

Statement of Principles for Service Providers

National Disability Services (NDS) is committed to assisting its members to provide high quality services and enhance the life opportunities and choices available to Australians with disabilities. This Statement of Principles outlines features of a quality service system that people with disability, their families and carers have a right to expect. It is aspirational and educational: it aims to help foster a responsive service system.

NDS is not equipped to operate a system of inspection or accreditation in respect of the Principles. Instead NDS relies on the fact that in receiving public funds its members are bound by disability legislation and service standards.

The following Principles complement the Disability Service Standards. Membership of NDS entails agreement with these Principles.

1. The provider respects the individual needs and choices of the people who use the service and seeks to model services around those needs and choices.
2. The provider promotes and supports the informed decision-making and the self-determination of the people who use the service.
3. The provider protects the dignity, privacy and confidentiality of individuals being supported, and discloses any limitations on its ability to guarantee full confidentiality.
4. The provider has policies and procedures to protect the people who use the service from abuse and to uphold their human rights.
5. The provider takes responsibility for ensuring competent and safe work practices based on applicable standards, continually striving to enhance staff competencies, knowledge and skills.

6. The provider exercises judgment within its area of expertise and the limits of its staff members' qualifications. Where it lacks expertise, it collaborates with other services and agencies, seeks advice, or makes referrals.
7. The provider regularly evaluates the effectiveness of services, measuring performance against objective service outcomes and consulting with the people who use the services and their families or carers.
8. The provider promotes continuous improvement in service delivery, encouraging an organisational culture that fosters professional development and constructive service innovation.
9. The provider promotes efficient service delivery without compromising quality.
10. The provider fosters the inclusion of people with disabilities in the community.
11. The provider fulfills commitments in good faith and in a timely manner.
12. The provider acts with honesty, integrity, and fairness.
13. The provider shall respect the rights of individuals regardless of their race, creed, religion, sex, age, sexual orientation, national origin, or disability.
14. The provider ensures that services are delivered in a manner that is sensitive to cultural differences.

August 2009

