

Revision of the National Standards for Disability Services

Victorian consultation 2010

What are the National Standards?

The National Standards provide the minimum benchmark all disability services across Australia should meet.

Why are the National Standards being reviewed?

In 2009, Disability Services Ministers across Australia agreed to develop, for the first time, a National Quality Framework for Disability Services in Australia (National Quality Framework). The National Quality Framework will support a consistent approach to improving disability services across Australia. It will describe what standards and other elements must be in place to ensure high quality services that keep improving. The National Disability Standards are a core element of the National Quality Framework. However, the National Standards haven't been reviewed since they were introduced in 1993.

How do the National Standards relate to the Standards for Disability Services in Victoria and the standards of other states and territories?

Each state and territory of Australia has its own disability standards which are based on the National Standards. Most states and territories have updated their standards since the introduction of the National Standards in 1993. When the revision of the National Standards is finished each state and territory will map their standards back to the National Standards and some changes may be needed.

The Standards for Disability Services in Victoria were revised in 2007. They remain the most contemporary of all Australian jurisdiction standards and no major changes are anticipated.

What if I don't know much about the National Standards? Can I still join in?

You don't have to know much about the National Standards to join in. You can find detailed information on the internet (see over). Easy read information is available. People attending focus groups will receive background information.

Why should I get involved?

This is a chance to have a say about the way disability services should be provided so they are high quality and they are always improving.

How can I participate?

There are four main ways for people to have a say about the National Standards:

Online survey

All stakeholders have the option of completing an online survey which will be available on the on the National Quality Framework project from mid to late April 2010 for six weeks. The survey will capture individual perceptions and reflections on the National Standards. A hard-copy version of the survey will also be available for people to complete if they prefer.

Focus groups

In Victoria, people with a disability will be able to participate in focus groups which will be delivered across the state between May and June 2010. This will involve being part of a facilitated group discussion about the National Standards.

Telephone feedback

In Victoria, telephone interviews will be available between May and June 2010 for people with a disability, family, carers and guardians who are unable to access other consultation methods.

Written submissions via email or post

This method is particularly recommended for organisations, networks or community groups who wish to contribute to the consultation. Written submissions may be submitted online by completing the template on the National Quality Framework project website which will be available from mid to late April 2010 for six weeks. A hard-copy submission can also be forwarded via the post.

More information

You can find out more about the Victorian consultation on the National Standards on the Department of Human Services website at:

http://www.dhs.vic.gov.au/disability/improving_supports/national-quality-framework/victoria/national-standards-victorian-consultation

For further information, or to register your interest to participate via focus groups or telephone interview, please contact Ms Edwina Breitzke on 9096 8626 or

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