <p>Emergency/disaster management plan</p> <p>Organisational and service management performance reports and charts.</p> <p>Information and communication protocols and materials that reflect the diversity of the service population.</p>

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
			<ul style="list-style-type: none"> <li>The organisation has an appropriate management structure for effective service delivery that reflects the size, scale and complexity of operations and its service population.</li> </ul>	
<b>1.3 Financial management</b>				
<b>1.3.1 Financial management</b>	Financial management refers to the efficient and effective management of funds in such a manner so as to best contribute to helping an organisation accomplish its objectives. It is supported by appropriate	Good practice is characterised by the management of financial resources in a responsible, accountable and prudent manner, which: <ul style="list-style-type: none"> <li>Maintains financial and organisational viability</li> <li>Meets financial accountability</li> </ul>	<i>Organisations:</i> <ul style="list-style-type: none"> <li>The organisation has a comprehensive organisational budget that is linked to organisational strategy. (M)</li> <li>The organisation follows an annual budget setting process which is linked to organisational strategy. (M)</li> <li>The organisation employs standard accounting practices to the preparation, presentation, audit, review or compilation of general purpose financial statements. (M)</li> </ul>	Budget (actual versus planned). Budget setting plan and review cycle. Monitoring policies, procedures and processes to track financial performance (including addressing variances and reforecasting if, and as required) on a monthly basis. Balance sheets. Profit and loss statements. Service agreements and

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	policies and procedures to ensure that financial information is complete and accurate to support effective decision-making.	<ul style="list-style-type: none"> <li>and reporting requirements</li> <li>Promotes quality supports for people with disability, their family and carers.</li> </ul>	<ul style="list-style-type: none"> <li>The organisation understands, monitors and actively manages its budget – revenue (income) and expenditure – on a regular basis. <b>(M)</b></li> <li>The organisation benchmarks their financial performance (profitability measures) that are of relevance to the industry (or to contractual key performance indicators (KPIs)).</li> </ul>	contracts.
<b>1.4 Remote service delivery</b>				
<b>1.4.1 Remote service delivery considerations</b>	Remote service delivery refers to how an organisation responds to the opportunities, challenges and risks associated with the	Good practice is characterised by organisations and individuals who have the necessary knowledge, understanding and experience to deliver quality supports to people with	<p><i>Organisations:</i></p> <ul style="list-style-type: none"> <li>The organisation has a clear policy statement, associated procedures and practices to address challenges and risks for participants associated with remote service delivery. <b>(M)</b> This policy statement covers a range of aspects relating to workforce; physical location of service(s); operating model; communication and information</li> </ul>	<p>Organisational-wide policy statement on remote service provision.</p> <p>Reflection of policy statement in operational policies, procedures and practices.</p> <p>Partnership Memoranda of Understanding.</p> <p>Interagency meeting minutes</p>

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
	delivery of supports to people with disability in remote locations.	<p>disability in remote locations. Good practice:</p> <ul style="list-style-type: none"> <li>Acknowledges and takes into consideration the unique characteristics of the communities in which the organisation delivers supports.</li> <li>Fosters partnerships and collaborative opportunities with other organisations and services within the community</li> </ul>	<p>management; cultural safety and security and competency considerations (refer to Domain 5).</p> <ul style="list-style-type: none"> <li>The organisation has policy and procedures for involving family, extended kin networks, and community members in service delivery and for achieving positive outcomes for participants.</li> </ul> <p><i>Support Workers<sup>4</sup>:</i></p> <ul style="list-style-type: none"> <li>Support workers demonstrate sound knowledge and understanding, as well as have the necessary skills and experience to work flexibly and innovatively in remote settings to provide quality supports to participants. (M)</li> <li>Support workers actively identify and respond to risks relating to support provision within more</li> </ul>	<p>and attendance records.</p> <p>Feedback mechanisms to engage and seek feedback from participants, family, extended kin networks, and community members.</p> <p><i>Individuals:</i></p> <ul style="list-style-type: none"> <li>Police checks.</li> <li>Working with Children Checks.</li> <li>Work history.</li> <li>Professional reference checks.</li> <li>Registered and maintained ABN.</li> <li>Evidence of participation in community meetings and other fora.</li> </ul>

<sup>4</sup> 'Support workers' refers to all staff who provide direct service delivery to participants.

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		<p>for example</p> <ul style="list-style-type: none"> <li>Actively engages and participates in relevant community and service meetings within the community.</li> </ul>	<p>isolated environments. (M)</p> <ul style="list-style-type: none"> <li>Support workers identify and respond to specific risks relating to cultural safety, security and competency. (M)</li> <li>Support workers can show evidence of working with family, extended kin networks, and community members to support delivery and outcomes achievement for participants. (M)</li> <li>Support workers understand, have knowledge of, and adhere to remote service delivery policy and procedures.</li> </ul> <p><i>Sole Traders:</i></p> <p>In addition to the requirements of the NDIS <i>Declaration of Suitability to be a Registered Provider</i>, the sole trader must:</p> <ul style="list-style-type: none"> <li>Demonstrate sound knowledge and understanding of remote service delivery in the communities in which they</li> </ul>	

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
			<p>operate, or intend to operate. (M)</p> <ul style="list-style-type: none"> <li>• Have the necessary skills and experience to work flexibly and innovatively in remote settings to provide quality supports to participants. (M)</li> <li>• Be well connected to a variety of other services within the community and actively participate in relevant interagency and community meetings and other fora as appropriate. (M)</li> </ul>	

## Domain 2: Workforce management and development

Support workers play a significant role in the lives of people with disability. It is therefore important that providers recruit the right people with the right skills. Induction and orientation prepares new workers for their role and workplace, and ensures they have a comprehensive understanding of their role. Supervision and access to learning and development opportunities are important ways to encourage workers to continue to learn and develop their knowledge and skills and to keep up-to-date with best practice to better support participants.

Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
<b>2.1 Recruitment, selection and induction</b>	Recruitment, selection and induction refers to an organisation's ability to attract the right people, select the right candidates based on their suitability against the requirements of the role, and to on-board new staff so they	Good recruitment and selection is supported by policies and practices that enable management to determine the specific recruitment needs of the organisation, and attract people with the right skills, experience, behaviours and attitudes to perform specified roles. This also includes ensuring	<p><i>Participants:</i></p> <ul style="list-style-type: none"> <li>Participants are provided the opportunity to participate in recruitment, orientation and induction activities, as appropriate.</li> <li>In accommodation settings, opportunity is provided to participants, their families and carers to input into new worker selection and to meet with new support workers prior to commencement.</li> <li>In accommodation settings, residents, and families and carers have the opportunity to participate in staff member orientation activities to the house.</li> </ul>	<p>Evidence of participant and family input into orientation and induction activities.</p> <p>Evidence of information and communication with participants, families and carers.</p>

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
	are successful in their role.	<p>all mandatory checks and screening is undertaken in a timely manner.</p> <p>For the provision of quality disability supports, good practice includes the involvement of participants and their families and carers to ensure suitability of candidates to the support role.</p> <p>Well-designed orientation and induction programs provide new staff with a comprehensive understanding of the organisation,</p>	<p><i>Families and Carers:</i></p> <ul style="list-style-type: none"> <li>Families and carers participate in recruitment and orientation and induction activities as appropriate.</li> <li>In accommodation settings, families and carers are provided opportunities to input into new worker selection and to meet with new support workers prior to commencement.</li> <li>In accommodation settings, residents, their families and carers have the opportunity to participate in staff member orientation activities to the house.</li> </ul>	<p>Evidence of information and communication with participants, families and carers.</p> <p>Evidence of participant and family input into orientation and induction activities.</p>

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
		expected standards of service delivery and the ways in which the organisation supports participants in a person-centred environment.	<p><i>Support Workers:</i></p> <ul style="list-style-type: none"> <li>• Support workers demonstrate the necessary skills, experience, behaviours, capabilities and attitudes that are desired in a person who will provide support to participants. <b>(M)</b></li> <li>• Support workers provide professional references as part of the recruitment process. <b>(M)</b></li> <li>• Support workers have passed Police and Working with Children checks. <b>(M)</b></li> <li>• Support workers participate in orientation and induction activities (which includes cross-cultural orientation to working with Aboriginal people and people from culturally and linguistically diverse backgrounds).</li> <li>• In accommodation settings, support workers have: <ul style="list-style-type: none"> <li>- completed orientation and induction activities</li> </ul> </li> </ul>	<p>Orientation and induction material (which includes cross-cultural orientation to working with Aboriginal people, and people from culturally and linguistically diverse backgrounds).</p> <p>Orientation and induction attendance records.</p> <p>Professional reference checks.</p> <p>Mandatory training records.</p> <p>Police checks.</p> <p>Working with Children Checks.</p>

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
			<ul style="list-style-type: none"> <li>- completed all relevant mandatory training</li> <li>- undertaken shadow shifts prior to being rostered on in the house.</li> <li>• In accommodation and day activity settings, induction processes provide support workers with information on vulnerability and recognising the signs of abuse and neglect and the different safeguarding mechanisms for keeping participants safe.</li> </ul> <p><i>Organisations:</i></p> <ul style="list-style-type: none"> <li>• The organisation undertakes appropriate screening of employees including relevant criminal history and other mandatory checks. (M)</li> <li>• The organisation's recruitment practices ensure consideration of appropriate qualifications, experience, behaviours, participant wishes, and attitudes necessary for the specified role(s). (M)</li> </ul>	<p>Workforce management and development of policies and procedures.</p> <p>Orientation and induction program schedule and information.</p> <p>Probity checks and records.</p> <p>Recruitment records which include police checks and other</p>

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
			<ul style="list-style-type: none"> <li>The organisation has comprehensive policies and procedures to guide recruitment, selection and induction activities, including risk mitigation strategies for the engagement of employees.</li> <li>The organisation has a comprehensive orientation and induction program that is reviewed for currency on a regular basis.</li> <li>The organisation's orientation and induction information is relevant to the role and appropriate to the respective service area.</li> <li>The organisation's position descriptions accurately reflect roles and responsibilities.</li> <li>The organisation uses recruitment panels with appropriately qualified staff trained in the selection process.</li> <li>The organisation's senior and executive management provides oversight of decisions to encourage consistency across</li> </ul>	<p>mandatory checks.</p> <p>Professional reference check records.</p> <p>Recruitment panel policy and procedures (and evidence of panel activities).</p>

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
<b>2.2 Supervision and support</b>	Supervision and support refers to the education and support functions of service management to its staff.  Supervision can be facilitated on an individual	Good practice is characterised by having appropriate supervision and support mechanisms that encourage staff at all levels to undertake reflective practice, continue to develop their knowledge and skills, and keep up-	<p>recruitment activities.</p> <ul style="list-style-type: none"> <li>The organisation uses effective record keeping systems (for example, qualification expiry date notifications).</li> <li>The organisation's orientation and induction program is undertaken by all new staff within three (3) weeks of commencement.</li> </ul> <p><i>Support Workers:</i></p> <ul style="list-style-type: none"> <li>Support workers have access to ongoing informal and formal supervision and support. <b>(M)</b></li> <li>Support workers' supervision is incorporated into staff development and performance plans and is reviewed on a regular basis.</li> <li>Support worker team meetings occur regularly and encourage open and transparent discussion to support reflective practice.</li> </ul>	<p>Staff development and performance plans.</p> <p>Team meeting schedules, agendas and minutes.</p>

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
	basis, or in a group setting, to suit the size and culture of the organisation.	to-date with contemporary practice in order to better support participants.  Effective supervision plays a critical role in setting and modelling the standard of support to staff, offering both formal and informal opportunities for support.	<p><i>Organisations:</i></p> <ul style="list-style-type: none"> <li>• The organisation conducts regular formal supervision of staff. <b>(M)</b></li> <li>• The organisation has policies and procedures outlining expectations in relation to formal supervision and support processes.</li> <li>• The organisation employs a continuous improvement approach to employee supervision and support (for example, reflective practice).</li> <li>• The organisation provides for a mix of individual and group support and supervision opportunities provided to staff.</li> <li>• The organisation actively encourages and supports team meetings and builds these meetings into rostering arrangements.</li> </ul>	<p>Policies and procedures in relation to supervision and support.</p> <p>Supervision records.</p> <p>Team meeting schedules, agendas and minutes.</p>

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Support workers play a significant role in the lives of people with disability. It is therefore important that providers recruit the right people with the right skills. Induction and orientation prepares new workers for their role and workplace, and ensures they have a comprehensive understanding of their role. Supervision and access to learning and development opportunities are important ways to encourage workers to continue to learn and develop their knowledge and skills and to keep up-to-date with best practice to better support participants.

Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
<b>2.3 Learning and development</b>	<p>Learning and development refers to the ongoing enhancement and support of employee performance and fulfilment through learning and development opportunities.</p> <p>Learning and development is inclusive of both mandatory and elective curriculum, with a focus on developing knowledge</p>	<p>Learning and development is aligned to the organisation's objectives, and the support environment. Organisations provide relevant and suitable opportunities for workers that consist of a blend of delivery methods suited to a range of learning preferences and learners' needs.</p>	<p><i>Participants:</i></p> <ul style="list-style-type: none"> <li>Participants contribute to training design and content where relevant and appropriate.</li> </ul> <p><i>Families and Carers:</i></p> <ul style="list-style-type: none"> <li>Families and carers contribute to training design and content where relevant and appropriate.</li> </ul> <p><i>Support Workers:</i></p> <ul style="list-style-type: none"> <li>In accommodation settings, support workers receive appropriate and ongoing training in relation to the specific needs of participants – for example, manual handling, peg feeding, medication management, first aid, fire safety, behaviour support etc. <b>(M)</b></li> <li>Clinical staff receive appropriate training and support to meet the needs of participants, for example behaviour support, restrictive practices. <b>(M)</b></li> </ul>	<p>Evidence of participation of participants, families and carers.</p> <p>Learning and development calendar.</p> <p>Mandatory training records.</p> <p>Staff learning and development plans.</p>

## Framework Domains, Elements and Indicators

Support workers play a significant role in the lives of people with disability. It is therefore important that providers recruit the right people with the right skills. Induction and orientation prepares new workers for their role and workplace, and ensures they have a comprehensive understanding of their role. Supervision and access to learning and development opportunities are important ways to encourage workers to continue to learn and develop their knowledge and skills and to keep up-to-date with best practice to better support participants.

Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
	and skills to enable staff to provide quality supports to participants.		<ul style="list-style-type: none"> <li>• Support workers undertake all mandatory training in a timely manner.</li> <li>• Support workers are aware of, and have access to, learning and development opportunities.</li> </ul> <p><i>Organisations:</i></p> <ul style="list-style-type: none"> <li>• The organisation ensures all mandatory training is identified, made available and delivered in a timely manner. (M)</li> <li>• The organisation has robust workforce management and development policies and procedures.</li> <li>• The organisation ensures staff have access to learning and development opportunities relevant to their role, function and professional development goals.</li> <li>• The organisation employs a continuous improvement approach to staff learning and development.</li> </ul>	<p>Workforce management and development policies and procedures that include learning and development policies and procedures.</p> <p>Learning and development calendar.</p> <p>Training attendance records.</p>

## Framework Domains, Elements and Indicators

Support workers play a significant role in the lives of people with disability. It is therefore important that providers recruit the right people with the right skills. Induction and orientation prepares new workers for their role and workplace, and ensures they have a comprehensive understanding of their role. Supervision and access to learning and development opportunities are important ways to encourage workers to continue to learn and develop their knowledge and skills and to keep up-to-date with best practice to better support participants.

Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
			<ul style="list-style-type: none"> <li>The organisation monitors training attendance to ensure all relevant staff have undertaken required training in specified timeframes.</li> <li>The organisation's training programs are regularly reviewed and updated to ensure they are relevant and in line with contemporary practice.</li> </ul> <p><i>Sole Traders:</i></p> <ul style="list-style-type: none"> <li>The sole trader demonstrates a commitment to, and evidence of, ongoing informal and formal learning and development to support participants in a person-centred approach. (M)</li> <li>The sole trader participates in regular peer supervision and support activities in relation to supporting people with disability in a person-centred manner. (M)</li> </ul>	

## Domain 3: Person-centred planning and practice

Person-centred planning places the person with disability at the centre of all planning activity with a focus on supporting participants to have choice and control over the supports they need in order to live their lives in the way they want. Person-centred planning, practice and active supports delivers positive outcomes to participants by being flexible and tailored to individual strengths and needs. Providers that adopt person-centred planning and practice will deliver supports that competently recognise and respond to issues related to age, gender, culture, heritage, language, faith, sexual identity, relationship status and other factors determined by the individual.

Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
<b>3.1 Person-centred planning</b>	Person-centred planning is a way of discovering what people want, the types of support they need, and how they can access support. It is evidence based practice that supports people with disability to lead an	Good person-centred planning involves the person with disability being at the centre of the planning process. It ensures that the participant is actively listened to along with their families, carers and friends and is supported by the organisation to accurately identify their support needs, goals and aspirations. It requires	<p><i>Participants:</i></p> <ul style="list-style-type: none"> <li>Participants are at the centre of the planning process. (M)</li> <li>Participant plans reflect what is important to them, their unique capacities and the supports they require to live the life they would like to lead. (M)</li> <li>In accommodation settings, participant plans consider health and wellbeing, safety, community inclusion, social support, relationships and behaviour support needs where appropriate. (M)</li> <li>Where participants have a behaviour support plan, the plan is documented with agreed strategies and involvement of appropriate support workers and clinicians. (M)</li> </ul>	<p>Participant support planning documentation.</p> <p>Evidence of planning discussions held with participants and the outcomes of these discussions.</p> <p>Evidence of participant participation in planning activities.</p> <p>Feedback mechanisms for participants to report on the planning process.</p>

## Framework Domains, Elements and Indicators

Person-centred planning places the person with disability at the centre of all planning activity with a focus on supporting participants to have choice and control over the supports they need in order to live their lives in the way they want. Person-centred planning, practice and active supports delivers positive outcomes to participants by being flexible and tailored to individual strengths and needs. Providers that adopt person-centred planning and practice will deliver supports that competently recognise and respond to issues related to age, gender, culture, heritage, language, faith, sexual identity, relationship status and other factors determined by the individual.

Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
	<p>independent life.</p> <p>Person-centred planning incorporates a set of practices that shifts the power to people who use supports.</p>	<p>collaboration between the participant and organisation to ensure active choice and decision-making.</p> <p>Person-centred practice recognises the potential role, with the individual's consent, of families, friends, carers and advocates in planning and support provision.</p> <p>It encourages active dialogue between a participant, their family, carers, friends and advocates and the organisation regarding the nature</p>	<ul style="list-style-type: none"> <li>For participants with complex support needs, an individual plan exists that includes an assessment of the needs and risks to the individual and others in the provision of support and associated activities. (M)</li> <li>Each participant has a person-centred plan that is tailored and specific to their needs, goals and aspirations, and the plan considers the participant's health and wellbeing, safety, community inclusion, social support, relationships and behaviour support needs where appropriate. (M)</li> <li>Where the participant is in receipt of multiple supports from different organisations, the participant is supported to have one integrated plan.</li> <li>Participants are able to include other parties in the planning process as desired – families, friends, carers and advocates.</li> <li>Wherever possible, participant plans include development safeguards.</li> <li>Participant plans are responsive to changes</li> </ul>	

## Framework Domains, Elements and Indicators

Person-centred planning places the person with disability at the centre of all planning activity with a focus on supporting participants to have choice and control over the supports they need in order to live their lives in the way they want. Person-centred planning, practice and active supports delivers positive outcomes to participants by being flexible and tailored to individual strengths and needs. Providers that adopt person-centred planning and practice will deliver supports that competently recognise and respond to issues related to age, gender, culture, heritage, language, faith, sexual identity, relationship status and other factors determined by the individual.

Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
		of the supports required to meet the participant's needs.	<p>to participants' lives, goals and aspirations.</p> <ul style="list-style-type: none"> <li>Participant plans are outcome focused and reflect future goals and aspirations, extending the focus beyond the present.</li> <li>Participants report that they are meaningfully engaged in the planning of their supports.</li> <li>Participants report that they are empowered to make decisions in planning for their supports.</li> </ul> <p><i>Families and Carers:</i></p> <ul style="list-style-type: none"> <li>Where appropriate, with participant approval, families and carers provide input into participant plans and their ongoing review.</li> <li>Families and carers report that they are meaningfully engaged in the planning process.</li> <li>Families and carers report that they are able to participate in decision-making regarding</li> </ul>	<p>Participants support planning documentation.</p> <p>Evidence of planning discussions held with participants and the outcomes of these discussions.</p> <p>Evidence of participant participation in planning activities.</p>

## Framework Domains, Elements and Indicators

Person-centred planning places the person with disability at the centre of all planning activity with a focus on supporting participants to have choice and control over the supports they need in order to live their lives in the way they want. Person-centred planning, practice and active supports delivers positive outcomes to participants by being flexible and tailored to individual strengths and needs. Providers that adopt person-centred planning and practice will deliver supports that competently recognise and respond to issues related to age, gender, culture, heritage, language, faith, sexual identity, relationship status and other factors determined by the individual.

Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
			<p>the support environment.</p> <p><i>Support Workers:</i></p> <ul style="list-style-type: none"> <li>• Support workers demonstrate an ongoing commitment to professional practice to enable participants to achieve their goals and aspirations in their support plans.</li> <li>• Support workers participate in ongoing learning and development activities to support the application of person-centred practice.</li> <li>• Support workers contribute to planning and review processes.</li> <li>• Support workers have access to appropriate tools and mechanisms to support effective person-centred planning.</li> </ul> <p><i>Organisations:</i></p> <ul style="list-style-type: none"> <li>• In accommodation settings, the participant plan considers health and wellbeing, safety, community inclusion, social supports, relationships and behaviour support needs</li> </ul>	<p>Participants support planning documentation.</p> <p>Evidence of planning discussions held with participants and the outcomes of these discussions.</p> <p>Evidence of participant participation in planning activities.</p> <p>Person-centred policies and procedures relating to planning and support.</p> <p>Evidence of planning meetings</p>

## Framework Domains, Elements and Indicators

Person-centred planning places the person with disability at the centre of all planning activity with a focus on supporting participants to have choice and control over the supports they need in order to live their lives in the way they want. Person-centred planning, practice and active supports delivers positive outcomes to participants by being flexible and tailored to individual strengths and needs. Providers that adopt person-centred planning and practice will deliver supports that competently recognise and respond to issues related to age, gender, culture, heritage, language, faith, sexual identity, relationship status and other factors determined by the individual.

Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
			<p>where appropriate. (M)</p> <ul style="list-style-type: none"> <li>• In any setting where participants have behaviour support plans, this should be documented with agreed strategies and involvement of appropriate support workers and clinicians. (M)</li> <li>• For participants with complex support needs, planning includes an assessment of the needs and risks to the individual and others in the provision of support and associated activities. (M)</li> <li>• The organisation has person-centred policies and procedures.</li> <li>• The organisation collaborates with other services and professionals relevant to participant support needs, for example with providers of employment or day activity.</li> </ul> <p><i>Sole Traders:</i></p> <ul style="list-style-type: none"> <li>• The sole trader demonstrates an ongoing commitment to professional practice to enable participants to achieve their goals and aspirations outlined in their person</li> </ul>	held with other providers and outcomes of these meetings.

## Framework Domains, Elements and Indicators

Person-centred planning places the person with disability at the centre of all planning activity with a focus on supporting participants to have choice and control over the supports they need in order to live their lives in the way they want. Person-centred planning, practice and active supports delivers positive outcomes to participants by being flexible and tailored to individual strengths and needs. Providers that adopt person-centred planning and practice will deliver supports that competently recognise and respond to issues related to age, gender, culture, heritage, language, faith, sexual identity, relationship status and other factors determined by the individual.

Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
<b>3.2 Person-centred and active support practice</b>	Person-centred support focuses on the support provided to participants to achieve their goals and aspirations	<p>Good person-centred active support practice is enabled by strong leadership that promotes and drives a 'person-centred' culture.</p> <p>At the frontline, it involves appropriately trained support workers who work closely and in partnership with participants to ensure they can support the participant in achieving their goals and aspirations.</p> <p>Active support focuses on a</p>	<p>centred plan. (M)</p> <p><i>Participants:</i></p> <ul style="list-style-type: none"> <li>Participants have ownership over their supports – exercising choice and control over the type of support they receive, when they are to be received and who provides it. (M)</li> <li>Participants participate in regular review of their goals and aspirations documented in their support plan.</li> </ul> <p><i>Families and Carers:</i></p> <ul style="list-style-type: none"> <li>Where appropriate, families and carers participate in ongoing support and review of participants' progress towards goals and aspirations.</li> </ul> <p><i>Support Workers:</i></p> <ul style="list-style-type: none"> <li>Support workers demonstrate that they understand and can deliver person-centred active support to improve participation, choice and quality of life for people with</li> </ul>	<p>Evidence of review discussions held with participants and the outcomes of these discussions.</p> <p>Participants support planning documentation.</p> <p>Participants support planning documentation.</p> <p>Participants support planning documentation.</p>

## Framework Domains, Elements and Indicators

Person-centred planning places the person with disability at the centre of all planning activity with a focus on supporting participants to have choice and control over the supports they need in order to live their lives in the way they want. Person-centred planning, practice and active supports delivers positive outcomes to participants by being flexible and tailored to individual strengths and needs. Providers that adopt person-centred planning and practice will deliver supports that competently recognise and respond to issues related to age, gender, culture, heritage, language, faith, sexual identity, relationship status and other factors determined by the individual.

Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
		<p>person's strengths and talents and it supports people with disability be actively and meaningfully engaged in their own lives. It promotes meaningful activities and relationships, helping people to gain more control over their own lives and to become valued members of their community.</p> <p>The organisation uses person-centred active support to further develop and support the participant to successfully achieve their goals and</p>	<p>disability.</p> <ul style="list-style-type: none"> <li>• Support workers ensure participants have opportunities to actively participate in all aspects of support planning and provision.</li> <li>• Support workers demonstrate a strong understanding of participant goals and aspirations and provide support to achieve goals.</li> <li>• When required, support is provided from clinical and specialist support services.</li> </ul> <p><i>Organisations:</i></p> <ul style="list-style-type: none"> <li>• The organisation provides relevant systems, resources and support to its workforce to ensure person-centred active support practices can be fully realised. (M)</li> <li>• The organisation has committed leadership that instils a person-centred active support vision throughout all levels of the organisation.</li> <li>• The organisation promotes a 'person centred</li> </ul>	<p>Person-centred policies and procedures relating to planning and support.</p> <p>Evidence of organisational systems, resources and supports that enable person-centred practice.</p> <p>Participant support planning documentation.</p>

## Framework Domains, Elements and Indicators

Person-centred planning places the person with disability at the centre of all planning activity with a focus on supporting participants to have choice and control over the supports they need in order to live their lives in the way they want. Person-centred planning, practice and active supports delivers positive outcomes to participants by being flexible and tailored to individual strengths and needs. Providers that adopt person-centred planning and practice will deliver supports that competently recognise and respond to issues related to age, gender, culture, heritage, language, faith, sexual identity, relationship status and other factors determined by the individual.

Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
		aspirations – as outlined in their support plan.	<p>active support culture' through behaviours, language, systems and processes.</p> <ul style="list-style-type: none"> <li>• The organisation provides easy to understand, person-centred active support practice information in a variety of accessible formats.</li> <li>• Where appropriate, the organisation works with participant families, friends, carers or advocates to promote community connection, inclusion and participation.</li> <li>• The organisation works in partnership with other organisations and community members to support participants to actively participate in their community.</li> <li>• The organisation promotes a continuous-improvement approach to person-centred active support.</li> </ul> <p><i>Sole Traders:</i></p> <ul style="list-style-type: none"> <li>• The sole trader has a detailed understanding of participant goals and aspirations in relation to the supports provided. <b>(M)</b></li> </ul>	<p>Practice materials.</p> <p>Evidence of partnership arrangements with other organisations and community.</p>

## Domain 4: Safeguarding

Safeguarding seeks to ensure the safety and autonomy of people with disability by promoting their rights and maximising their capacity to have choice and control over the way they live their lives. It involves providers establishing policies and procedures that provide clarity about expectations in relation to standards of support as well as support worker knowledge, attitudes and behaviours.

Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
<b>4.1 Information and education for participants and support workers</b>	Information and education for participants and support workers includes a range of tailored communication through a variety of mediums with the express purpose of informing and educating about participant rights and standards of practice.	Good practice in safeguarding includes the provision of tailored information and education for participants and support workers; effective critical incident and risk management systems – both clinical and organisational;	<p><i>Participants:</i></p> <ul style="list-style-type: none"> <li>Participants are aware of, and know how to access information as well as relevant organisational policies and procedures, particularly in relation to complaint and feedback mechanisms. (M)</li> <li>Participants receive information to assist them to access community resources such as complaints mechanisms, advocacy and independent representation. (M)</li> <li>In accommodation settings, participants receive information and education about sexuality, the right to be free from sexual abuse, recognising inappropriate touching and speaking up when they experience abuse. (M)</li> <li>In accommodation settings, participants receive information about resident</li> </ul>	<p>Participant orientation and induction documentation.</p> <p>Posters, newsletters, websites and other appropriately tailored information.</p>

## Framework Domains, Elements and Indicators

Safeguarding seeks to ensure the safety and autonomy of people with disability by promoting their rights and maximising their capacity to have choice and control over the way they live their lives. It involves providers establishing policies and procedures that provide clarity about expectations in relation to standards of support as well as support worker knowledge, attitudes and behaviours.

Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
		<p>accessible and appropriate complaints and feedback mechanisms; and promotion of an organisational culture that focuses on the wellbeing and safety of all participants.</p> <p>In addition, the provider recognises the role of families, friends, carers, advocates and community in safeguarding and upholding the rights of</p>	<p>rights and are able to have visitors to their home. (M)</p> <ul style="list-style-type: none"> <li>Participants receive information and education with regard to their rights, as well as understanding and recognising abuse and neglect.</li> <li>Participants have access to natural support networks including family, friends and the broader community.</li> </ul> <p><i>Families and Carers:</i></p> <ul style="list-style-type: none"> <li>Families and carers are aware of, and know how to access information on relevant organisational policies and procedures, particularly in relation to complaint and feedback mechanisms. (M)</li> <li>In accommodation settings, where appropriate, families and carers receive information about residents, family and carers' rights, and are able to visit the home.</li> </ul>	<p>Evidence of discussions held with families and carers and outcomes.</p> <p>Brochures, newsletters and websites.</p>



## Framework Domains, Elements and Indicators

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
		workers have the necessary skills, capabilities, experience and vision to engage in effective safeguarding practices.	<ul style="list-style-type: none"> <li>The organisation has embedded policies and procedures into everyday practice to assist staff in preventing, identifying and responding to abuse and neglect. (M)</li> <li>The organisation has linkages or staff with appropriate skills and experience relevant to the needs of participants and the support environment; for example, access to, or staff with, clinical expertise to support participants with behaviours of concern. (M)</li> <li>The organisation ensures compliance with legislation and policy in relation to ensuring the individual's right to be free from abuse and neglect. (M)</li> <li>The organisation has appropriate clinical governance structures for the provision of therapies, behaviour supports and restrictive practices.</li> <li>The organisation has a safeguarding framework that links policy and practice to best support the safety and wellbeing</li> </ul>	<p>Learning and development records.</p> <p>Clinical governance frameworks.</p> <p>Learning and development materials and information resources.</p>

## Framework Domains, Elements and Indicators

Safeguarding seeks to ensure the safety and autonomy of people with disability by promoting their rights and maximising their capacity to have choice and control over the way they live their lives. It involves providers establishing policies and procedures that provide clarity about expectations in relation to standards of support as well as support worker knowledge, attitudes and behaviours.

Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
			<p>of participants.</p> <ul style="list-style-type: none"> <li>• The organisation's learning and development strategies include a strong focus on:                             <ul style="list-style-type: none"> <li>- understanding the legal framework for protection, definitions of harm, abuse and vulnerability</li> <li>- skills for preventing abuse, as well as the importance of knowing individuals and personalising their support.</li> </ul> </li> </ul> <p><i>Sole Traders:</i></p> <ul style="list-style-type: none"> <li>• The sole trader assists participants to access community resources, such as complaint and feedback mechanisms, advocacy and independent representation. (M)</li> <li>• The sole trader receives information and training on:                             <ul style="list-style-type: none"> <li>- understanding participant rights</li> <li>- understanding safeguards and safeguarding mechanisms and their</li> </ul> </li> </ul>	

## Framework Domains, Elements and Indicators

Safeguarding seeks to ensure the safety and autonomy of people with disability by promoting their rights and maximising their capacity to have choice and control over the way they live their lives. It involves providers establishing policies and procedures that provide clarity about expectations in relation to standards of support as well as support worker knowledge, attitudes and behaviours.

Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
			<p>application to circumstances and settings</p> <ul style="list-style-type: none"> <li>- understanding and responding to abuse and neglect. <b>(M)</b></li> <li>• The sole trader keeps personal information confidential and private per legislative requirements. <b>(M)</b></li> </ul>	
<b>4.2 Critical incident management</b>	Critical incident management refers to the systems, policies and procedures a provider has in place to prevent and respond to a critical client incident. <sup>5</sup>	Good practice in critical incident management requires that there are robust systems, policies and procedures to manage and respond to	<p><i>Participants:</i></p> <ul style="list-style-type: none"> <li>• Participants are well supported in the event of an incident. <b>(M)</b></li> <li>• Participants are aware of, and understand the process for, incident reporting and management.</li> <li>• Participants are appropriately included in any investigation of the incident.</li> <li>• Participants are advised of the outcome of the incident investigation.</li> </ul>	<p>Information and communication material tailored to participants and family and carers.</p> <p>Evidence of discussions held with participants, their families and carers, and outcomes achieved.</p>

<sup>5</sup> A critical incident can be defined as an event (or an alleged event) that occurs as a result of, or during the delivery of supports to a participant, and has caused or is likely to cause significant negative impact to the health, safety or wellbeing of a participant.

## Framework Domains, Elements and Indicators

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
		<p>critical incidents including support mechanisms for those involved.</p> <p>Organisations use critical incident data and outcomes to inform policy development, training and practice improvements.</p>	<p><i>Families and Carers:</i></p> <ul style="list-style-type: none"> <li>Families and carers are aware of, and understand the process for, incident reporting and management.</li> <li>Families and carers are well supported in the event of an incident.</li> <li>Families and carers are appropriately included in any investigation of the incident.</li> <li>Families and carers are advised of the outcome of the incident investigation.</li> </ul> <hr/> <p><i>Support Workers:</i></p> <ul style="list-style-type: none"> <li>Support workers are aware of, and understand incident management policy and procedures and their respective roles and responsibilities. (M)</li> <li>Support workers comply with incident management policy and procedures. (M)</li> <li>Support workers receive appropriate training in incident management and response. (M)</li> </ul>	<p>Evidence of discussions held with support workers and outcomes achieved.</p> <p>Learning and development records.</p>

## Framework Domains, Elements and Indicators

Safeguarding seeks to ensure the safety and autonomy of people with disability by promoting their rights and maximising their capacity to have choice and control over the way they live their lives. It involves providers establishing policies and procedures that provide clarity about expectations in relation to standards of support as well as support worker knowledge, attitudes and behaviours.

Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
			<p><i>Organisations:</i></p> <ul style="list-style-type: none"> <li>• The organisation has policies and procedures that provide guidance on roles and responsibilities in the management of critical incidents. (M)</li> <li>• The organisation has a system for the management of critical incidents. (M)</li> <li>• The organisation trains support workers in the application of the critical incident system. (M)</li> <li>• The organisation monitors, reviews and reports critical incidents to the Department of Health.</li> <li>• The organisation monitors and reviews complaints to identify patterns and trends, and identifies actions to improve practice, and it shares this information across the organisation.</li> </ul> <p><i>Sole Traders:</i></p> <ul style="list-style-type: none"> <li>• The sole trader is aware of, understands and applies incident management approaches in supporting participants. (M)</li> </ul>	<p>Comprehensive policies and procedures relating to critical incident management (including monitoring and review).</p> <p>Sample of critical incident reports.</p>

## Framework Domains, Elements and Indicators

Safeguarding seeks to ensure the safety and autonomy of people with disability by promoting their rights and maximising their capacity to have choice and control over the way they live their lives. It involves providers establishing policies and procedures that provide clarity about expectations in relation to standards of support as well as support worker knowledge, attitudes and behaviours.

Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
<b>4.3 Participant safety and wellbeing</b>	<p>The safety and wellbeing of participants is a primary concern for providers.</p> <p>This includes an appropriate focus on risk assessment and understanding key wellbeing and safety needs for individuals.</p>	<p>Good practice is based on organisations actively implementing risk assessments and controls to minimise risks to participants, as well as people working at the organisation. Organisations and support workers should be able to identify and understand and plan for the specific risks associated</p>	<p><i>Participants:</i></p> <ul style="list-style-type: none"> <li>Participant plans identify specific risks for the individual relating to the support environment, their support needs and those relating to community inclusion and participation (for example traffic awareness) and provide guidance on support techniques to mitigate identified risks. <b>(M)</b></li> <li>For participants living in accommodation settings, risk planning and mitigation takes a strong focus on the support environment and the impact of shared supported living. <b>(M)</b></li> <li>Participants are involved, where appropriate, in the identification of, and response to, risks relating to their support and support environment.</li> </ul>	Participant support plans.
			<p><i>Families and Carers:</i></p> <ul style="list-style-type: none"> <li>Families and carers, where appropriate, participate in the identification and management of risks relating to the participant and their support and support environment.</li> </ul>	Consultation documentation.

## Framework Domains, Elements and Indicators

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
		with individual participants.	<p><i>Support Workers:</i></p> <ul style="list-style-type: none"> <li>• Support workers understand and implement risk enablement approaches in person-centred support planning and delivery. (M)</li> <li>• Support workers have the necessary skills and are able to effectively assess risk for participants and support participants in the identification and management of risks.</li> <li>• Support workers are actively involved in identification of risks and implementation of mitigation plans.</li> </ul>	<p>Safety reports.</p> <p>Critical incident reports.</p> <p>Learning and development records.</p>
			<p><i>Organisations:</i></p> <ul style="list-style-type: none"> <li>• The organisation maintains an up-to-date risk register. (M)</li> <li>• The organisation has a risk management strategy as part of quality and safeguarding practice. (M)</li> <li>• The organisation proactively identifies, assesses and responds to risks across</li> </ul>	<p>Risk management policies and procedures.</p> <p>Practice materials.</p> <p>Risk management strategy and register.</p>

## Framework Domains, Elements and Indicators

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
			<p>the service areas and establishes risk management plans and mitigation strategies.</p> <p><i>Sole Traders:</i></p> <ul style="list-style-type: none"> <li>The sole trader has a strong understanding of risk enablement approaches in person-centred support planning and delivery. <b>(M)</b></li> </ul>	
<b>4.4 Complaints, compliments, feedback and dispute resolution</b>	Complaint and compliment handling, including feedback mechanisms and dispute resolution is a key component of quality management.	<p>Good practice is characterised by an open and transparent culture that is receptive and responsive to feedback and complaints.</p> <p>A positive culture is one where participants,</p>	<p><i>Participants:</i></p> <ul style="list-style-type: none"> <li>Participants receive information in an accessible and appropriate format about their rights to make a complaint, including anonymously, as well as how to make a complaint. <b>(M)</b></li> <li>Participants are encouraged and supported to provide feedback and access complaints and compliments processes.</li> <li>Participants receive regular updates on progress to resolve a complaint.</li> <li>The outcomes of complaint processes are communicated to participants in a timely manner.</li> </ul>	Evidence of discussions and feedback from participants and families and carers, and outcomes achieved.

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
		<p>families and carers, as well as support workers, feel comfortable to provide feedback.</p> <p>Participants are empowered to provide feedback about the supports they receive, and providers are able to respond in an appropriate and timely manner to feedback and complaints raised.</p>	<ul style="list-style-type: none"> <li>• Participants express satisfaction with the complaint and compliment management process.</li> </ul> <hr/> <p><i>Families and Carers:</i></p> <ul style="list-style-type: none"> <li>• Families and carers receive information in an accessible and appropriate format about the right to complain, including anonymously, and how to make a complaint. (M)</li> <li>• Families and carers are encouraged and supported to provide feedback and access complaints and compliments processes.</li> <li>• Families and carers receive regular updates on progress to resolve a complaint.</li> <li>• The outcomes of complaint processes are communicated to families, where relevant, in a timely manner.</li> <li>• Families and carers express satisfaction with the complaints management process.</li> </ul>	<p>Family and carer information on complaints.</p>

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
		Good practice is where the feedback from participants, their families and carers directly influences the quality mechanisms and service design of a provider.	<p><i>Support Workers:</i></p> <ul style="list-style-type: none"> <li>• Support workers understand and know how to access the organisation's complaints and compliments management process.</li> <li>• Support workers are encouraged to provide feedback and access the complaints process.</li> <li>• Support workers feel comfortable to raise concerns and make complaints.</li> <li>• Support workers have appropriate skills to receive and manage complaints.</li> <li>• Support workers assist participants to make a complaint or access advocacy services where appropriate.</li> </ul> <hr/> <p><i>Organisations:</i></p> <ul style="list-style-type: none"> <li>• The organisation has appropriate mechanisms for provision of complaints, compliments and feedback at all levels of the organisation.</li> </ul>	<p>Evidence of discussions held with support workers and documented outcomes.</p> <p>Records of complaints and outcomes.</p> <hr/> <p>Comprehensive complaints, feedback, compliments policies and procedures</p> <p>Register of complaints and</p>

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
			<ul style="list-style-type: none"> <li>• The organisation has appropriate mechanisms to inform Aboriginal participants and participants from culturally and linguistically diverse backgrounds as well as their families and carers about their right to give feedback or make a complaint about the supports they receive.</li> <li>• The organisation has clear and accessible information available for Aboriginal people and people from culturally and linguistically diverse backgrounds regarding how to make a complaint or resolve a dispute.</li> <li>• The organisation has robust complaints and compliments management policies and procedures that include provisions for the escalation of complaints to an external body, including the Health and Community Services Complaints Commission.</li> <li>• The organisation keeps records of all complaints and compliments, including outcomes, and it uses this information to inform quality improvement activities.</li> </ul>	<p>action taken.</p> <p>Evidence that the feedback from participants, their families and carers has contributed to the provider's quality mechanisms and service design.</p>

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
			<ul style="list-style-type: none"> <li>Organisation provides appropriate training to support staff in receiving and managing complaints.</li> </ul> <p><i>Sole Traders:</i></p> <ul style="list-style-type: none"> <li>The sole trader provides information to participants in an accessible and appropriate format about their rights to complain and how to make a complaint, including to an external body, the Health and Community Services Complaints Commission, Office of Disability or the NDIA. (M)</li> <li>The organisation has complaints and compliments management policies and procedures that include provisions for the escalation of complaints to an external body, including the Health and Community Services Complaints Commission, Office of Disability or the NDIA.</li> </ul>	<p>Information provided to participants on their right to complain.</p> <p>Complaints, feedback, compliments policies and procedures</p>

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
<b>4.5 Organisational culture</b>	Organisational leadership demonstrates a commitment to quality support and encourages a culture of transparency and openness with a focus on continuous improvement.	Good practice is characterised by a provider that recognises the facilitating role they have in the lives of people with disability and the importance of creating a shared culture of openness and mutual understanding to benefit participants.	<p><i>Support Workers:</i></p> <ul style="list-style-type: none"> <li>• Support workers report a positive workplace culture, where people feel safe to raise concerns.</li> <li>• Support workers report, and provide examples of, a culture of continuous improvement.</li> <li>• Support workers are actively involved in problem solving and continuous improvement activities.</li> <li>• Support workers identify positive change in practice as a result of continuous improvement activities.</li> </ul>	Evidence of discussions held with support workers and documented outcomes.

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
<b>4.6 Restrictive practices</b>	A “restrictive practice” is defined as any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with disability, with the primary purpose of protecting the person or others from harm. <sup>6</sup> Restrictive practices include restraint (physical, mechanical, environmental or chemical) or seclusion.	People with disability who are supported by disability service providers and engage in behaviours of concern, that are perceived to be harmful to themselves or others, are supported in a strength-based manner to identify and reduce behaviours of concern.  Good practice focuses on the reduction of	<i>Participants:</i> <ul style="list-style-type: none"> <li>Participants have individualised positive behaviour support plans.</li> <li>Participants receive ongoing and appropriate support to self-manage their behaviours of concern, and where necessary, include that they have a positive behaviour support plan that documents restrictive practices and steps to minimise the use of restrictive practices.</li> <li>Participants are involved in, and are made aware of, the decision to use restrictive practices.</li> <li>Participants and their guardians receive information and are aware of their right to lodge a complaint to an external body about the use of restrictive practices; external bodies can be the Health and Community Services Complaints Commission, Office of Disability or the NDIA. (M)</li> </ul>	Evidence of discussions held with participants and documented outcomes.  Evidence of discussion held with families and carers and documented outcomes.  Evidence of information provided to participants and their guardians about their right to complain and to an external body about restrictive practices  Evidence of information provided to participants and their guardians about their right to seek a review of the use of restrictive practices

<sup>6</sup> National framework for reducing and eliminating the use of restrictive practices in the disability services sector (2013). Department of Social Services.

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
		<p>the use of restrictive practices and should only be used where they are proportionate and justified to protect the rights or safety of the person or others.</p> <p>Individualised behaviour support planning, education and training, policy and practice development is key to the minimisation of restrictive</p>	<ul style="list-style-type: none"> <li>Participants and their guardians receive information and are aware that they can seek a review of the use of restrictive practices. . (M)</li> </ul> <p><i>Support Workers:</i></p> <ul style="list-style-type: none"> <li>Support workers understand and are skilled in positive behaviour support, functional behaviour assessment, risk assessment, de-escalation and restrictive practice alternatives and are able to provide good support and reduce their use of restrictive practices to participants who have complex support needs.</li> <li>Support workers understand the nature and function of a person's behaviour and respond appropriately to that behaviour, consistent with the positive behaviour support plan, ensuring the use of restrictive practices is very limited and related to specific circumstances and only as a last resort.</li> </ul>	<p>Evidence of discussions held with support workers and documented outcomes.</p> <p>Learning and development records.</p>

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
		practices. When restrictive practices are used, all relevant stakeholders are informed and party to the decision-making process.	<ul style="list-style-type: none"> <li>Support workers place an emphasis on prevention including proactive skills building and environmental design to produce desirable behaviour change.</li> <li>Support workers receive education and training with regard to their responsibilities relating to the use of restrictive practices.</li> <li>Support workers comply with organisational policy and practice in relation to the use of restrictive practices.</li> </ul> <hr/> <p><i>Families and Carers:</i></p> <ul style="list-style-type: none"> <li>Families and carers receive information on, and understand the use of restrictive practices.</li> <li>Families and carers are included the development of positive behaviour support plans and in the decision-making for the use of restrictive practices.</li> </ul>	

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
			<ul style="list-style-type: none"> <li>Families and carers or guardians or advocates are aware of their rights to complain or seek a review of the use of restrictive practices and to participate fully in the organisation's complaint resolution or review processes.</li> </ul> <hr/> <p><i>Organisations:</i></p> <ul style="list-style-type: none"> <li>The organisation demonstrates commitment to promotion of human rights and the minimal use of restrictive practises.</li> <li>The organisation demonstrates that it is focused on the development of support practices that aim to reduce and eliminate the use of restrictive practices.</li> <li>Processes are implemented that ensure that supports are planned and delivered in a manner that supports the human rights of people with disability.</li> <li>The organisation has a formal review and complaint process for the use of restrictive practices.</li> </ul>	<p>Policies and procedures.</p> <p>Examination and evidence of reporting systems.</p> <p>Positive behaviour support plan that documents the use of restrictive practices and review of such.</p>

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
			<ul style="list-style-type: none"> <li>• All restrictive practices for participants are included in a positive behaviour support plan that is prepared by a suitably skilled and qualified professional. (M)</li> <li>• Participants and their guardians receive information and are aware that they can lodge a complaint to an external body on the use of restrictive practices; external body may include the Health and Community Services Complaints Commission, Office of Disability or the NDIA. (M)</li> <li>• Participants and their guardians receive information and are aware that they can seek a review of the use of restrictive practices. (M)</li> <li>• The organisation monitors and reviews the implementation and outcomes of the positive behaviour support plan and the use of restrictive practices.</li> <li>• The organisation has appropriate systems for reporting on the use of restrictive practices.</li> </ul>	

## Domain 5: Cultural safety, security and competency<sup>7</sup>

The provision of supports to Aboriginal people and people from culturally and linguistically diverse backgrounds are accessible, responsive and safe where cultural differences and strengths are recognised and promoted. The ability of providers to provide culturally safe, secure and competent disability supports is paramount to meeting the needs of participants.

Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
<b>5.1 Cultural safety, security and competency</b>	Cultural safety, security and competency in disability service provision is about recognising the centrality of culture, language and country for Aboriginal people and	<p>Good practice is characterised by the recognition of the cultural needs of each participant supported by the provider.</p> <p>Cultural safety, security and competency is embedded within everyday practice and is supported by</p>	<p><i>Participants:</i></p> <ul style="list-style-type: none"> <li>Participant plans contain relevant information about participants' cultural needs and instructions for support workers to implement support in a culturally safe, secure and competent way.</li> <li>Participants have access to culturally appropriate information about relevant support options available.</li> <li>Participants are supported to participate in cultural events and activities.</li> <li>Participants are provided with opportunities to provide feedback via culturally appropriate mechanisms to the provider.</li> </ul>	<p>Support planning documentation.</p> <p>Culturally appropriate newsletters, flyers, websites and other tailored communication.</p> <p>Feedback documentation – including outcomes arising from any actions raised.</p>

<sup>7</sup> The domain aligns and supports Northern Territory policy frameworks such as *A Statement of Commitment to making a difference in Aboriginal Health and Wellbeing 2016*; the Northern Territory's *Aboriginal Health Plan 2015-2018*; Northern Territory Department of Health's *Aboriginal Cultural Security Policy* and the Northern Territory Department of Health's *Aboriginal Cultural Security Framework 2016-2026*.

## Framework Domains, Elements and Indicators

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
	<p>people from culturally and linguistically diverse backgrounds in delivering quality disability supports.</p> <p>Culture and language are powerful influencers in supporting positive identity, self-determination and well-being necessary to enhance service access, equity and</p>	<p>relevant systems, policies and procedures as well as ongoing learning and development opportunities.</p> <p>Supported by the organisation's commitment to culturally safe and secure service delivery, support workers are trained to engage with participants and their families and carers to ensure cultural expectations are met.</p> <p>Where appropriate,</p>	<p><i>Families and carers:</i></p> <ul style="list-style-type: none"> <li>• Where appropriate, families and carers are offered a range of flexible culturally appropriate options to engage with the organisation.</li> <li>• Where appropriate, family, extended kin networks, and community members involvement in support delivery and outcomes achieved, where appropriate.</li> </ul> <p><i>Support workers:</i></p> <ul style="list-style-type: none"> <li>• Support workers demonstrate an understanding of cultural issues and local protocols in the community in which they provide support.</li> <li>• Support workers participate in cross-cultural training as part of orientation and induction activities.</li> <li>• Support workers participate in ongoing cultural competency training and development.</li> </ul>	<p>Communication and Information material developed in appropriate language(s) and formats.</p> <p>Evidence of engagement of, and involvement with family, extended kin networks and community in support planning and delivery.</p> <p>Attendance records for orientation and induction activities.</p> <p>Learning and development records.</p> <p>Support planning documentation.</p> <p>Use of translators policy and procedures.</p>

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
	effectiveness.	extended kin networks and local communities are engaged by the organisation to provide input and advice regarding service delivery activities.	<ul style="list-style-type: none"> <li>• Support workers facilitate the involvement of family, extended kin networks, and community members in the provision of supports as appropriate.</li> <li>• Support workers understand, and have knowledge of how to work with, and through translators to support participants.</li> </ul> <p><i>Organisations:</i></p> <ul style="list-style-type: none"> <li>• The organisation has policies outlining organisation-wide commitment to supporting Aboriginal people and people from culturally and linguistically diverse backgrounds. (M)</li> <li>• The organisation's workforce development strategy includes mechanisms to improve the cultural competency of staff to successfully work with, and support, Aboriginal people and people from culturally and linguistically diverse backgrounds with disability. (M)</li> <li>• The organisation has culturally safe and appropriate systems to inform Aboriginal</li> </ul>	<p>Policies and procedures outlining organisation-wide commitment to supporting Aboriginal people and people from culturally and linguistically diverse backgrounds (including use of translators policy and procedures).</p> <p>Practice materials.</p> <p>Signage, flags and posters (in languages other than English).</p> <p>Newsletters, websites and other appropriate and tailored</p>

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
			<p>people and people from culturally and linguistically diverse backgrounds with disability, and their families and carers about their right to give feedback or make a formal complaint about the supports they receive. (M)</p> <ul style="list-style-type: none"> <li>• The organisation's policies and procedures are developed in consultation with Aboriginal people and people from culturally and linguistically diverse backgrounds, as appropriate.</li> <li>• The organisation involves community members in the planning and implementation of supports delivered to Aboriginal people and people from culturally and linguistically diverse backgrounds, as appropriate.</li> <li>• The organisation has an Aboriginal and culturally and linguistically diverse employment strategy to help recruit, support and retain Aboriginal staff, and staff from culturally and linguistically diverse backgrounds.</li> <li>• The organisation provides a welcoming</li> </ul>	<p>communication.</p> <p>Workforce development strategy which includes ongoing training and development of staff to work in a culturally competent way.</p> <p>Cultural and community calendar.</p> <p>Complaints information and communication materials, policies and procedures.</p> <p>Evidence of use of interpreting services.</p>

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
			<p>and respectful environment to Aboriginal people and people from culturally and linguistically diverse backgrounds.</p> <ul style="list-style-type: none"> <li>• The organisation keeps a calendar of community and cultural events that the organisation will celebrate with staff and participants, their families and carers throughout the year.</li> <li>• The organisation invites community Elders to participate in organisational activities, where appropriate.</li> <li>• Information about the organisation and the supports offered is available in Indigenous and community languages relevant to the communities in which the organisation operates.</li> <li>• The organisation ensures interpreting services, if necessary, are available for Aboriginal participants and participants from culturally and linguistically diverse backgrounds, and their families and carers.</li> </ul>	

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
			<p><i>Sole Traders:</i></p> <ul style="list-style-type: none"> <li>• The sole trader demonstrates an understanding of cultural issues and local protocols in the community in which they provide support. <b>(M)</b></li> <li>• The sole trader participates in ongoing cultural competency training and development. <b>(M)</b></li> <li>• The sole trade facilitates the involvement of family, extended kin networks, and community members in the provision of supports where appropriate. <b>(M)</b></li> <li>• The sole trader understands and has knowledge of how to work with, and through interpreters and translators to support participants. <b>(M)</b></li> <li>• The sole trader has appropriate to inform Aboriginal people with disability, and people with disability from culturally and linguistically diverse backgrounds, and their families and carers about their right to give feedback or make a formal complaint about the supports they receive. <b>(M)</b></li> </ul>	<p>Learning and development records.</p>

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Element	Definition	What does good practice look like?	Indicators of good practice	Examples of evidence
			<ul style="list-style-type: none"> <li>The sole trader provides clear and accessible information to participants regarding how they can make a complaint or resolve a dispute. (M)</li> </ul>	