Excerpt from:

National Standards for Disability Services

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National Standards for Disability Services

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# Standard One:

## Rights

The intent of this standard is to promote ethical, respectful and safe service delivery which meets, if not exceeds, legislative requirements and achieves positive outcomes for people with disability. The Human Rights principles are relevant across all the standards and each standard supports the achievement of basic rights. This standard has a focus on particular rights such as self-determination, choice, privacy and freedom from discrimination.

The standard recognises people’s inherent right to freedom of expression and the right to make decisions about and exercise control over their own lives. It reinforces the fundamental right of people with disability to have respect and dignity. This includes the dignity of risk - the right to choose to take some risks in life.

The standard acknowledges the risks of harm, neglect, abuse or violence which some people with disability may face when using services or supports. The standard highlights the roles for services and supports, families, friends, carers and advocates in reducing these risks. The standard promotes individual rights and individual and service responsibility.

The standard emphasises the importance of:

* dignity and respect;
* freedom of expression;
* self-determination;
* choice and control;
* confidentiality and privacy;
* freedom from discrimination, exploitation, abuse, harm, neglect and violence;
* the role of families, friends, carers and advocates in the safeguarding of rights; and
* comprehensive systems to prevent or promptly respond to any breaches of rights.

### Rights for people

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.

### Outcomes for people

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

### Standards for service

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

## Indicators of Practice

1:1 The service, its staff and its volunteers treat individuals with dignity and respect.

1:2 The service, its staff and its volunteers recognise and promote individual freedom of expression.

1:3 The service supports active decision-making and individual choice including the timely provision of information in appropriate formats to support individuals, families, friends and carers to make informed decisions and understand their rights and responsibilities.

1:4 The service provides support strategies that are based on the minimal restrictive options and are contemporary, evidence-based, transparent and capable of review.

1:5 The service has preventative measures in place to ensure that individuals are free from discrimination, exploitation, abuse, harm, neglect and violence.

1:6 The service addresses any breach of rights promptly and systemically to ensure opportunities for improvement are captured.

1:7 The service supports individuals with information and, if needed, access to legal advice and/or advocacy.

1:8 The service recognises the role of families, friends, carers and advocates in safeguarding and upholding the rights of people with disability.

1:9 The service keeps personal information confidential and private.