

Service Standards

Access Ability operates under the same standards as Disability Services Commission. There are 9 standards and they are as follows:

STANDARD 1	Service Access Each consumer seeking a service has access to a service on the basis of relative need and available resources.
STANDARD 2	Individual Needs Each person with a disability receives a service which is designed to meet, in the least restrictive way, his or her individual needs and personal goals.
STANDARD 3	Decision Making and Choice Each person with a disability has the opportunity to participate as fully as possible in making decisions about the events and activities of his or her daily life in relation to the services he or she receives.
STANDARD 4	Privacy, Dignity and Confidentiality Each consumer's right to privacy, dignity and confidentiality in all aspects of his or her life is recognized and respected.
STANDARD 5	Participation and Integration Each person with a disability is supported and encouraged to participate and be involved in the life of the community.
STANDARD 6	Valued Status Each person with a disability has the opportunity to develop and maintain skills and to participate in activities that enable him or her to achieve valued roles in the community.
STANDARD 7	Complaints and Disputes Each consumer is free to raise and have resolved, any complaints or disputes he or she may have regarding the service provider or the service.
STANDARD 8	Service Management Each service provider adopts sound management practices which maximize outcomes for consumers.
STANDARD 9	Protection of Human Rights and Freedom from Abuse and Neglect The service provider acts to prevent abuse and neglect, and to uphold the legal and human rights of consumers.
