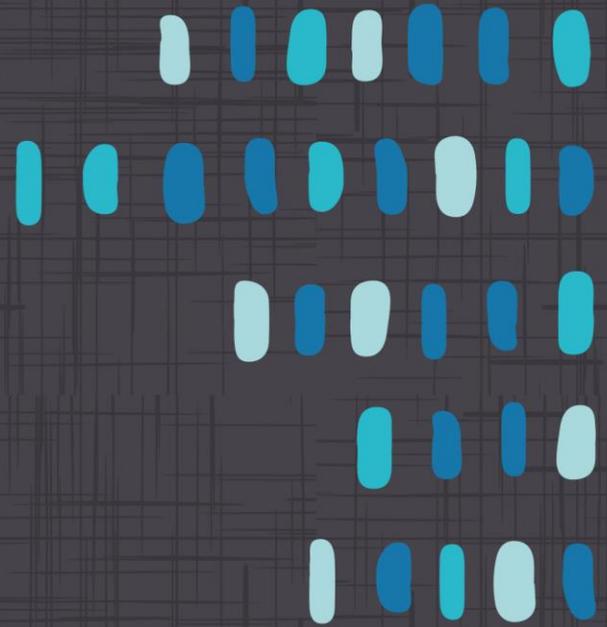




Government of **Western Australia**  
Department of **Communities**



# Standards Monitoring

# Information for Carers

## COMMUNITY SERVICE ORGANISATIONS

Contact Details:  
Standards Monitoring Unit  
Department of Communities  
P 08 9222 2551 F 08 9222 2959  
PO Box 6334 East Perth WA 6892  
E [smu@communities.wa.gov.au](mailto:smu@communities.wa.gov.au)  
W [communities.wa.gov.au](http://communities.wa.gov.au)



## **Better Care, Better Services Standards (2017) and Monitoring Information**

### **Introduction**

The *Better Care, Better Services Standards (2017)* (the Standards) apply to all children in the CEO's care who are supported by the Department of Communities (the Department). The Standards were developed in 2007 in partnership between Community Service Organisations (CSOs) and the Department. The Standards Monitoring Unit (SMU) have been monitoring CSOs since 2010.

### **The Role of Standards in a Broader Quality Framework**

The Standards represents only one aspect of an effective quality framework. CSOs have a range of internal and external ways of examining all aspects of their service, assuring the quality of the services they provide and identifying and implementing opportunities for continuous improvement.

The Standards complements a range of legislation and other publications including *Children and Community Services Act 2004*; *United Nations Declaration on the Rights of the Child 1990*; *Charter of Rights for Children and Young People in Care 2006*; and *Foster Families Charter of Rights in Western Australia 2004*.

### **Objectives**

The objectives of the Standards are to:

- Protect the children and young people's safety, wellbeing and stability.
- Assess how the Service meets the needs of children and young people and deliver positive outcomes.
- Increase consumer confidence.
- Provide consistent policy and process information to all staff and volunteers within the sector.
- Provide a basis for staff and carer training.
- Provide a reference model for continuous improvement and evaluation of services.
- Provide a vehicle for the measurement of achievement in relation to the Standards.
- Provide a means of satisfying government funding and service accountability requirements.



## **Better Care, Better Services Standards (2017)**

**Standard 1** – Children and young people are provided with, and experience, stability and consistency during their time in care.

**Standard 2** – Children and young people, and those important to them, are continually engaged to participate in planning and decision-making that impacts on their lives and their future.

**Standard 3** – Aboriginal children and young people are supported to maintain meaningful connections to their family, community, land, and culture in accordance with the Aboriginal and Torres Strait Islander Child Placement Principle.

**Standard 4** – Children and young people's needs are met through individualised assessment and child focused practices, encompassing all aspects of their lives and wellbeing.

**Standard 5** – Children and young people are supported to develop their identity and a sense of belonging through their families, friends, culture, spiritual sources, and communities.

**Standard 6** – Children and young people are adequately prepared and provided with timely and high-quality support, as they transition out of care and into adulthood.

**Standard 7** – Children and young people are supported and empowered to know their rights, raise their concerns, and have these responded to and resolved in a timely manner.

**Standard 8** – Children and young people are provided high quality and safe care by well trained and supported staff and carers.

**Standard 9** – Organisations are child focused and accountable.

Each Standard contains:

- An overarching high level statement which outlines the intent of the standard.
- The indicators of compliance are used to measure the overarching standard.

### **Principles of standards monitoring**

The standards monitoring process is designed to:

- Be a collaborative process enabling the participation of interested stakeholders.
- Be an open and transparent process.
- Provide balance between compliance and service improvement.
- Expect a pace of change that is not beyond the capacity of the service.
- Takes into account the size and location of the service.
- Maintain the anonymity of participants in reports.
- Provides an overview at a point in time of the operations of a service.

An essential component of the monitoring visit is to obtain feedback from children, young people, their families and carers with respect to the protection and care services they have received from the CSO.

Monitoring visits can take up to 12 weeks to complete.



## **The Monitoring Report**

The Final Report is produced by the monitors. It is then forwarded to the Assistant Director General of the Department for endorsement before being sent to the CSO.

As well as providing an overall assessment of the CSO's compliance against the Standards the Final Report may contain some actions the CSO is required to implement within a specified timeframe as well as some suggestions for service improvement.

The Final Report will not identify children, young people, families, or carers who are unhappy with the services they are receiving. Consistent with this approach, any comments made by children, young people, families or carers included in the report are conveyed in a non-identifying manner.

***Please contact the Standards Monitoring Unit on 9222 2555 or [smu@communities.wa.gov.au](mailto:smu@communities.wa.gov.au) if you have any questions.***