



Residential Care Standards

May 2024

Foreword

It is with great pride and commitment that I present the Autism SA Residential Care Standards, a testament to our unwavering dedication to providing exceptional care and support to individuals accessing our residential services.

At Autism SA we recognise the inherent dignity and unique potential of every individual. These standards represent our promise to uphold the highest quality of care, fostering a nurturing and inclusive environment where our clients feel respected, valued and empowered. They embody the principles of enablement and possibility for our clients.

Through collaboration, innovation and an unwavering commitment to continuous improvement, we have developed these standards as a compass guiding our actions. They represent not just a benchmark, but a pledge: our ongoing commitment to exceed expectations and set new standards of care excellence.

These standards encompass a holistic approach to care, addressing not only the physical and environmental needs of our clients but also recognising the importance of emotional and social well-being.

Our journey toward bettering the lives of the individuals we support in our residential services is ongoing and dynamic. These standards are a living document, evolving with the needs and aspirations of our clients.

I extend my deepest gratitude to every member of our dedicated teams whose passion, expertise, and empathy shape our commitment to providing exceptional care. I also extend my heartfelt appreciation to our clients and their families for entrusting us with their care.

Together, let us continue to champion inclusivity, celebrate diversity, and create a future where every individual can thrive.



Helen Graham
Chief Executive Officer

May 2024

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Introduction

People with disabilities, have the right to be safe, receive person-centred, high-quality services and supports, and have access to the services they need to maximise independence and choice and enable them to lead a fulfilling life. This basic right is fundamental to their wellbeing and healthy development.

Clients living in our residential services will enjoy a good quality of life and live in a place that feels like home, one that upholds their personal dignity and respects their privacy.

Our clients will have a range of opportunities to foster relationships and participate in the community. Our clients will be enabled to engage in life-enhancing activities, including those that involve a degree of risk. Our clients will be supported by staff who respect their individuality, dignity and privacy and who are responsive to their aspirations and needs.

The Autism SA Residential Care Standards provide a framework of the minimum standards expected in our residential services.

Definitions

Client referred to throughout these standards is the person receiving services from us in residential services. In some circumstances, due to the nature of the client's disability, they may require another person to represent their interests. Where the standards refer to the client, they are to be read as requiring the involvement of the representative in any situation where the client so wishes and/or cannot act for themselves.

Residential services include supported independent living (SIL), short term accommodation (STA), voluntary out of home care (VOHC) and Department of Child Protection children's residential services (DCP CRF). These standards may apply to clients who receive individual contracts in exclusive dwellings.

Residential care policy statement

Autism SA's Residential Care Standards reflect our client's rights for a positive experience when they are supported by us in our residential services.

These minimum standards ensure our clients retain and increase their independence, and that we are contributing towards a better quality of life for our clients. They focus on what our clients can do when provided with the right support.

Consistent with the United Nations Convention on the Rights of Persons with Disabilities, these standards are designed to safeguard the rights and interests of our clients living in residential services, to enhance their quality of life and to support the development of high-quality person-centred care within those services.

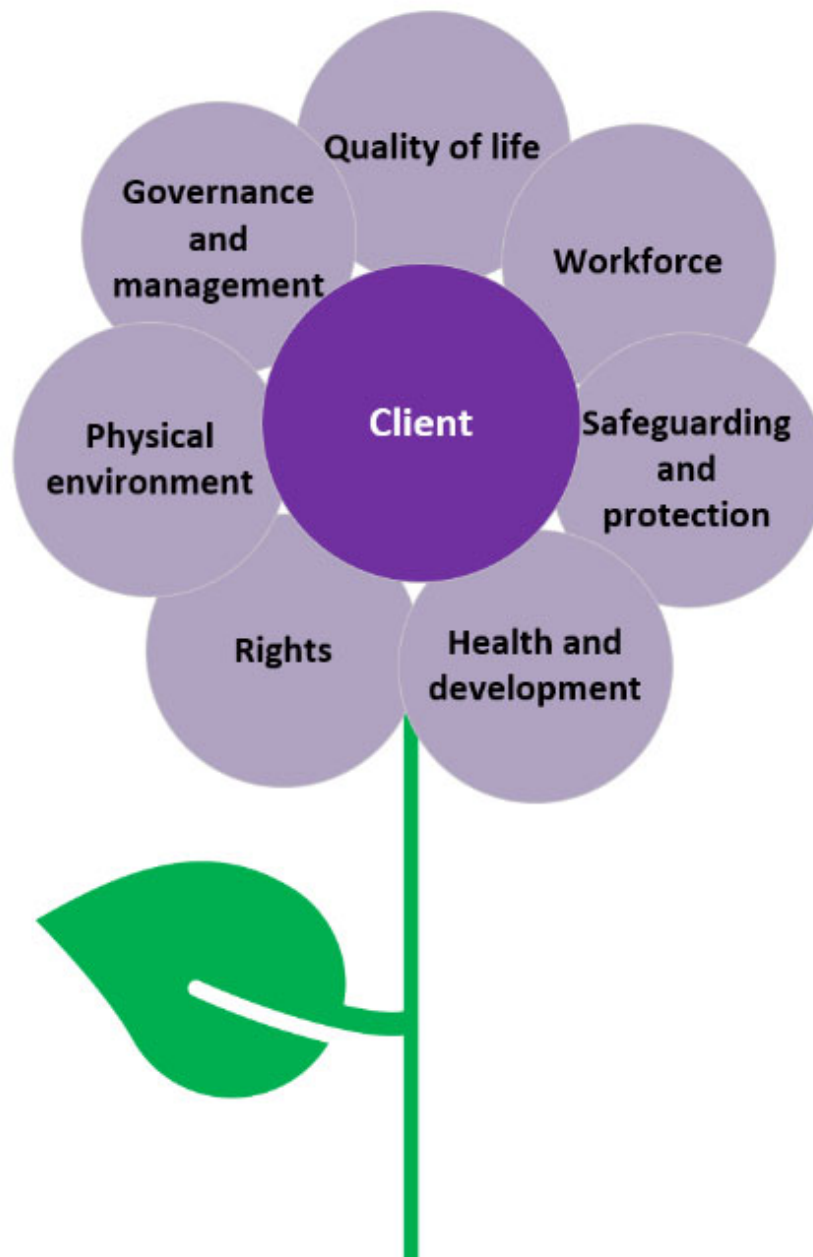
These standards will support us to assess the quality of the service we provide and will act as a guide to our clients and their families as to what they can reasonably expect from us in our residential services.

Residential care principles

Autism SA's Residential Care Standards are based on seven principles that reflect the dimensions of a quality service:

- quality of life
- workforce
- safeguarding and protection
- health and development
- rights
- physical environment
- governance and management.

All areas are intended to be considered together and are not set out in order of priority.



Residential care standards

Autism SA's Residential Care Standards are consolidated under 7 sections reflecting each of the principles. Each section includes an overarching statement and the standards we expect and deliver.

Principle 1: Quality of life

The concept of quality of life is central to our residential care standards. The purpose of our residential services is to provide our client with the supports they require to lead a fulfilling life.

Standard 1: Autonomy and participation

Each client exercises choice and control over their life and their contribution to their community.

Standard 2: Privacy and dignity

The privacy and dignity of each client is respected and promoted.

Standard 3: Daily life

Each client's daily life is structured in line with their preferences.

Standard 4: Personal relationships and social contacts

Each client is supported to develop and maintain personal relationships with links with the community in line with their wishes.

Principle 2: Staffing

Staff working directly with our residential services clients have a major impact on the quality of life of those clients. While having the requisite knowledge and skills is vital, qualities such as respect, empathy and enthusiasm are equally as important.

Standard 5: Staffing

Each client receives sensitive and personalised support in line with their wishes and aspirations from an adequate number of staff who are selected in accordance with best recruitment practice and who possess the appropriate personal qualities, experience, knowledge, qualifications, competencies and skills.

Principle 3: Safeguarding and protection

Freedom from fear and the assurance that basic needs will be met are prerequisites for an acceptable quality of life.

Standard 6: Safeguarding

Each client is protected from abuse and neglect.

Standard 7: Client finances

Each client exercises control over personal finances and is protected from financial abuse and exploitation.

Principle 4: Development and health

Personal planning processes are in place to ensure clients are supported in their personal development. Clients should enjoy the best possible health as this is essential to their quality of life.

Standard 8: Individual support plan

Each client has an individualised support plan that maximises their personal development in line with their wishes.

Standard 9: Health

The health needs of each client are assessed and met.

Principle 5: Rights

Our clients are citizens with rights. They should not be expected to give up their rights in exchange for services, nor should they be treated primarily by reference to their status as a person with a disability.

Autism SA acknowledge that language is an important factor in identity. We recognise there are those who prefer person first language (e.g. person with autism or person on the autism spectrum), people who prefer identity-first language (e.g. Autistic person) and people who use these terms interchangeably.

Standard 10: Information

Each client has access to information, provided in a format appropriate to their communication needs, to inform their decision making. This information may also at times be disseminated by a guardian.

Standard 11: Informed decision making and consent

The right of each client to make decisions is respected and their informed consent is obtained in line with legislation and current best practice.

Standard 12: Citizenship rights

Each client is facilitated and supported to exercise their civil and political rights, in line with their wishes.

Standard 13: Access and service agreements

Each client's access to our residential services is determined on the basis of fair and transparent criteria and their placement is supported by a Service Agreement.

Standard 14: Complaints

All concerns raised by our clients are listened to and acted upon in a timely and effective manner.

Principle 6: The physical environment

The management of environmental risks and safety concerns should be informed by, and balanced against, the need to ensure a good quality of life for our clients.

Standard 15: The living environment

The residential service is homely and accessible and promotes the privacy and dignity of each client.

Standard 16: Health and safety

The health and safety of each client, staff and visitors to the residential service are promoted and protected while safeguarding each client's right to a good quality of life.

Principle 7: Governance and management

Best practice in governance and management ensures that residential services are run effectively and efficiently. These standards have been developed to ensure our residential services are organised and managed to achieve the outcomes described in these standards.

Standard 17: Governance and management

The residential service is governed and managed in a manner that supports the creation and continuous improvement of a person-centred service that meets the needs of each client and achieves outcomes for them consistent with their plans and aspirations.

Standard 18: Records

Each client is supported by appropriate record keeping policies and procedures.