

S/N	Domain	Service Standard	Intent of Statement	Examples	Level	Description
1	Programme Outcomes	This programme has in place processes to monitor and review the achievement of outputs and outcomes.	This ensures the programme systematically tracks its outputs & outcomes using appropriate measurement tools, verifies data internally prior to external use to assess its effectiveness and inform continuous improvement of delivery.	This can be demonstrated through defined outcome indicators, use of measurement tools, regular data collection and review, internal verification of data prior to submission, and processes to analyse and use findings to inform programme improvements.	N/A	This service standard is not applicable for my programme.
					0	My programme does <u>not</u> have processes to track, collate and verify the achievement of outputs and outcomes.
					1	My programme has in place processes to track, collate and verify the achievement of outputs and outcomes, but does <u>not</u> use the collected outputs and outcomes for any purposes.
					2	My programme has in place processes to track, collate and verify the achievement of output and outcomes, and the information is used for reporting purposes (e.g. annual report, funders) only.
					3	My programme has in place processes to track, collate, verify the achievement of output and outcomes, with the information being actively used for reporting and improving the programmes to benefit the service users.
2	Intake & Assessment	The programme has an intake and assessment process which all eligible service users undergo.	This ensures service users' needs are systematically identified and assessed to determine their suitability for the programme and inform appropriate intervention.	This can be demonstrated through documented intake and assessment processes or tools that capture service users' needs & inform decisions on programme suitability and appropriate intervention.	N/A	This service standard is not applicable for my programme.
					0	My programme does <u>not</u> have an intake and assessment process which all eligible service users undergo.
					1	My programme has an intake and assessment process and only demographic information is collected.
					2	My programme has an intake and assessment process that collects service users' demographic information, their needs and other information as required for a thorough intake assessment.
					3	My programme collates and uses the aggregated data and information from the intakes and assessments done for reporting and/or to review the programme's utilisation patterns and trends.
3	Intervention Planning	Intervention plans are developed in partnership with the service user, his/her family and/or concerned individuals involved in the care of the service user.	This ensures intervention plans are developed with service users and relevant parties to reflect their needs, preferences & circumstances, and to support appropriate and effective interventions.	Documentation of how service users and relevant parties' inputs are incorporated into intervention plans, including goal-setting, decision-making and regular reviews of the plans.	N/A	This service standard is not applicable for my programme.
					0	My programme does <u>not</u> develop intervention plans in partnership with the service user, his/her family and/or concerned individuals involved.
					1	My programme develops intervention plans in partnership with the service user and/or his/her family, with the plan developed by the staff in consultation with the service user, his/her family and/or concerned individuals involved.
					2	My programme develops intervention plans in partnership with the service user, his/her family and/or concerned individuals, with planning and decision-making responsibilities shared between the staff and the service user, his/her family and/or concerned individuals.
					3	My programme develops intervention plans in partnerships with service users and collates and uses the aggregated data and information from the intervention plans developed to review the programme's effectiveness and trends.

4		The programme has processes to track whether its structured interventions are delivered as designed in their service models*	This ensures that the planned interventions, ie activities & its duration and frequencies are delivered according to service models or programme design to maintain programme fidelity and support achievement of intended outcomes.	Documented processes to track whether interventions are delivered as intended, including regular reviews, supervision, or check against service model or programme design.	NA	This service standard is not applicable for my programme.
					0	The programme does not have processes to track if its structured interventions are delivered as designed in the service model.
					1	The programme has processes to track delivery against the service model for some structured interventions, but tracking is inconsistent or ad-hoc.
					2	The programme has processes to track delivery against the service model for most/all structured interventions, and tracking is conducted periodically.
					3	The programme has processes to track delivery against the service model for most/all structured interventions, and findings are systematically reviewed and used to ensure programme fidelity.
5	Community & Resource Support	There are partnerships and coordination efforts with appropriate networks and programmes with the intent to improve service delivery.	This ensures programme establishes partnerships and coordination with relevant networks to enhance service delivery and better meet service users' needs.	Documented partnerships and coordination efforts with relevant networks (e.g other SSAs, community partners, social enterprises), that may cover case coordination, referrals, co-management or joint planning and delivery of services.	N/A	This service standard is not applicable for my programme.
					0	My programme does <u>not</u> engage in partnerships and coordination efforts with networks and programmes.
					1	My programme engages in partnerships and coordination efforts with appropriate networks and programmes on an ad-hoc basis, without clear articulation on the desired outcome(s) of the partnerships.
					2	My programme engages in partnerships and coordination efforts with appropriate networks and programmes on an ad-hoc basis, with clear articulation on the desired outcome(s) of the partnerships.
					3	My programme engages in partnerships and coordination efforts with appropriate networks and programmes with clear articulation on the desired outcome(s) of the partnerships, and actively seeks continued partnerships in the longer term.
6	Discharge Planning	There is a procedure and clear criteria for discharge planning.	This ensures service users are discharged in a timely and appropriate manner based on clear criteria, and it is being carried out through defined outcomes.	Documented discharge criteria and procedures, including assessment of readiness for discharge, defined steps for discharge (e.g reviews, documentation, communication with service user) and documentation of discharge decisions.	N/A	This service standard is not applicable for my programme.
					0	My programme does <u>not</u> have a procedure and criteria for discharge planning.
					1	My programme has a procedure and criteria for discharge planning, but lacks clarity in defining the situations for discharge and the action steps required for discharge planning.
					2	My programme has a procedure and criteria for discharge planning, which includes actions to be taken and discussing discharge with service users.
					3	My programme's procedures on discharge planning include criteria, actions to be taken, post-discharge support (e.g. step-down care, follow-up after a period of time or referral to other services for support), and discussing discharge and post-discharge support with service users where appropriate.

7	Record Keeping & Documentation	The programme ensures that service user records are kept in a secure manner, so that the privacy and confidentiality of service users are protected.	This ensures service users records are securely maintained and accessed by unauthorised personnel to protect privacy and confidentiality.	Secured storage of records (physical or electronic), access controls limiting records to authorised personnel, and procedures to safeguard confidentiality.	N/A	This service standard is not applicable for my programme.
					0	My programme does not ensure that service user records are kept in a secure manner by means of keeping the records in a physical space or online system that is easily accessible by any staff.
					1	My programme keeps service user records under lock and key (physical documents) or with restricted access (online system), but without guidelines on ensuring the privacy and confidentiality of these records.
					2	My programme keeps service user records under lock and key (physical documents) or with restricted access (online system), with clear guidelines on ensuring the privacy and confidentiality of these records.
8	Accessibility of Services	The programme is made available to eligible service users based on equal opportunities and is free of discrimination on all grounds.	This ensures access to the programme is determined by clear and appropriate eligibility criteria, and is applied fairly and consistently without discrimination.	Written documentation that clearly defined eligibility criteria (e.g age, needs, functional level) that are consistently applied, and absence of non-discriminatory practices based on non-relevant characteristics (e.g ethnicity, gender, religious backgrounds)	3	My programme staff observe the practices in keeping service user records secure (physical documents or online system), and adhere to the guidelines on ensuring the privacy and confidentiality of these records.
					N/A	This service standard is not applicable for my programme.
					0	My programme does <u>not</u> accept eligible service users based on equal opportunities and is not free of discrimination on all grounds.
					1	My programme is made available to eligible service users, but targets eligible service users mainly from a specific demographic or profile group due to the agency's policies or sponsoring bodies.
9	Protection and Safety of Users	The programme has guidelines on protecting the safety of service users from harm.	This ensures risks to service users are identified, managed, and mitigated through clear safeguarding measures, including protection from harm, neglect & abuse.	Documented safety policies and procedures with evidence of staff awareness and application.	2	My programme is made available to eligible service users based on equal opportunities and is free of discrimination on all grounds. My programme reaches out to eligible service users from all demographics or profile groups.
					3	My programme is made available to eligible service users based on equal opportunities and is free of discrimination on all grounds. Where ineligible, my programme informs service users of alternative options and/or refers them to other appropriate services.
					N/A	This service standard is not applicable for my programme.
					0	My programme does <u>not</u> have guidelines on protecting the safety of service users from harm.
					1	My programme has guidelines on protecting the safety of service users from harm, but the guidelines lack clarity in defining what constitutes harm and the action steps required to ensure safety.
					2	My programme has guidelines on protecting the safety of service users from harm, and programme staff/volunteers are aware and able to articulate and adhere to the guidelines.
					3	My programme has guidelines on protecting the safety of service users from harm, and programme staff/volunteers are aware and able to articulate and adhere to the guidelines. My programme's service users have some knowledge and can articulate some of the guidelines that protect them from harm.

10		There are procedures in place for management of emergencies.	This ensures staff are prepared to respond promptly and appropriately to emergencies to protect service users & help them recover from it.	Programme is to adhere to the NCSS Incident Management Framework which will be provided to manage an emergency	N/A	This service standard is not applicable for my programme.
					0	My programme does <u>not</u> have procedures on management of relevant emergencies.
					1	My programme has procedures in place for management of relevant emergencies, but the procedures lack clarity in defining the emergencies and the action steps required in the event of such emergencies.
					2	My programme has procedures in place for management of relevant emergencies, and programme staff/volunteers are able to articulate and follow the procedures.
					3	My programme has procedures in place for management of relevant emergencies, and programme staff/volunteers are able to articulate and follow the procedures. My programme conducts drills on potential emergencies to familiarise staff/volunteers on the actions to be taken, and documents the process.
11		There are adequate staff and/or volunteer levels and ratios to meet the demand for services.	This ensures service delivery is carried out in accordance to programme design, without overloading staff or compromising quality and even safety.	Defined staffing or volunteer arrangements (e.g staff-to user ratios, caseloads, or SOPs for activities such as outings) aligned to programme needs & documented where applicable.	N/A	This service standard is not applicable for my programme.
					0	My programme does <u>not</u> consider if there are adequate staff and/or volunteer levels and ratios to meet the demand for services.
					1	My programme discusses staff and/or volunteer levels and ratios with relevant stakeholders prior to start of the programme, but this may not always be put in place to ensure there are adequate staff/volunteer levels and ratios.
					2	My programme discusses staff and/or volunteer levels and ratios with relevant stakeholders prior to start of the programme, and this is put into practice during implementation of the programme.
12	Staff/Volunteer Management & Competency	There is documented personnel training/supervision at regular intervals to impart knowledge/skills and maintain/upgrade their competencies.	This ensures staff & volunteers have necessary expertise to deliver interventions as intended. Implementation science literature (e.g., Fixsen & Blase, 2008) highlights that staff capability, supported through training and supervision plays an important role in ensuring programmes are delivered as intended and maintain programme fidelity.	Structured onboarding, regular supervision sessions & ongoing trainings relevant to programme delivery. This can be case reviews, feedback on delivery to ensure fidelity in delivery.	3	My programme discusses staff and/or volunteer levels and ratios with relevant stakeholders prior to start of the programme, and this is put into practice during implementation of the programme. My programme exercises discretion to adjust the staff and/or volunteer levels and ratios to suit the varying needs of different activities.
					N/A	This service standard is not applicable for my programme.
					0	My programme staff/volunteers do <u>not</u> attend training/supervision at regular intervals to maintain or upgrade their competencies.
					1	My programme does <u>not</u> have a structure for staff/volunteer training/supervision, and/or programme staff/volunteers attend training/supervision at irregular intervals.
					2	My programme has a structure for staff/volunteer training/supervision, and programme staff/volunteers attend training/supervision at regular intervals to maintain and upgrade their competencies, with documentation of the training/supervision attended.
					3	My programme has a structure for staff/volunteer training/supervision, and programme staff/volunteers attend training/supervision at regular intervals to maintain and upgrade their competencies, with documentation of the training/supervision attended. Staff/volunteers are involved in the process for identification and selection of training for upgrading of competencies.

* If the programme is not required to create the service model, then the interventions should aligned with what was pre-defined in documentations such as application form, etc.