



National Disability Service Standards

In order to provide a quality service for our clients, Riding for the Disabled Association (NSW) endeavours at all times to comply with, implement and measure all our activities against the new six (6) National Disability Service Standards.

Below is a brief overview of these standards, however further information is available from the website www.adhc.nsw.gov.au.

Revised National Standards

1. Rights

Focus on people with a disability receiving services that promote and respect their legal and human rights and which enable them to exercise choice and participation like everyone in the community.
Rights are incorporated across all the standards below

2. Participation and Inclusion

Focus on people with a disability being valued members of their communities through active and meaningful participation

3. Individual Outcomes

Shift to person-centred approaches, providing information and support that reflects a person's individual and cultural needs

4. Feedback and Complaints

Each person can expect a complaint to be dealt with in a manner that reflects their individual and cultural needs, and have support and the opportunity to participate fully in the process of complaints' resolution, without retribution

5. Service Access

Focus on the importance of readily available information that is adapted to individual need and outlines the features and capacity of services so that each person knows how to access a service and is treated fairly by service providers

6. Service Management

Each person receives quality services that are well managed and delivered by Staff with the right values, attitudes, goals and experience.
Each person receives quality services which are effectively and efficiently governed.