

National Standards for Disability Services



The National Standards for Disability Services are rules that provide guidelines for **Ostara Australia** to ensure we provide you with quality employment services.

STANDARD 1: RIGHTS

YOUR RIGHTS

I have the right to exercise control and choice when I use services or supports. I also have the right to dignity of risk and to be free from discrimination or harm.

YOUR OUTCOMES

I can make choices about the services and supports I use and how I use them. When I use a service or support, I am respected and safe.

OSTARA AUSTRALIA STANDARDS

Ostara Australia promotes individual rights to freedom of expression, self-determination and decision making and actively prevents abuse, harm, neglect and violence.

STANDARD 4: FEEDBACK & COMPLAINTS

YOUR RIGHTS

I have the right and freedom to give positive and negative feedback about all aspects of my supports and services and expect to see improvements as a result. I also have the right to independent advice and support to provide feedback or make a complaint when I need it.

YOUR OUTCOMES

I have a range of ways to speak up about my supports and services and play an active role in working out how things will improve. I know how to access independent support and advice when providing feedback or making a complaint.

OSTARA AUSTRALIA STANDARDS

Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.

STANDARD 2: PARTICIPATION & INCLUSION

YOUR RIGHTS

I have the right to participate in my chosen community. I also have the right to decide how I have contact with family, friends and community.

YOUR OUTCOMES

I follow my interests, with the support of my services, family, friends, carers or advocates.

OSTARA AUSTRALIA STANDARDS

Ostara Australia works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in the society.

STANDARD 5: SERVICE ACCESS

YOUR RIGHTS

I have the right to access a service based on fair and equal and transparent criteria, and support for referral when a service is not available.

YOUR OUTCOMES

I understand what the service offers; access to the service is fair and equal and I am supported with other options when I can't access a service.

OSTARA AUSTRALIA STANDARDS

Ostara Australia manages access, commencement and leaving a service in a transparent, fair and equal and responsive way.

STANDARD 3: INDIVIDUAL OUTCOMES

YOUR RIGHTS

I have the right to lead and direct decisions about my life and how the services I use support me.

YOUR OUTCOMES

I use services and support which build on my strengths and support me to reach my life goals.

OSTARA AUSTRALIA STANDARDS

Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.

STANDARD 6: SERVICE MANAGEMENT

YOUR RIGHTS

I have the right to services and supports that are effectively managed, regularly reviewed, accountable and contemporary.

YOUR OUTCOMES

My strengths and needs are effectively supported through soundly managed services.

OSTARA AUSTRALIA STANDARDS

Ostara Australia has effective and accountable service management and leadership to maximise outcomes for individuals.