

# 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.



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#### **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](http://www.dss.gov.au)**



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#### **Connect With Us**

15 Twin Road North Ryde NSW 2113

**P.** 1300 726 372

**E.** [mywellbeing@newhorizons.net.au](mailto:mywellbeing@newhorizons.net.au)

**W.** [newhorizons.net.au](http://newhorizons.net.au)

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

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