

NATIONAL STANDARDS FOR DISABILITY SERVICES

A nationally consistent
approach to improving
quality of services

Standard 1. Rights

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

Standard 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.

Standard 3. Individual Outcomes

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

Standard 4. Feedback and Complaints

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

Standard 5. Service Access

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

Standard 6. Service Management

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

For more information on these standards visit:
www.dss.gov.au



Connect With Us

15 Twin Road North Ryde NSW 2113

P. 1300 726 372

E. enquiries@newhorizons.org.au

W. newhorizons.org.au

 [Facebook.com/newhorizonsau](https://www.facebook.com/newhorizonsau)

 [Twitter.com/newhorizonsau](https://twitter.com/newhorizonsau)