Delivering quality services

National Standards for Disability Services

To make sure that people with disability, their families, carers and advocates receive good quality services, these six standards must be met by 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 the access, commencement and leaving of 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.

For more information, visit www.disability.wa.gov.au > Disability service providers > Quality system.