

# **Amendment to Queensland Disability Service Standards**

## **Standard 1: Service access**

**Each person with a disability seeking a service has access to the service on the basis of relative need and within available resources.**

This standard is intended to ensure the service provider implements policies and practices that:

- provide an open and accountable process for prioritising entry needs of potential service users and the service providers' capacity to meet these needs
- define the circumstances in which service users can exit from or no longer have access to the service.

### **Service Standard Indicators**

1.1 The service provider has eligibility criteria, where relevant, and entry rules in place for potential users to access the service based on capacity, available resources and funding.

1.2 The service provider adopts and applies non-discriminatory eligibility criteria and entry rules with respect to age, gender, race, culture, religion, and disability, consistent with funding obligations, applicable legislation and purpose of the service.

1.3 The service providers entry and exit procedures are fair, equitable and consistently applied.

1.4 Service users are provided with information and support to access a family member, independent advocate or other support person of their choice to assist them when entering or exiting a service.

1.5 The service provider, in situations where they cannot provide a service to people with a disability, provide information and/or a referral to alternative services where relevant.

Department of Communities

Effective from 21 May 2010



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## **Standard 2: Individual needs**

**Individual needs and personal goals are met in the least restrictive way possible and within available resources.**

This standard is intended to ensure the service provider implements policies and practices that:

- assist people with a disability in the least restrictive way, to plan, monitor, achieve and review their individual needs and personal goals
- provide flexible support in order to meet the changing needs, goals and aspirations of people with a disability.

### **Service Standard Indicators**

2.1 A personalised plan is developed with each service user consistent with individual goals and objectives.

2.2 The personalised plan for each service user includes a clear articulation of what support will be provided and how the support will be delivered.

2.3 The service provider provides opportunities for service users to engage the support of people of their choice in the development of personalised plans.

2.4 Each service user and or their nominated support person are provided with a copy of his/her personalised plan in appropriate formats.

2.5 The personalised plan of each service user is reviewed within an agreed timeframe.

2.6 The health and wellbeing needs of each person is considered in the development of their personalised plans.

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