

VICTORIAN STANDARDS FOR DISABILITY SERVICES

Shared Supported Accommodation

CLIENT ASSESSMENT

Date:.....

SSA CRU:.....

Client Name:.....

Advocate/Family/Support Person Name:.....

Additional People Supplying Information:.....

Name of facilitator:.....

STANDARDS ASSESSED:

- Standard 1: Services Access
- Standard 2: Individual Needs
- Standard 3: Decision Making and Choice
- Standard 4: Privacy Dignity and Confidentiality
- Standard 5: Participation and Integration
- Standard 6: Valued Status
- Standard 7: Complaints and Disputes
- Standard 8: Service Management
- Standard 9: Freedom from Abuse and Neglect

Introduction

Introduce yourself, and show your identification.

Check the level of communication of the client to be interviewed and ensure that you will be able to converse, using augmentative communication systems if necessary (eg. makaton, compic, interpreter, advocate etc.)

Explain to those present that you are conducting this interview to ensure that this service meets both the needs of the client and the disability standards requirements.

"You should have received a letter recently describing the 9 standards"

Standard 1: Services Access. "You can live in a place that is best for you"

Standard 2: Individual Needs. "You can learn and do most of the things that you like best".

Standard 3: Decision Making and Choice. "You can pick what to wear, what to eat and where you like to go".

Standard 4: Privacy Dignity and Confidentiality. "You can have some private things like your room, your friends and things that are written about you".

Standard 5: Participation and Integration. "You can do the same things as everyone else- go to the movies, or library or go shopping".

Standard 6: Valued Status. "You can be helped to learn new things and to do the same things that everyone else does".

Standard 7: Complaints and Disputes. "You have the right to be happy most of the time".

Standard 8: Service Management. "This service should have people in charge that do their best for you".

Standard 9: Freedom from Abuse and Neglect. "Nobody here should hurt you or make you feel bad".

"I have some specific questions about standards 1 to 9, this should take about 2 hours, when you need a break please let me know".

QUESTIONS RELATING TO THE STANDARDS

Standard 1: Service Access

You have the right to access a service on the basis of your needs and the available resources.

1.1 How did you get to live in this house?

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.....

Do you like living in this house?

Yes

No

Unable to Answer

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1.2 Do you have a range of services to access?

Yes

No

Unable to Answer

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.....

What places and activities do you get to go to?

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.....

1.3 Not applicable to this service.

Standard 2: Individual Needs

This is about staff helping you to learn and do things you really want to do.

2.1 Do you get a chance to tell staff what you need or would like to do?

Yes No Unable to Answer

When?

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.....

2.2 Have you taken part in your Individual Program Plan (IPP)?

Yes No Unable to Answer

Can you tell me what is in yours?

Yes No Unable to Answer

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2.3 Do staff listen to you and give you the support that you need?

Yes No Unable to Answer

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The help that staff give you, is that what you want?

Yes No Unable to Answer

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2.4 Not applicable to this service.

Standard 3: Decision Making and Choice

You have the right to say yes or no about the things that you do here.

This is about Staff and Managers listening to what you say and about what you want and how the service is run.

3.1 Do staff allow you to make decisions about your day-to-day life?

Examples:

What you eat for lunch or tea? Yes No Unable to Answer

What you wear? Yes No Unable to Answer

3.2 Do you get to go to places you'd like to go?

Yes No Unable to Answer

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3.3 Do staff help you make decisions? How?

Yes No Unable to Answer

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3.4 Do you have meetings to decide on things that affect everyone in the house?

Yes No N/A Unable to Answer

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Standard 3: Decision Making and Choice, CONTINUED.

3.5 How do people tell you about what is going on in this house?

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3.6 Do you understand about your rights and responsibilities?

Yes No N/A Unable to Answer

Do you know how you can speak up about any problems you might be having?

Yes No N/A Unable to Answer

Standard 4: Privacy, Dignity and Confidentiality

You have the right to be private when you get dressed, have a shower/bath or go to the toilet. Things that are written about you are not for everyone to read or talk about.

4.1 Do staff provide you with privacy within your own home – i.e.:

-Your bedroom?

Yes No Unable to Answer

- When family and friends visit you?

Yes No Unable to Answer

4.2 Would you like more privacy?

Yes No Unable to Answer

How?

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4.3 Do staff speak to you nicely?

Yes No Unable to Answer

If no, what do they say?

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4.4 Do you believe that your personal information (health, medication, notes) is kept private?

Yes No Unable to Answer

4.5 Are you allowed to read the information that staff keep on you? (Files notes, medication, programs)

Yes No Unable to Answer

Standard 5: Participation and Integration

You can be helped to do lots of things away from your house and be involved in the life of your local community. i.e. shopping, cinema, dining out, exercising)

5.1 What kinds of things do staff here support you to do in the community?
I.e. For you to go to places and do things out of the house.

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.....

Do you get to do those things enough?

Yes No Unable to answer

5.2 Do you spend time with your friends and family?

Yes No Unable to Answer

Do the staff help you to do this? Yes No

Do you get enough help with this?

Yes No Unable to Answer

5.3 Is your home close to places that you want to get to, (shops, leisure centres, buses)?

Yes No Unable to Answer

5.4 Do you need any help with getting into and out of the house? (Accessibility)

Yes No Unable to Answer

Standard 6: Valued Status

You can be helped to learn new things and to do the same things that everyone else does.

**6.1 Do you get the chance to do training, which helps you to learn new skills?
Talk about this**

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Would you like more chances to do these things?

Yes No

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6.2 What recreational activities (other than at work and Day placements) do you go to, away from the house?

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Standard 7: Complaints and Disputes

This is about your right to freely raise and have resolved any complaints or difficulties that you have with your service? You have the right to be happy most of the time.

7.1 If you were to have a complaint, do you know what you should do?

Yes No Unable to Answer
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7.2 Do you know how to get in contact with an advocate or community visitor?

Yes No Unable to Answer
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7.3 If you had a complaint do you think that the service would listen and resolve the complaint?

Yes No Unable to Answer
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7.4 If you have made a complaint in the past, what happened?

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Did anything change for the better?

Yes No Unable to Answer

How could the service improve with this standard?

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Standard 8: Service Management

This service should have people in charge who do their best for you.

8.1 Not applicable

8.2 Not applicable

8.3 Not applicable

8.4 Do you believe that the staff understand the special needs of people with a disability?

Yes No Unable to Answer

How well do you think that the staff do their job?

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.....

Are the staff here trained?

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8.5 Not applicable

8.6 Do staff assist you to control and handle your own money?

Yes No Unable to Answer

8.7 Do you take part in fire drills?

Yes No Unable to Answer

8.8 Not applicable

8.9 Do you take medication?

Yes No Unable to Answer

If yes, where is it kept?

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Standard 8: Service Management, CONTINUED

8.10 What do you think of the food that you are given here?

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Do you get enough to eat?

Yes No Unable to Answer

8.10 How can this house improve your food?

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Standard 9: Freedom from Abuse and Neglect

Each client has the right to be free from abuse and neglect. This is about being safe and well cared for by staff.

9.1 Does anyone here yell at you?

Yes No Unable to Answer

Does anyone here hurt you?

Yes No Unable to Answer

9.2 What can you do if someone hurts you?

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9.3 Are you aware of the support that you can receive if you are hurt?

Yes No Unable to Answer

How can we here, ensure you are free from abuse and neglect?

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Thankyou for being part of this assessment and your feedback will contribute towards the ongoing improvement of our quality XXXX

