



Autism
Association of **WESTERN AUSTRALIA**

National Standards for Disability Services: A guide for individuals



What are the National Standards for Disability Services?

The National Standards for Disability Services are the guidelines the Autism Association follows when we provide services to you and your family.

The 6 National Standards for Disability Services are:

- ✓ Standard 1: Rights
- ✓ Standard 2: Participation and Inclusion
- ✓ Standard 3: Individual Outcomes
- ✓ Standard 4: Feedback and Complaints
- ✓ Standard 5: Service Access
- ✓ Standard 6: Service Management

Like everyone else in the community, people with disabilities have rights too.

- You have the right to access services you choose, to participate in your community and make decisions about your life.
- Your family, carers and advocates play a large role in your life. We will respect their right to be included in the decisions you make.
- We will uphold your rights, treat you with dignity and respect and give you the opportunity to speak up if you are not happy with your service.
- We will respect your privacy. Privacy means we will keep your information safe. We do not tell other people your information.



There are many things to discover and experience in the community.

- When you receive services from the Autism Association we will support you to participate in community activities.
- We will help you to use community facilities and services, if that is what you choose.
- When we write a service plan with you, we will learn what you like to do.
- We will respect everything about you when we are helping you make choices and decisions. We will respect your age, whether you are a man, woman or transgender, your cultural background, religion or faith, your sexuality and whether or not you are married.

We will support you to design a life that you choose.

- We will help you make goals and give you the support to achieve them.
- We will include the important people in your life when planning your service. You have the right to choose the people you want to have in your life.
- If we can't help you, we will work with your service providers who may be able to help. This is called a referral.

Your feedback is important to us.

- We will listen to your feedback and we will make changes if there are any problems with our services. Your feedback will help us improve our services.
- We will make sure that you are never made to feel bad for letting us know if there is a problem. We will involve you in the complaints process. We will let you know what is happening with the complaint.
- You or your family have the right to seek advice from people other than the Autism Association, if you are unhappy with our service.



We want to make it easy for you to find out about services.

- You will be given information about our services in a friendly and supportive way.
- We will give you information in a way that suits your communication needs.
- We will explain if you need to wait before you can use the service.
- If we cannot provide you a service, we will explain why. We will suggest other providers and services that may be able to support you.



You can expect to receive a good service that is managed well.

- We will work hard to make sure your service is good and meets your needs.
- We have good procedures in place to manage finances, staff and safety.
- We will train your staff so they are good at their jobs and can help you reach your goals.
- We will obey all the laws that apply when providing you with support.

Where can I find out more?

You can find the full standards document by opening the Department of Social Services website at <https://www.dss.gov.au/our-responsibilities/disability-and-carers/standards-and-quality-assurance/national-standards-for-disability-services>.

Did you know?

People who participate in the National Disability Insurance Scheme (NDIS) are protected by the NDIS Quality and Safeguarding Framework. The National Standards for Disability Services guided the development of the Framework.

The Framework started in Western Australia on 1st December 2020. You can find out more about this from the NDIS Quality and Safeguards Commission at www.ndiscommission.gov.au.

This information can be translated into different languages or produced in different formats upon request.

The Autism Association of WA offers a wide range of services across all stages of life

Services include:

- Diagnosis
- Autism Advisors and family support for newly diagnosed children
- Early childhood services
- School support service and therapy services for school aged children
- Therapy and clinical services for adults with Autism
- Community living support: shared and individual homes
- Short Breaks (Respite)
- Individual support programs tailored to individual needs, including post school options
- Employment placement and support program
- Professional development and training services
- Regional support
- Parent training and support groups



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