



Australian Government

Department of Families, Housing,
Community Services and Indigenous Affairs

Standard 1 – A fair go for everyone



Your service must treat you right no matter what.

Your service should have fair rules that must be written down so you can see them if you want to.

If a service says they cannot help you, they must have a good reason.

For more information talk to your service provider.



Standard 2 – Getting help that is right for you



Your service should help you the way that is best for you and not just the way that is easiest for them.

Your service can help you:

- to think about your goals
- to work out a plan to meet your goals
- to follow your plan
- to keep your plan up to date.

For more information talk to your service provider.



Standard 3 – Having your say



Your service has to give you choices and act on what you have said.

Your service has to listen to you about:

- what kind of jobs you want
- how your service can do things better.

For more information talk to your service provider.



Standard 4 – Respecting your privacy



Your service must always treat you with respect.

Your service must keep your information in a private place. If your service wants to give your information to anyone else, they must ask you first.

For more information talk to your service provider.



Standard 5 – Taking part in the community



Your service should help you:

- to be involved in the community
- use services in the community
- get a job in the community.

For more information talk to your service provider.



Standard 6 – Being important in the community



Your service should help you be important in the community by:

- helping you to find jobs
- helping you to learn new skills to get jobs
- helping you to keep your skills up to date
- building your confidence in your skills and abilities.

For more information talk to your service provider.



Standard 7 – Getting something done about a complaint



If you have a complaint your service should:

- listen to you
- be happy to help you
- help you explain what the problem is
- try to fix your problem
- tell you about other people or places you can talk to about your complaint.

Your service must keep your complaint private.

For more information talk to your service provider.



Standard 8 – Running the service well



Your service should be well organised and managed.

Your service should listen to you and act on what you say to make the service better.

For more information talk to your service provider.



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Standard 9 – Your right to fair wages and conditions



People with disabilities should have the same rights at work as everyone else.

You have a right to fair and safe employment conditions, the same as a person without a disability.

For more information talk to your service provider.



Standard 10 – Learning the right skills for your job



Good training and support means you have the skills to get a job you like.

Your service must give you the training you need:

- to find a job that you will like
- to keep a job
- to learn how to do new jobs
- to keep your skills up to date.

For more information talk to your service provider.



Standard 11 – Having staff that know the best way to help you



Your service should:

- know what skills the staff need to help you
- find the right staff to help you
- make sure the staff keep their skills up to date.

For more information talk to your service provider.



Standard 12 – Being safe and respected



Your service must stand up for your rights:

- at work
- when you are training.

They must make sure that nobody can:

- hurt you
- talk to you in a way that you don't like
- disrespect you because of your disability.

If you ask your service for help, they must do their best to help you.

For more information talk to your service provider.