



Australian Government  
Department of Social Services

# National Standards for Disability Services

Making sure that people with disability receive good quality services.



## Standard 1: Rights

You have the right to be treated fairly when you use disability services.



## Standard 2: Participation and Inclusion

You can take part in the community and feel included when you use disability services.



## Standard 3: Individual Outcomes

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



## Standard 4: Feedback and Complaints

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



## Standard 5: Service Access

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



## Standard 6: Service Management

Disability services should be managed well.