

NATIONAL STANDARDS FOR DISABILITY SERVICES

STANDARD 1 Rights

You have the right to be treated fairly when you use disability services

YOUR SERVICE SHOULD:

- treat you well and keep you safe
- let you make choices
- include your family and carers if you want them to be included
- provide information in a way that's right for you
- respect your privacy
- let you speak up

STANDARD 2 Participation & Inclusion

You can take part in the community and feel included when you use disability services

YOUR SERVICE SHOULD:

- support you to take part in the community
- get to know you and the things you like to do
- work with you – and your family and friends if you want them to
- work with other organisations in the community if that's what you need
- understand and respect your cultural background.

STANDARD 3 Individual Outcomes

Your service supports you to make choices about what you want to do. You can work toward your goals

YOUR SERVICE SHOULD:

- let you make choices
- help you make goals and support you to reach them
- notice the things you are good at
- respect everything about you when you are making choices and decisions, including:
 - your age
 - whether you are a man or woman
 - your cultural background, religion or faith
 - your sexuality

STANDARD 4 Feedback & Complaints

You can tell people what you think about the services you receive

You have the right to tell people what you think about the service you receive – feel free to use our suggestion box

Your feedback can be good or bad.

You can tell someone if there is a problem – speak to Erin if you have any concerns

And you can get support to do this

STANDARD 5 Service Access

Finding and using services is fair. You can access the services you need

YOUR SERVICE SHOULD:

- have a good way of working with people who make enquiries
- provide information in different ways – this will suit a range of communication needs
- explain who can use the service, how to join and how to leave
- if you can't use their service, they should explain why.

You have the right to be able to find and use disability services. Everyone should be allowed to ask if they can use a service. If you can't use a service, the reasons why should be explained clearly to you.

STANDARD 6 Service Management

Disability services should be managed well

You have the right to use a service that is managed well.

Good management includes things like:

- having good staff
- making sure there are no problems, or fixing problems if they happen
- having good processes and ways of working
- communicating well.

