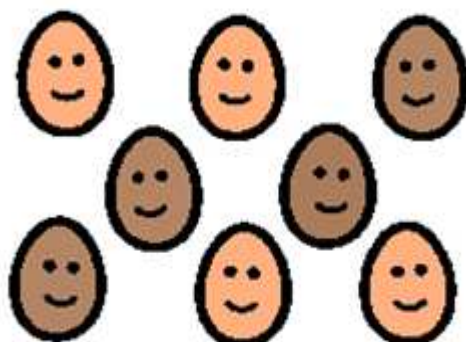


# National Standards for Disability Services

What did people say about the National Standards?



Easy Read with Pictures

June 2011

Co-Authored

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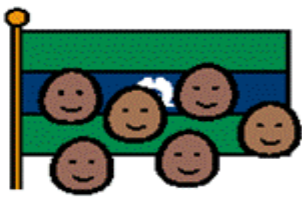


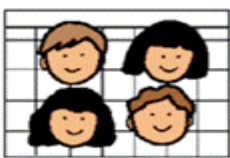



[www.widger.com](http://www.widger.com). Further information from

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## About this booklet

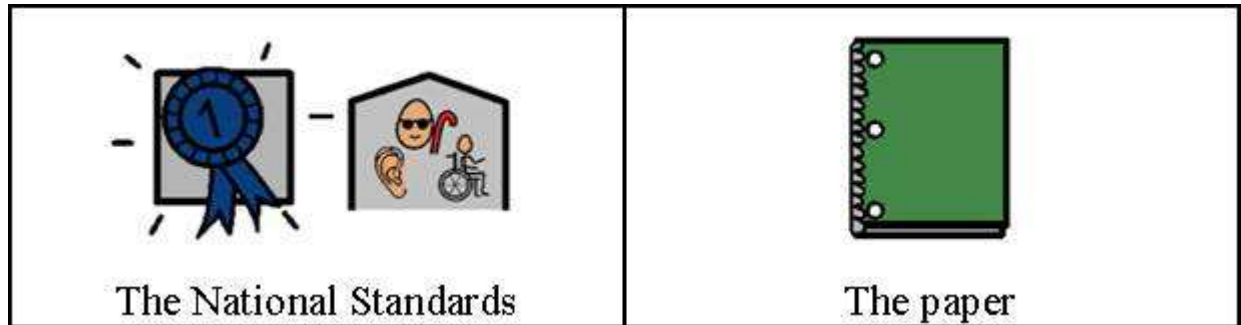
### Who is this booklet about?

These are the pictures for all the different people in this booklet.

 <p>People with a disability</p>	 <p>Aboriginal</p>	 <p>Torres Strait Islanders</p>
 <p>People who speak another language</p>	 <p>Families/carers</p>	 <p>Service providers or staff</p>
 <p>Other people with jobs in disability</p>	 <p>Government</p>	 <p>Researchers</p>

## What else is this booklet about?

This booklet is about a paper on the National Standards. These are the pictures:

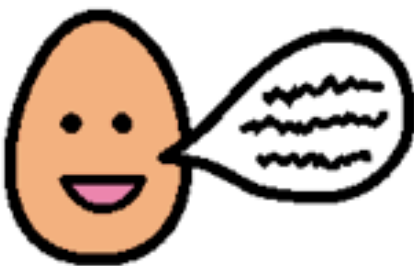


# About the National Standards and how everyone got to have a say



## What are the National Standards?

The National Standards are rules for staff at your service to follow. The rules say what staff need to do for you to have a good life, and to help you get the things you want, need and should have.

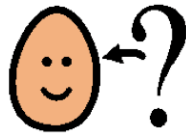


## Why did people have a say on the National Standards?

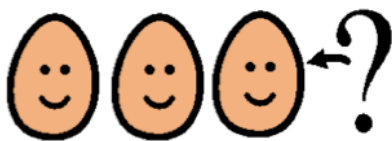
People had a say on the National Standards because the National Standards are too old and need new ideas.

# How did people have a say on the National Standards?

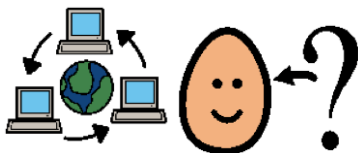
People had a say on the National Standards by:



- Answering questions by talking with just one person.



- Answering questions by talking in a group.



- Answering questions by writing on the internet.

# Who had a say on the National Standards?

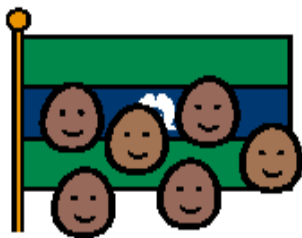
Lots of groups of people had a say:



- People with a disability



- Aboriginal and Torres Strait Islanders

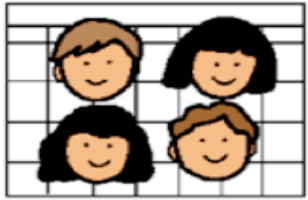


- People who speak another language

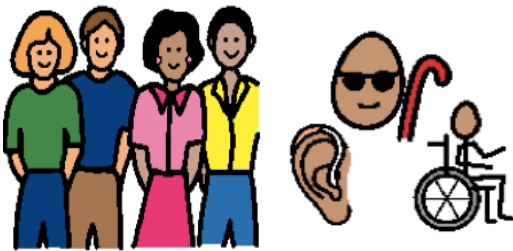




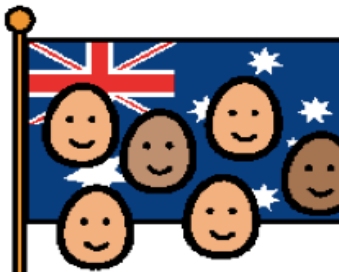
- Family members and carers



- Service providers or staff



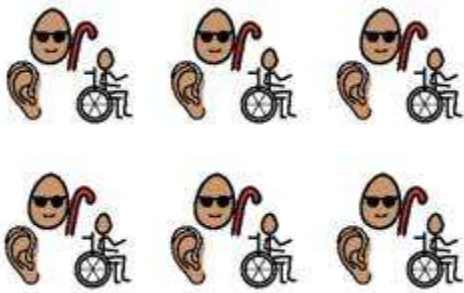
- Other people who have jobs in disability



- Government



## How many people with a disability had a say?



Lots of people with a disability had a say. There were more people with a disability who had a say than any other group.

## What happened to the things everyone said?



The things that everyone said were written down. Then some researchers worked out what most people agreed on.



The researchers wrote a paper about how people thought the National Standards should change.

They gave their paper to the government.

## What is going to happen now?



The government is going to look at the ideas and decide what to do.

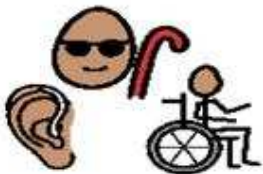


Soon the government will make some changes to the National Standards.

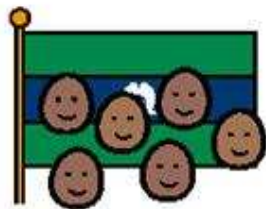
# What did people say about the National Standards?



## How much do people know about the National Standards?

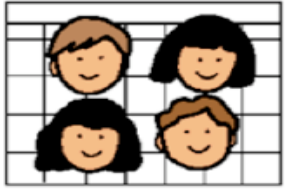


These people said they only knew a little bit about the National Standards:

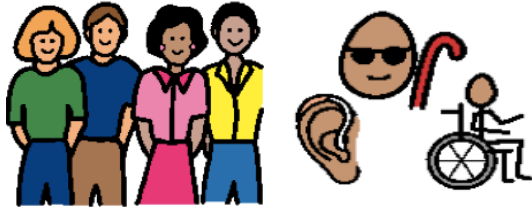


- People with a disability
- Family members and Carers
- Aboriginal and Torres Strait Islanders
- People who speak another language

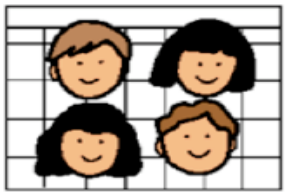




But staff, service providers and other people with jobs in disability know more.



## Who uses the National Standards?



The only people who said they use the National Standards a lot were staff and service providers, but they weren't always sure if it was their job to tell other people about them.

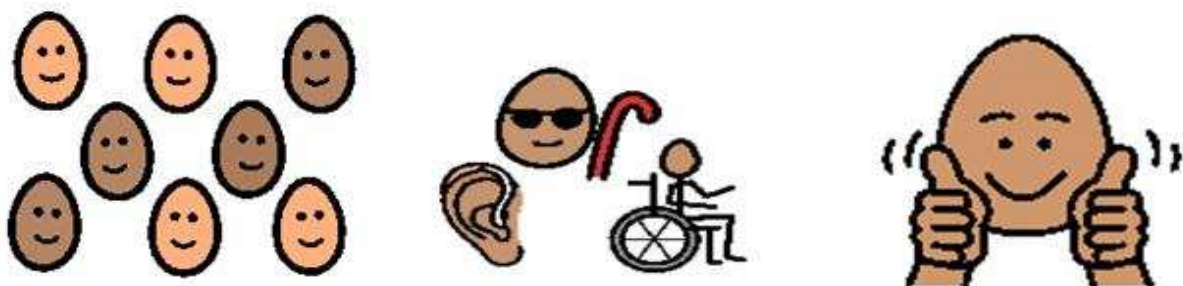


## What did people say about the reason for the National Standards?



## What did everyone think the main reason is for having the National Standards?

Everyone thought the National Standards should help people with a disability have a good life, and to help them get the things they want, need and should have.



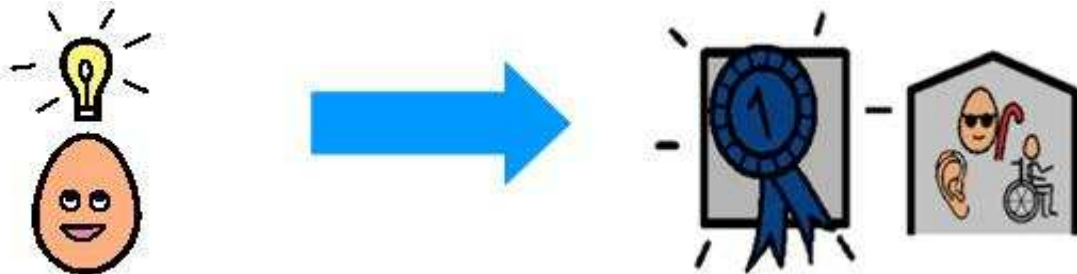
## People thought there were other reasons about what Standards should do:



- To help know what services are meant to do.
- Services should try and do the same things.
- To say how good a service should try to be.
- To help the government.



# What did people say about the ideas in the National Standards?



## Do any of the ideas need to be changed?

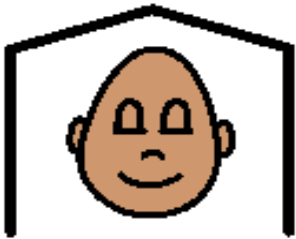
Everyone liked most of the ideas in the National Standards, but thought there should be more about:



- How people with a disability take part in making choices.
- Things you want to do, like work, learning or things in the community.
- Respect.
- What a good service means for different people.

## Did people think there should be any new standards added?

Lots of people agreed that there should be three new standards about how your service should:



1. Be safe, so that you don't get hurt or treated badly.



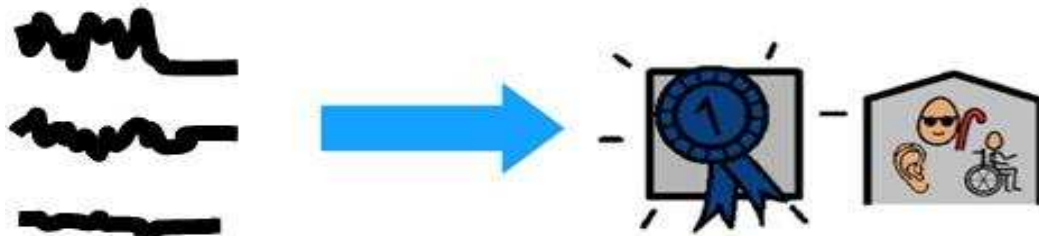
2. Listen to the things you need for your religion or culture.



3. Work with your family to help get the right things for you.



# What did people say about the words in the National Standards?



## Could everyone understand the words in the National Standards?



Most people said that they could understand most of the words in the National Standards, but everyone used different words when they were talking about the National Standards.



People who speak another language found it hard to understand.



Some people with a disability used an Easy Read copy.



## **Were there any problems with the words?**

There were some problems with the words:

- Some words are old and not ones that people use anymore.
- Some words aren't explained enough.
- Some words are hard to understand.

# What did people say about how easy or hard it is to find out about and use the National Standards?

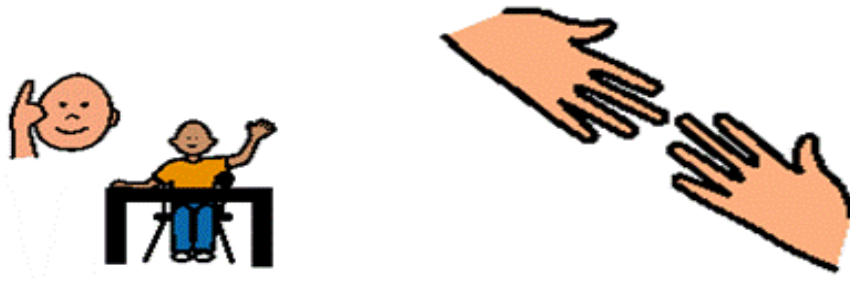


## Did people think it was easy or hard to find out about and use the National Standards?

People with a disability and people who speak another language thought it was hard to find out about and use the National Standards.



Everyone said they wanted more help to understand the National Standards.



## **What makes it hard to find out about and use the National Standards?**

Some of the things that make it hard are:

- Not enough learning or help from staff.
- Not knowing how to use them.

# What did people say about how the National Standards should work with other rules?



## Which other rules did people think the National Standards should work with?

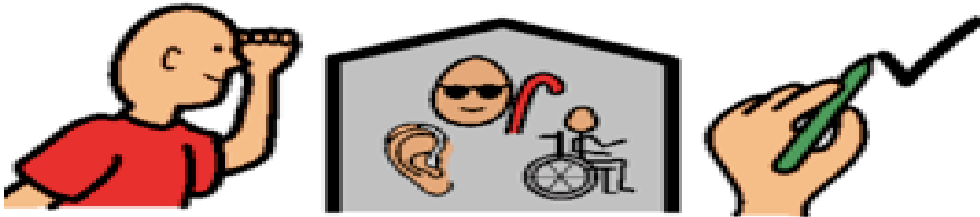
Most people said the National Standards should work with:

- An important set of rules that a lot of countries have agreed to – called the ‘United Nations Convention on the Rights of Persons with Disabilities’.

## How many sets of National Standards should there be?

Everyone thought there should be only one set of National Standards.

## What did people say about the idea of someone checking to see how well staff use the National Standards?



### Did everyone think it is a good idea to check how well staff use the National Standards?

Everyone thought it was a good idea to check.



### Who did people think should do the checking?

Everyone thought that there should be a special group for checking. People in the group shouldn't work for your service or the government.

## Who should get to have a say?

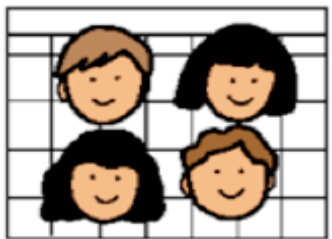
Everyone thought people with a disability, family members, carers and staff from your service should all get to have a say.

## What kind of things should the group check about?

People thought the group for checking should ask about:



- What people with a disability get out of the service.



- What staff do in the service.



- The type of service and the types of help the service gives.

# How should people learn about the new National Standards?

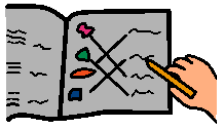
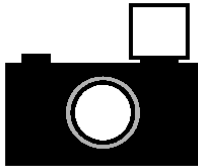
Everyone thought there should be lots of different ways for people to learn about the National Standards.

There should be:

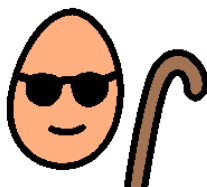


- Easy Read copies with:

- Pictures/graphics.
- Space for your own photos.
- A work book to fill in.



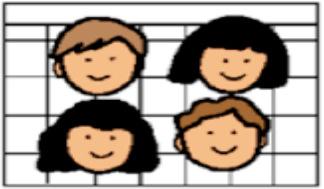
- A copy on video or DVD.



- A copy in Braille.



- Copies in lots of other languages.

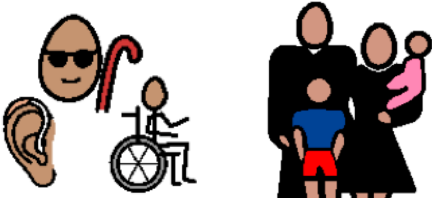


- Copies with extra information for staff.



- Workshops where people meet up to talk about the National Standards.

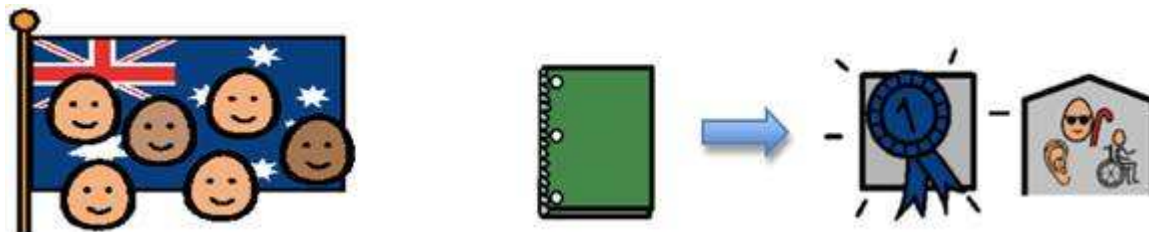
And



- People with a disability, their family members and carers should help with the lots of different ways that people can learn about the National Standards.



# What is going to happen now?

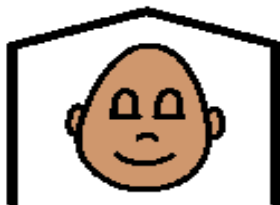


The National Standards for Disability Services will be changed.

The government learnt it is important to people that the National Standards for Disability Services:



- Help people with a disability have a good life and get what they want, need and should have.



- Be safe, so that you don't get hurt or treated badly.



- Listen to the things you need for your religion or culture.





- Work with your family and carers to help get the right things for you.

- The old words should be changed and hard words explained.
- There should be more training and help to find out about and use the National Standards.
- Ideas about the best ways to use the National Standards for different people.

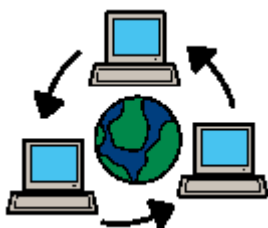


- There should be one set of National Standards.

- The National Standards should agree with the United Nation's rules, but they don't need to be exactly the same.

# Contact us

For more information contact the National Quality Framework Project Team:



## Website

[http://www.dhs.vic.gov.au/disability/improving\\_supports/national-quality-framework/have-your-say-about-disability-services-standards](http://www.dhs.vic.gov.au/disability/improving_supports/national-quality-framework/have-your-say-about-disability-services-standards)



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(for people who are deaf or have a hearing, speech or communication difficulty)