



STANDARD 1 RIGHTS

- Each person is aware of their rights and can expect to have them respected.
- Service providers are to uphold and promote the legal and human rights of each person.



STANDARD 2 PARTICIPATION AND INCLUSION

- Each person is actively encouraged and supported to participate in their community in ways that are important to them.
- Service providers develop connections with the community to promote opportunities for active and meaningful participation.



STANDARD 3 INDIVIDUAL OUTCOMES

- Service providers maximise person centred decision making.
- Service providers undertake person centred approaches to planning to enable each person to achieve their individual outcomes.



STANDARD 4 FEEDBACK AND COMPLAINTS

- Each person is treated fairly by the service provider when making a complaint.
- Each person is provided with information and support to make a complaint.
- Each service provider has the capacity and capability to handle and manage complaints.



STANDARD 5 SERVICE ACCESS

- Service providers make information available about their service.
- Service providers have clearly defined processes to access their services.
- Service providers work with other organisations to increase each person's support options.



STANDARD 6 SERVICE MANAGEMENT

- Each person receives quality services that are well managed and delivered by staff with the right values, attitudes, goals and experience
- Each person receives quality services which are effectively and efficiently governed.