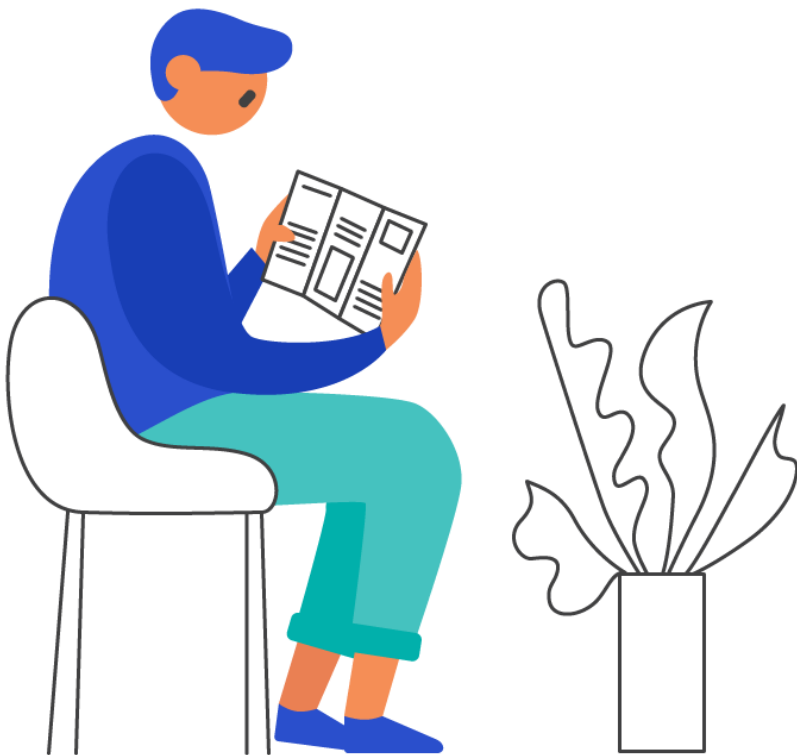


We start with you



National Standards for Disability Services



Easy English

This information is written in an easy-to-read way.

We use pictures to explain some ideas.

Some words are written in **bold**. We explain what these words mean.

You can ask for help to read this document.

A friend, family member or support person may be able to help you.

You may not want to read this whole document at once.

There are 6 main sections.

You may like to read these 1 at a time.

About this guide

The National Standards for Disability Services are rules set by the department. They describe how you should be treated when you use disability services. This is to make sure that people with disability get good services. This guide explains what those rules are and what they mean to you.

What are the standards?

We will explain them in short here. We will go into more detail on the next pages.



Rights

You have the right to be treated fairly when you use Disability Employment Services.



Participation and inclusion

You can take part in the community and feel included when you use Disability Employment Services.



Individual outcomes

Your service supports you to make choices about what you want to do. You can work towards your goals.



Feedback and complaints

You can tell people what you think about the services you receive.



Service access

You can get the services you need. Finding and using services is fair.



Service management

Disability services should be managed well.

Standard 1: Rights

When you use Disability Employment Services you have the right to:

- receive good services
- make your own choices and have control over your life and the supports you use
- be safe – no one is allowed to hurt you
- try new things and sometimes take risks
- speak up for what's right for you
- get help if you need it
- know that your information is kept private.

As your Disability Employment Services provider, we must:

- treat you well and keep you safe
- let you make choices
- include your family and carers if you want them to be included
- provide information in a way that's right for you
- respect your privacy
- let you speak up
- offer you support to speak up if you need it. This support might come from someone like a lawyer or advocate.



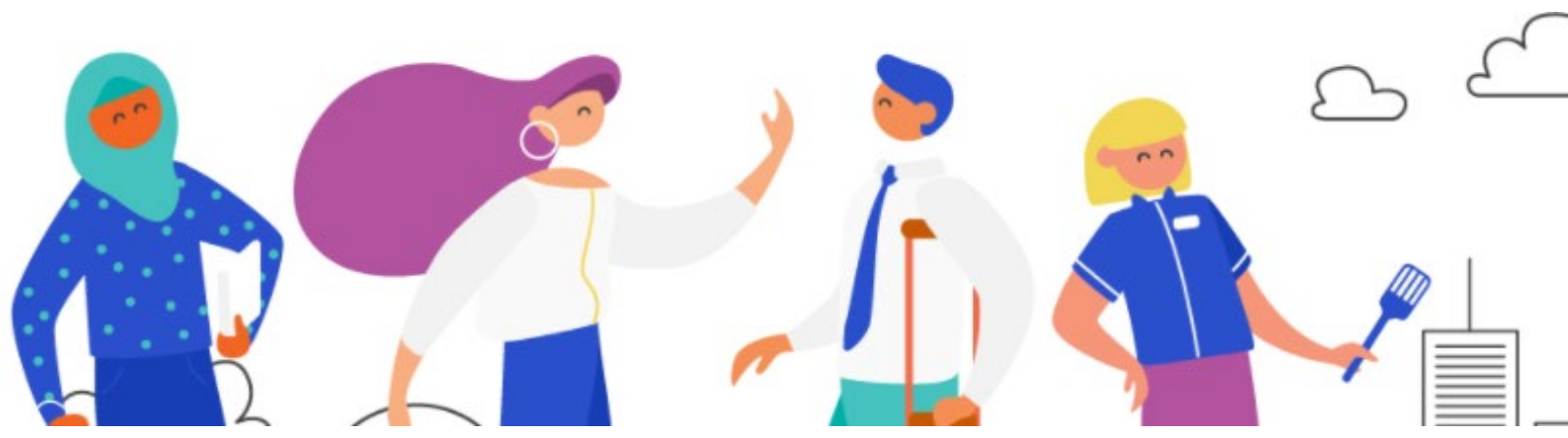
Standard 2: Participation and Inclusion

When you use Disability Employment Services you have the right to:

- take part in your community
- decide when and how you do this
- decide when and how you have contact with your family and friends.

As your Disability Employment Services provider, we must:

- support you to take part in the community
- get to know you and the things you like to do
- work with you and your family and friends if you want them to
- work with other services if that is what you need to reach your goals
- understand and respect your cultural background.



Standard 3: Individual Outcomes

When you use Disability Employment Services you have the right to make your own decisions about:

- what you want to do
- how you will reach your goals.

As your Disability Employment Services provider, we must:

- let you make choices
- help you make goals and support you to reach them
- notice the things you are good at
- let you seek support from other people – such as your family, friends, or an advocate – if you want to
- work with other services if that is what you need to reach your goals
- respect everything about you when you are making choices and decisions, including:
 - your age
 - whether you are a man or woman
 - your cultural background, religion or faith
 - your sexuality
 - whether or not you are married.



Standard 4: Feedback and complaints

When you use Disability Employment Services:

- you have the right to tell people what you think about the services you receive
- your feedback can be good or bad
- you can tell someone if there is a problem
- and you can get help to do this
- you have the right to get advice from someone like a support person, lawyer or an advocate
- your problem should be fixed
- you should not be made to feel bad because you said that something is wrong with the service you use.

As your Disability Employment Services provider, we must:

- give different ways for people to have a say
- listen to the things that people tell us
- be ready to change the way we work if there is a problem
- work with your family, carer, support person or advocate if that's right for you
- always work hard to make sure our services are good.

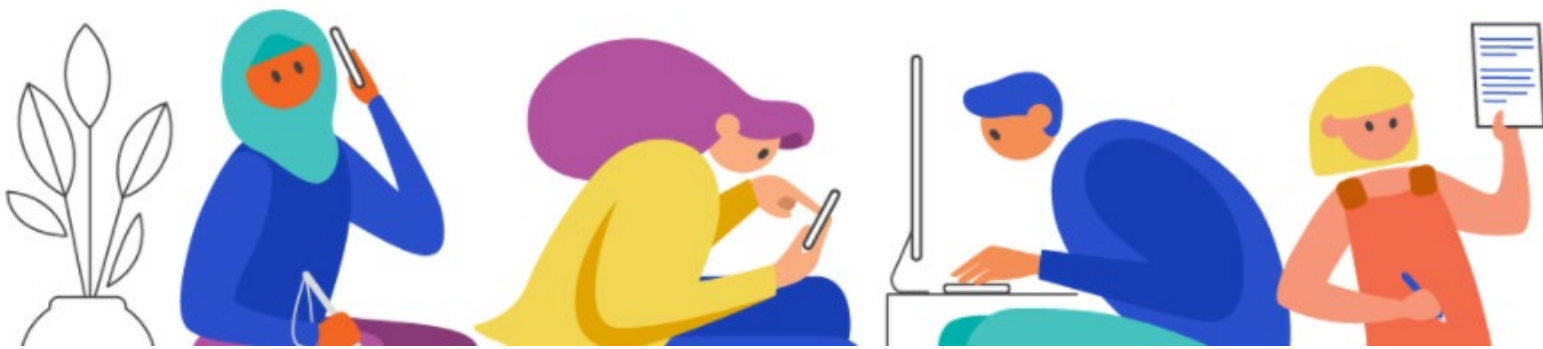


The rules for Disability Employment Services mean that:

- you have the right to be able to find and use disability services
- everyone should be allowed to ask if they can use a service
- if you can't use a service, the reasons why should be explained clearly to you
- the service should put you in touch with another organisation who may be able to help you. This is called a **referral**.

As your Disability Employment Services provider, we must:

- have a good way of working with people who make enquiries
- ask people what they think about the service and make improvements based on these ideas
- provide information in different ways to suit a range of communication needs
- explain who can use the service, how to join and how to leave
- explain if you need to wait before you can use the service
- offer other options if you can't use our service which might include a referral to another service
- if you can't use our service, we will explain why.



When you use Disability Employment Services, you have the right to use a service that is managed well.

Good management includes things like:

- having good staff
- making sure there are no problems, or fixing problems if they happen
- having good processes and ways of working
- communicating well.

As your Disability Employment Services provider, we must:

- have staff who are well trained and good at their jobs
- obey all the laws that apply
- have good processes in place to manage finances, staff and safety
- learn from the feedback we get and make improvements
- ask other people, including people with disability, their families and carers, advocates and others if the service is working well.

