



NATIONAL STANDARDS FOR DISABILITY SERVICES

What are the Standards?

The standards are for all disability services in Australia.

The standards say what your services should do.

The standards help you know what services you should get.

The standards help your service:

- run a good service
- make your service better
- understand what you want

There are 6 Standards.

Standard 1: Rights- a fair go for everyone

Your service must treat you with dignity and respect no matter...

- What disability you have
- What culture you come from
- Whether you are married or single
- What language you speak
- your religion

People with disabilities should have the same rights at work as everyone else. You have the right to fair employment conditions, same as a person without a disability.

Your service must provide assistance to ensure that nobody can...

- Harm you
- Abuse you
- Neglect you
- Disrespect you because of your disability

You have rights to freedom of expression, individual choice and a say in decision making.

Your service can work with you, your family, your carers and your advocate if you want the service to.

Your personal information must be kept secure, private and confidential by your service.

Your service must address any breach of your rights promptly and, if needed, arrange access to an advocate or legal advice.

Standard 2: Participation and Inclusion – Being part of your community

Your service should help you to be part of your community by...

- Helping you to find jobs
- Helping you find work experience
- Helping you to use services in the community
- Helping you to learn new skills to get jobs
- Helping you to keep your skills up to date
- Building your confidence in your skills and abilities

Standard 3: Individual Outcomes – You have your say about what you want.

Your service should help you the way that is best for you and not just the way that is easiest for them. Your service has to give you choices.

Your service has to listen to you about...

- The kind of jobs you want
- How your service can do things better

You can have a support person or advocate with you when you talk to your service.

Your service should help you...

- To think about your work goals e.g.
 - What kind of work you want or
 - How many days a week you can work
- To work out a plan to help you meet your goals
- To follow your plan
- To keep your plan up to date

Standard 4: Feedback and Complaints – Tell your service what you think.

Good or bad feedback is ok. It is important to tell your service what you think.

Your service should regularly seek feedback from you about services provided.

When you first join a service, they should tell you how to make a complaint if you have a problem.

If you make a complaint, your service should....

- Be happy to help you
- Listen to you
- Try to fix your problem
- Tell you about other people or places you can talk to about your complaint.

Your service must keep your complaint private.

Standard 5: Service Access- What sort of help you can get from a service.

Your service makes sure there are no barriers to you using their service.

One service may not meet all your needs.

Your service must...

- Tell you about other places
- Support you to contact other places.

Your service must give you information fast and in a way you understand e.g. using forms and letters that are easy to read.

Standard 6: Service Management – Running the service well

Your service should be well organised and managed.

Your service should...

- Be up to date with the best ways of working with you
- Keep making the service better
- Have trained and skilled staff
- Your service should have fair rules and staff should follow these rules
- Have a plan for running the service in the best way
- Your service should listen to what you and other service users say.

If you do not speak English

Call the Telephone Interpreter Service on 131 450.

If you have a complaint

If you have a complaint or issue about your service not meeting the Disability Service Standards you should in the first place contact the service manager.

This can include issues such as:

- Not getting the right pay
- Unsafe or poor employment conditions
- Not being respected and valued at work
- Not receiving the training you need to find, keep, or do a new job
- Not getting a service or support that you should be provided with
- Not being allowed to make a complaint or ignoring your complaint
- Abuse and neglect
- Being unfairly exited from a service.

You can also contact the **Complaint Resolution and Referrals Service** on 1800 880 052 or EMAIL crss@workfocus.com

This is a free service.

Unhappy customers of Disability Employment Services (DES) can contact the service which will act as a mediator or facilitator between you and the DES service.

If someone at your service or job is hurting you

You can contact the **National Disability Abuse and Neglect Hotline** on 1800 880 052
EMAIL hotline@workfocus.com

8am to 8pm 7 days a week