

The Paraplegic and Quadriplegic Association of SA Inc.

STANDARD OPERATING PROCEDURES



EXPECTATIONS OF PROFESSIONAL PRACTICE

The Paraplegic and Quadriplegic Association of South Australia Incorporated (PQA) Expectations of Professional Practice is based intrinsically on the National Standards for Disability Services [1993]. The National Disability Services Standards have been developed in the context of the Commonwealth and State Disability Agreement (CSDA).

Approved by: General Manager	Date: 13/05/2013
Registered by: Manager, HUMAN RESOURCES	Date: 13/05/2013

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SCOPE

All staff are required to uphold these standards at all times in their delivery of service to clients. Staff will be provided with a Plain English version of the standards which explains in detail how to implement the standards in their work practices.

PROCEDURES

The twelve standards are:

1. Service Access

Each client seeking a service has access to a service on the basis of relative need and available resources.

2. Individual Needs

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

3. Decision Making and Choice

Each person with a disability has the opportunity to participate as fully as possible in making decisions about the events and activities on his or her daily life in relation to the services he or she receives.

4. Privacy, Dignity and Confidence

Each client's right to privacy, dignity and confidentiality in all aspects of his or her life is recognised and respected.

5. Participation and Integration

Each person with a disability is supported and encouraged to participate and be involved in the life of the community.

6. Valued Status

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

7. Complaints and Disputes

Each client is free to raise and have resolved any complaints or disputes he or she may have regarding the agency or the service.

8. Service Management

Each agency adopts sound management practices which maximise outcomes for clients.

9. Employment Conditions

Each person with a disability enjoys comparable working conditions to those expected and enjoyed by the general workforce.

10. Employment Support

The employment prospects of each person with a disability are maximised by effective and relevant support.

11. Employment Skills Development

The employment prospects of each person with a disability are maximised by effective and relevant training.

12. Protection of Human Rights and Freedom from Abuse

Service providers actively prevent neglect and abuse and uphold the legal and human rights of every individual within that service. The basic legal and human rights to be upheld include:

- Respect for human dignity and freedom;
- Equality before the law;
- Privacy;
- Protection against discrimination; and
- Equal Opportunity in employment.