

# 6

## Standard 6 Valued Status

Activ must:

- Give you a chance to develop your skills
- Give you the chance to do things in your community
- Encourage you in your community role



# 7

## Standard 7 Complaints and Disputes:

Activ must:

- Listen to your complaints
- Help you sort out any problems with the Service of the staff quickly
- Ensure that everyone feels OK about complaining



# 8

## Standard 8 Service Management:

Activ must:

- Be well organised and follow the Standards
- Check that you are pleased with the results for you



# 9

## Standard 9 Protection of Human Rights and Freedom from Abuse and Neglect:

Activ must:

- Take steps to try to stop abuse and neglect of you
- Stand up for your legal and human rights



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# Nine Disability Services Standards



## The Disability Services Act says:

All services that get money from the government to help people with a disability have to follow the

# Nine Disability Services Standards

## 1 Standard 1 Service Access:

Activ must:

- Help you when you are looking for services
- Have rules that do not discriminate
- Let you know ways to enter and leave the service



## 2 Standard 2 Individual Needs:

Activ must:

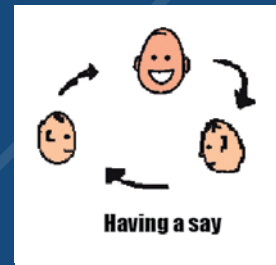
- Help you plan out your plan/goals.
- Put into action and follow your plan.
- Update you plan when you need to.



## 3 Standard 3 Decision Making and Choice:

Activ must:

- Give you choices
- Listen to what you say about the service you get



## 4 Standard 4 Privacy Dignity and Confidentiality

Activ must:

- Keep your information private
- Treat you with respect



## 5 Standard 5 Participation and Integration:

Activ must:

- Help you be part of your local community
- Help you do the same sorts of things others do in the community

