

National Standards for Disability Services

Standard 6: Service Management

**Disability services should be
managed well.**



What are my rights about Standard 6: Service Management?



You have the right to use a service that is managed well.

Good management includes things like:



- having good staff



- making sure there are no problems, or fixing problems if they happen



- having good processes and ways of working



- communicating well.

What should my service do?

Your service should:



- have staff who are well trained and who are good at their jobs



- obey all the laws that apply

Process

↓
Finances
Staff
Safety



- have good processes in place to manage finances, staff and safety



- learn from the feedback they receive and make improvements



- ask other people, including people with disability, families and carers, advocates and others, if the service is working well.

References:

2015 National Standards for Disability Services Easy English version Booklet.

Pictures by Photosymbols and custom images.