

General Questions for a Service Provider



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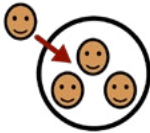


Governance

Describe your service's vision, purpose and values. Can you give me an example of your service putting this into practice?



How is your service governed?



How are people who receive your support involved in the governance and policy development of your service?



Are you an Aboriginal Community Controlled Service?

Do you have an Aboriginal advisory group?

Do you provide support to Aboriginal people?



What makes your service different to other services?

Service Quality



How does your service define 'quality'?

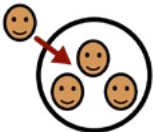
How does your service work to improve its quality?



Do you have a calendar of community and cultural events, developed in consultation with Aboriginal people with disability, which your service celebrates throughout the year?



Can I get a copy of your most recent quality evaluation report and Annual Report?



How are people and families involved in evaluating or improving the quality of the support your service provides?



How many people with disability, Aboriginal people and people from diverse cultural backgrounds do you employ?



Do you have a complaints policy? How would I get a copy?

How do you respond to complaints?

How do you support someone who has a complaint?



Service Provision

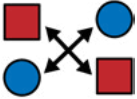
What do you look for when you hire new staff?



What background checks do you do on staff?



How do you match staff with people who are seeking support?



What is your turnover rate for direct support staff?



What do you consider are critical elements when supporting someone who may have or need a positive behaviour support plan?



What is the process if I want to leave your service?

Have you ever stopped supporting someone? Why?

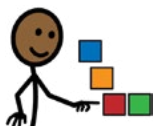


How do you assist Aboriginal people and people from diverse cultural backgrounds to address concerns they may have about the service they are receiving?

Can I have a copy of your Reconciliation Action Plan (RAP)? What has changed in your service as a result of implementing your RAP?



Tell me about your service's knowledge of, and connection with government and community organisations for Aboriginal people, and people from diverse cultural backgrounds in your area.



Why would I choose your service ahead of others?



Tell me about your experience with building the capacity and independence of people who receive your support.



Can I speak with people who currently use your service who are willing to share their experiences?

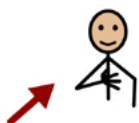
Accessibility



Do you provide information about your service in accessible formats, for example, Easy Read, Plain Language, braille, audio and other language formats?



Do you have information and resources about your service in culturally secure formats, relevant to Aboriginal people and people from diverse cultural backgrounds?



Individualising My Support



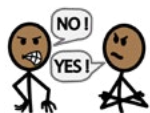
How will you ensure my support is consistent with my vision and plan?



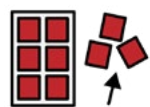
How do you recruit staff? What role would my family or I have in selecting the people who work with me?



Can I identify people for you to employ for me? Can I employ or engage my own staff?



What is the process if I'm not happy with a support person?



How will you support me if my support needs increase or change?



Tell me about how you respect people's cultural or religious beliefs in the way you support them.



How will you provide me with information about the expenditure of my funding?



What happens to my support and costs on a public holiday?



What happens if I go away on a holiday?

