

# Disability Services Standards



## STANDARD



Getting the help YOU need

# 1

### Service Access

Each consumer seeking a service has access to a service on the basis of relative need and available resources.

## STANDARD



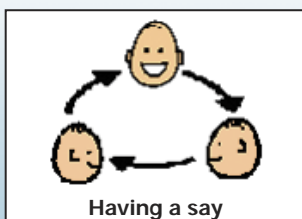
A plan for what YOU want

# 2

### Individual Needs

Each person with a disability receives a service which is designed to meet, in the least restrictive way, his or her individual needs and personal goals.

## STANDARD



Having a say

# 3

### Decision Making and Choice

Each person with a disability has the opportunity to participate as fully as possible in making decisions about the events and activities of his or her daily life in relation to the services he or she receives.

## STANDARD



Keeping things private and secret

# 4

### Privacy, Dignity and Confidentiality

Each consumer's right to privacy, dignity and confidentiality in all aspects of his or her life is recognised and respected.

## STANDARD



Getting out in the Community

# 5

### Participation and Integration

Each person with a disability is supported and encouraged to participate and be involved in the life of the community.

## STANDARD



Being treated age appropriately

# 6

### Valued Status

Each person with a disability has the opportunity to develop and maintain skills and to participate in activities that enable him or her to achieve valued roles in the community.

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Making it Right

# 7

### Complaints and Disputes

Each consumer is free to raise and have resolved, any complaints or disputes he or she may have regarding the service provider or the service.

## STANDARD



Running the service well

# 8

### Service Management

Each service provider adopts sound management practices which maximise outcomes for consumers.

## STANDARD



Rights

# 9

### Protection of Human Rights and Freedom from Abuse and Neglect

The service provider acts to prevent abuse and neglect, and to uphold the legal and human rights of consumers.