

Disability Services Standards (Queensland)

1. Governance and management

Sound governance and management systems that maximize outcomes for stakeholders.

2. Service access.

Sound eligibility, entry and exit processes facilitate access to services on the basis of relative need and available resources.

3. Responding to individual need.

The assessed needs of the individual are being appropriately addressed and responded to within resource capability.

4. Safety, well-being and rights

The safety, well-being and human and legal rights of people using services are protected and promoted.

5. Feedback, complaints and appeals

Effective feedback, complaints and appeals processes that lead to improvements in service delivery.

6. Human resources

Effective human resources management systems, including recruitment, induction and supervisory processes, result in quality service provision.

Disability Services Standards (New South Wales)

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.