

## SERVICE ACCESS

Fair and equitable practices that are consistent with funding obligations, applicable legislation and purpose of the service are applied when managing and allocating resources.

Someone to help ME



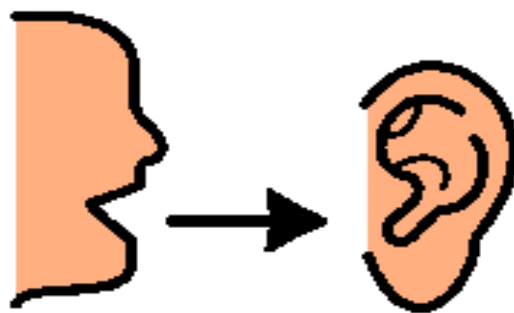
enter a service



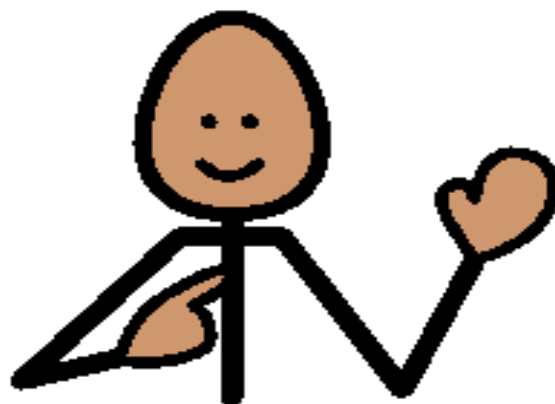
who is supportive



who listens to ME



who understands MY needs



who is fair and equal



## INDIVIDUAL NEEDS

Planning and support is tailored, flexible, responsive and appropriate to the individual.

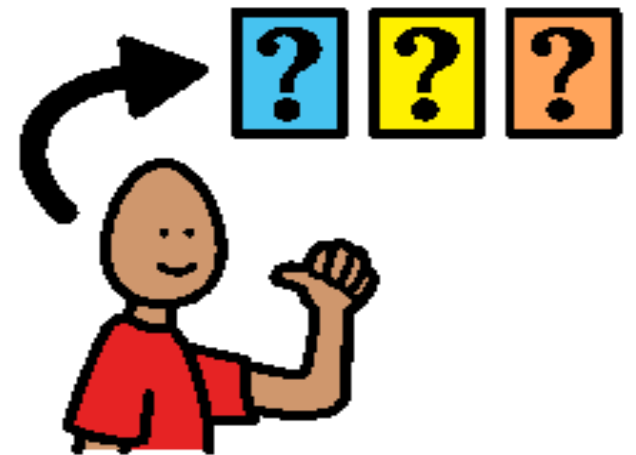
Working together



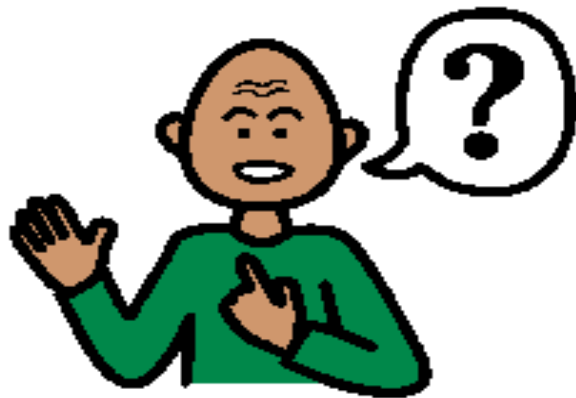
to reach MY Goals



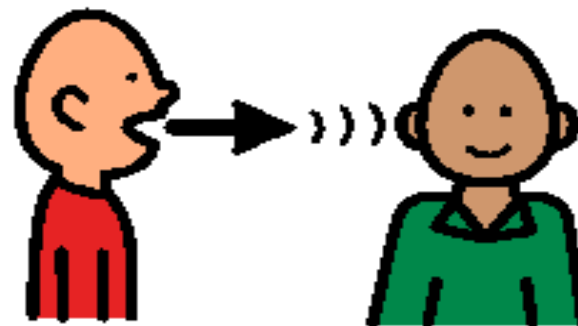
in a way I choose



through asking questions



and listening to MY needs



will make ME happy



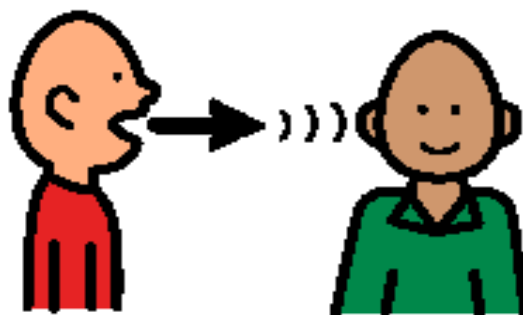
## DECISION MAKING AND CHOICE

Support options are planned, developed, implemented and reviewed in a manner that is responsive to the decisions, choices and aspirations of individuals.

MY staff



listen to MY needs



MY wants



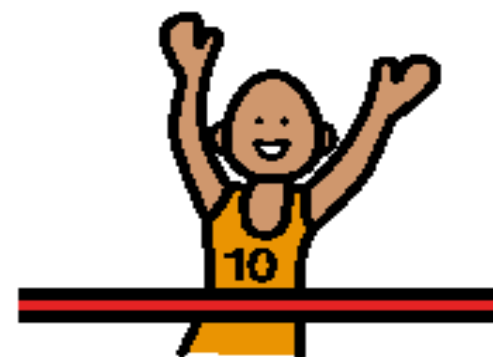
MY dreams



and help ME



to achieve them



PRIVACY, DIGNITY AND CONFIDENTIALITY  
Privacy, dignity and confidentiality are respected and maintained.

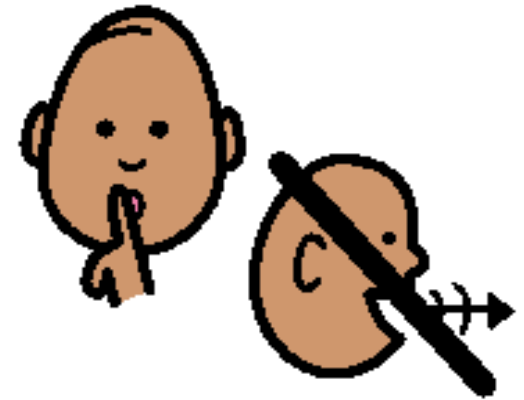
I AM ME



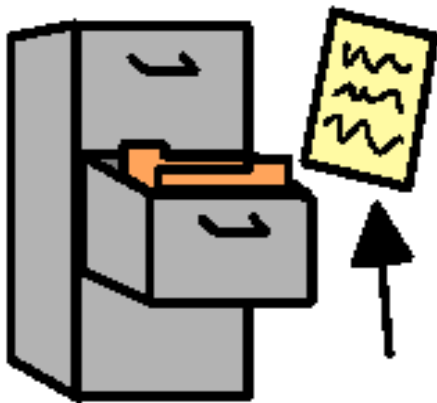
Please respect ME



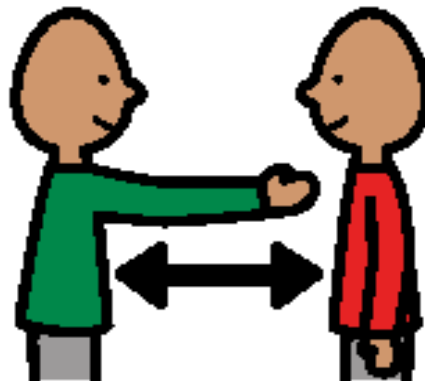
Please respect MY privacy



My personal information  
is Important to ME



Please respect MY space



Please Respect MY feelings



## PARTICIPATION AND INTERGRATION

Support options are planned, developed, implemented and reviewed in a manner that builds opportunities for individuals to participate in the life of the community.

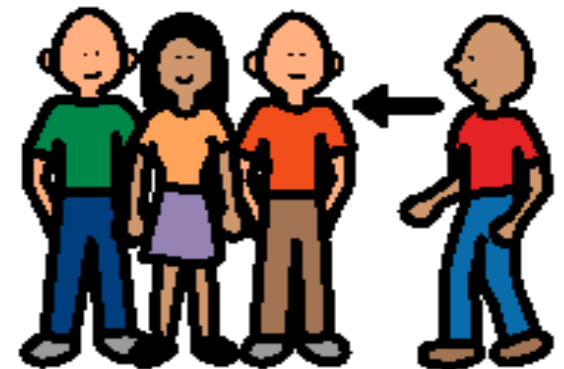
Support ME



to be in the Community



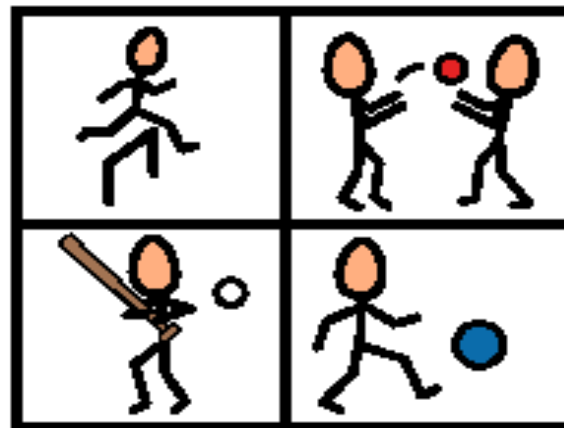
as a included member



doing valued tasks



or recreation



with everybody else



## VALUED STATUS

Support options are planned, developed, implemented and reviewed in a manner that recognises skills, abilities and potential of individuals and enables the achievement of valued roles in the community.

Support ME



to develop the skills I have



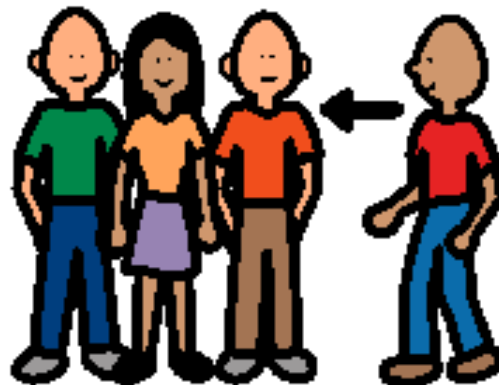
to learn new things



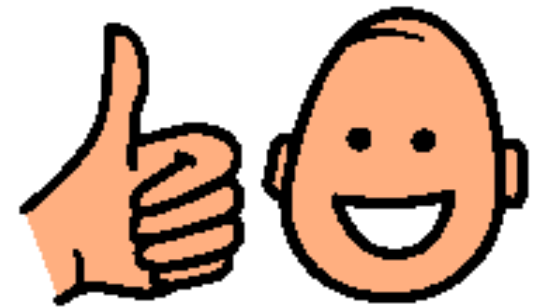
to help others



to join in



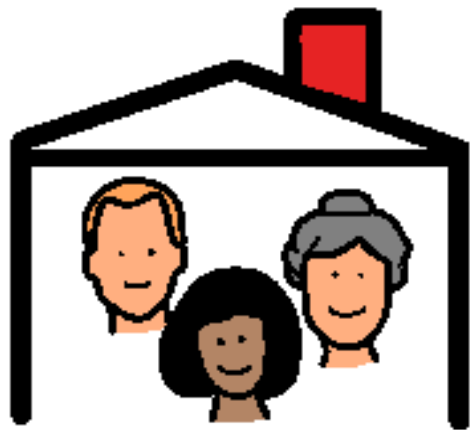
IM good at this



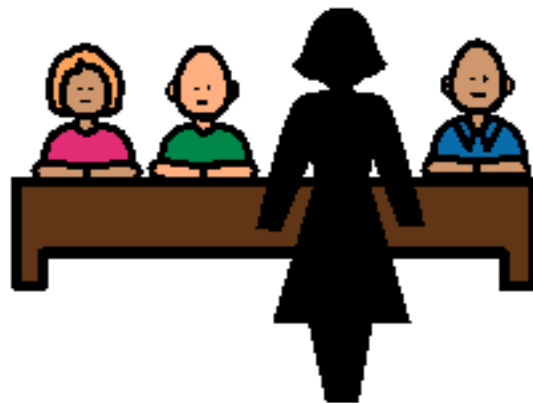
## SERVICE MANAGEMENT

Management and governance practice is sound, accountable and consistent with current disability support policy and practice.

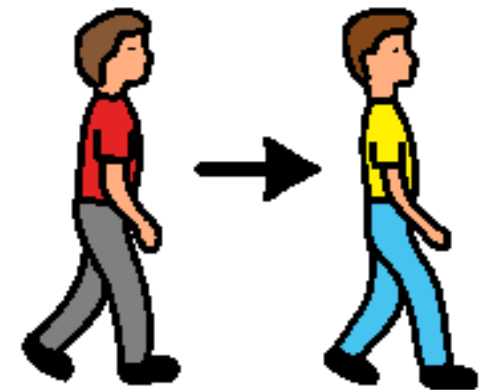
MY Staff



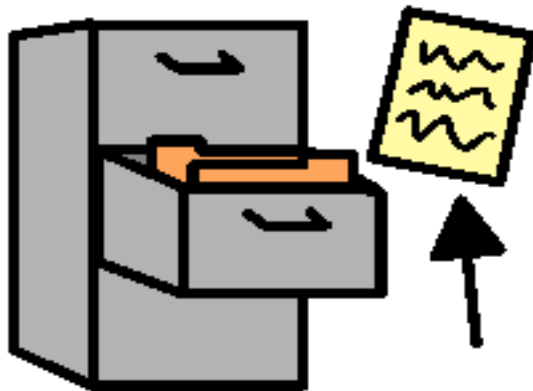
have been taught the right skills



to follow the rules



and document evidence



to keep me safe



by following the guidelines



## FREEDOM FROM ABUSE AND NEGLECT

Supports are provided in safe and healthy environments that support individuals to exercise their legal and human rights.

I am supported



to exercise my rights



and kept from avoidable injury



and abuse or neglect



and that my environment



is happy and i feel safe

