

An overview of the National Standards for Disability Services

Six National Standards

There are six National Standards that apply to disability service providers.

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

2. Participation and Inclusion: The service works with individuals and families, friends

and carers to promote opportunities for meaningful participation and active inclusion in society.

3. Individual Outcomes: Services and supports are assessed, planned, delivered and

reviewed to build on individual strengths and enable individuals to reach their goals.

4. Feedback and Complaints: Regular feedback is sought and used to inform individual

and organisation-wide service reviews and improvement.

5. Service Access: The service manages access, commencement and leaving a service in

a transparent, fair, equal and responsive way.

6. Service Management: The service has effective and accountable service management and leadership to maximise outcomes for individuals.