



SHAPINGOUTCOMES

Here to support children thrive, connect & belong



NSW DISABILITY SERVICE STANDARDS

The NSW Disability Service Standards and practices aim to improve the delivery of services to people with a disability, their families and carers. The standards to provide assurance that service providers, like Shaping Outcomes, are complying with the NSW Department of Ageing Disability and Home Care's approach to quality reform.



STANDARD 1 RIGHTS

Each person receives a service that promotes and respects their legal and human rights and enables them to exercise choice like everyone else in the community

- You know and understand your rights and can expect to have them respected
- We uphold and promote the legal and human rights of each person



STANDARD 2 PARTICIPATION & INCLUSION

Each person is encouraged and supported to contribute to social and civic life in their communities

- You are encouraged and supported to participate in your community in ways that are important to you
- We develop connections with the community to promote opportunities for active and meaningful participation



STANDARD 3 INDIVIDUAL OUTCOMES

Each person is supported to exercise choice and control over the design and delivery of their supports and services

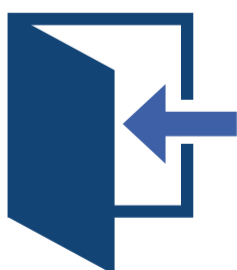
- We promote person centered decision making
- We embed person centered approaches to planning to enable each person to achieve their individual outcomes



STANDARD 4 FEEDBACK & COMPLAINTS

When a person wants to make a complaint, the service provider will make sure the person's views are respected, that they are informed as the complaint is dealt with, and have the opportunity to be involved in the resolution process

- You are provided with information and support to make a complaint
- You are treated fairly by Shaping Outcomes when making a complaint
- We handle and manage your complaint quickly and effectively



STANDARD 5 SERVICE ACCESS

Each person is assisted to access the supports and services they need to live the life they choose

- We provide you with information about our services
- We have clearly defined processes to access our services
- We work with other organisations to increase each person's support options



STANDARD 6 SERVICE MANAGEMENT

Service providers are well managed and have strong and effective governance to deliver positive outcomes for the people they support

- You receive quality services that are well managed and delivered by staff with the right values, attitudes, goals and experience
- You receive quality services which are effectively and efficiently governed