



## 4 Privacy, dignity and confidentiality

- You can be by yourself.
- You are respected.
- Service providers make sure
  - all staff treat you with respect
  - your private information stays private. For example, your files are kept in a locked cabinet
  - your personal care is private and comfortable. For example, when you shower nobody else comes in the room if you do **not** want them to.



## 7 Complaints and disputes

- You can say when you do **not** agree or do **not** like something.
- Service providers must make sure
  - you have information about making a complaint
  - the information about making a complaint is in a way that helps you understand
  - you feel safe to make a complaint
  - you get a quick answer to your complaint.

# QUALITY DISABILITY SERVICES

The 2006 Disability Act has rules for disability services. These rules are called the Disability Standards.



## 5 Participation and integration

- Service providers must make sure
  - it is easy for you to be part of your local community
  - you get help to make and keep relationships. Relationships can be with family, friends and other people
  - you are able to use other community supports. For example your community health service, sport and leisure services



## 8 Service management

- Service providers must
  - run the service well
  - spend money on the right things
  - keep a record of money it spends
  - make sure staff have the right skills
  - give personal care and medicine safely.
- Service providers must also
  - give you healthy meals.
  - give you meals that respect your individual needs.
- Service providers must have rules.
  - You must be able to see the rules.
  - Staff must know the rules.



## What are the Disability Standards?

- The Disability Standards are rules for **service providers** to follow.
- Service providers must
  - respect you
  - respect your **rights**
  - do what you need
  - be good quality.
- Service providers need to follow all of the Disability **Standards** to get money from the government.



## 6 Valued status

- People with a disability are important in the community.
- Service providers must make sure
  - you can show you are important to the local community
  - you get help to do things valued by the local community.



## 9 Freedom from abuse and neglect

- You must **not** be hurt or scared. You must feel safe at all times.
- Service providers must make sure
  - you are safe from any abuse and neglect
  - they report abuse or neglect straight away.

## Outcome Standards

- What is important to people with a disability
  - Individuality
  - Capacity
  - Participation
  - Citizenship
  - Leadership



## 1 Individuality

- You have your own goals and dreams.
- You might need **supports** to reach your goals.
- You make choices in your own life.
- **Service providers** must help you to
  - choose what you want to do
  - live your life the way you want
  - say what you think
  - say how you feel.



## 4 Citizenship

- You have **rights** and **responsibilities** in your community.
- Service providers must help you to
  - understand your rights
  - understand your responsibilities
  - be treated the same as everyone
  - be free from **abuse** and **neglect**.



## 1 Service access

- When you need support, you will get the service you need.
- You will get information you need about services. The information should be in a way you understand. For example, photos, pictures or writing.



## 2 Capacity

- You can be your best at home and in the community.
- Service providers must help you
  - be more **independent**
  - learn new skills
  - use your new skills
  - plan what you do each day
  - have control over your life.



## 5 Leadership

- You might want to be a leader at your service or in the community.
- Your service provider must help you to learn the skills to be a leader.
  - For example, have your say in meetings.



## 2 Individual needs

- Service providers work with you to get supports you want and need.
  - You can work to reach your goal.
  - Your support changes when it needs to.
  - Your personal needs are respected.
  - Your culture is respected.



## 3 Participation

- Join in your community.
- Service providers must help you
  - join in with your local community
  - live where you want
  - get information about services you might want to use
  - use services you choose
  - do the activities you choose.



## Industry Standards

- The Industry Standards talk about the ways service providers should do their work.
  - Service access
  - Individual needs
  - Decision making and choice
  - **Privacy, dignity and confidentiality**
  - **Participation and integration**
  - **Valued** status
  - Complaints and **disputes**
  - Service management
  - **Freedom from abuse and neglect**



## 3 Decision making and choice

- You make decisions and choices. Service providers listen to your decisions and choices.
- Service providers must
  - support you to make decisions about your service
  - give you information about your service
  - give you information in a way that helps you understand.