



About the Queensland Disability Service Standards

At the heart of the Disability Sector Quality System (DSQS) are ten Service Standards. The purpose of these standards is to ensure that people with a disability receive quality services, and that their rights are acknowledged by service providers. Service users can make suggestions on how they would like to give input to the services they receive, and expect such opportunities to be provided by the service provider.

Each standard has a series of indicators and processes, and service providers need to be able to show an independent assessor how they meet each of these. Service providers need to ensure they have policies and practices in place that address each of the indicators and are working to continuously improve their service delivery. Service providers are required to offer a number of ways for people with a disability, their families, carers and advocates, to provide feedback on their policies and practices, and participate in the planning and continual improvement of their services.

The intended outcome for people with a disability is improved quality of services and a greater say in the services they receive.

What are the Service Standards and what do they mean?

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Service Standard 1 – Service access

Every eligible person seeking a service has equal access, and that those with the highest level of need are given priority for entry.



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Service Standard 2 – Individual needs

People with a disability have confidence that their service provider will work with them to plan how to meet their individual needs and achieve their personal goals.

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Service Standard 3 – Decision-making and choice

Service providers must be able to show what they do to encourage participation from those with a disability in decisions about the services they receive, how they support the choices of those with a disability, and how they are able to respond flexibly and safely to changing needs.

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Service Standard 4 – Privacy, dignity and confidentiality

All people with a disability have the right to be treated with dignity and respect in all aspects of their lives, to have their privacy safeguarded, and to have the confidentiality of their personal information protected.

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Service Standard 5 – Participation and integration

Service providers are required to provide opportunities for inclusion of people with a disability into the life of the community, and to support their participation in community activities.





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Service Standard 6 – Valued status

Service providers work with people with a disability to develop their skills and abilities to enable them to make a valued contribution to the community, and to promote a positive image of people with a disability.

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Service Standard 7 – Complaints and disputes

People with a disability need to feel confident about raising complaints with a service provider without fear of retribution or disadvantage. Service providers must show how they support and encourage people with a disability to raise issues of concern and areas of dissatisfaction, how they manage the process of resolving complaints, and how complaints received resulted in service improvements.



8

Service Standard 8 – Service management

Service providers must comply with all relevant laws and regulations, be accountable, and ensure they monitor their own service delivery against the requirements of the Disability Sector Quality System so that those with a disability can be assured the services they receive are efficient and are effectively managed.

9

Service Standard 9 – Protection of legal and human rights and freedom from abuse and neglect

The upholding of the legal and human rights of each person with a disability, and the taking of action to prevent and/or respond to allegations of abuse and neglect, are the responsibilities of every service provider.

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Service Standard 10 – Staff recruitment, employment and development

People with a disability have confidence that staff employed by service providers will have the skills and knowledge to enable them to provide support that is responsive to the needs of a person with a disability.



For more information contact:

Disability information service

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* Calls from mobile phones are charged at applicable rates

Related material:

Brochure: The quality system: what it means for people with a disability, families and carers

Brochure: Disability Sector Quality System: Your participation

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