



National Disability Standards

The National Standards for Disability Services help to promote and drive a nationally consistent approach to improving the quality of services. They focus on rights and outcomes for people with a disability.

Rights:

The service promotes individual rights of freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.

Participation and Inclusion:

The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.

Individual Outcomes:

Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.

Feedback and Complaints:

Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.

Service Access:

The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.

Service Management:

The service has effective and accountable service management and leadership to maximise outcomes for individuals.