

**Queensland Recreation and Sport Association for People with an
Intellectual Disability Inc.**

ABN: 84 636 226 258

Trading as



Member's Guide

A Guide to the services, policies & procedures for people who use Life Stream's services, their families and carers.

Brisbane Office

PO Box 1512,
Coorparoo DC Q 4151
967 Stanley Street,
East Brisbane, Q 4169
Ph: (07) 3891 5466
Fax: (07) 3891 5706

Mackay Office

PO Box 1972,
Mackay Q 4740
Cnr Juliet St and Bridge Rd,
Mackay Q 4740
Ph: (07) 4957 4612
Fax: (07) 4951 4103

Rockhampton Office

PO Box 1263,
Rockhampton Q 4700
74 Victoria Pde,
Rockhampton Q 4700
Ph: (07) 4931 3057
Fax: (07) 4931 3059

REVISED: October 2009

Mission Statement

Life Stream Foundation facilitates the development of skills and independence of people with an intellectual disability in a community based environment, through participation in sport, recreation and leisure activities. Our service is member focussed to promote equity and inclusion of people with an intellectual disability in the community.

Vision Statement

Through a range of Life Stream services, we aim to educate the community to:

- Become inclusive and accepting of people with an intellectual disability;
- Acknowledge the desires of people with an intellectual disability for belonging, achievement, challenges, individuality and personal growth;
- Increase community capacity to respond to the needs of people with an intellectual disability;
- Recognise the ability of people with an intellectual disability to contribute to society;
- Be aware that people with an intellectual disability have the same rights as everyone else;
- Advocate for people with an intellectual disability; and
- INTEGRATE NOT SEGREGATE.

Service Overview

Life Stream aims to achieve the mission statement by:

- Working with community organisations to establish programs to meet the sport, recreation and leisure needs of people with an intellectual disability.
- Working with individuals with an intellectual disability by offering support and skills development opportunities that will increase their ability to become involved in community based sport and recreation.
- Providing relevant services that meet the needs of people with an intellectual disability.
- Recruit and train staff and volunteers who share the values of Life Stream's Mission and Vision to deliver services to people with an intellectual disability.

Service Types

In addition to established programs, individuals or organisations can request on a user pays basis the development and implementation of a specific program to meet their needs or interests.

Life Stream can also provide coach education i.e. Information/ workshops to Clubs, State Sporting Bodies, Universities/ TAFE/ Schools:

- Disabilities (particularly intellectual disability) and implications
- Communication strategies
- Challenging Behaviour
- Modification of activities, drills etc

Life Stream Services

<p style="text-align: center;">Recreation Access</p> <ul style="list-style-type: none"> • Individualised support for people with high support needs • 16 years plus • Live within greater Brisbane region • 3 hours support per week • Individual Recreation plans • Long Term Support 	<p style="text-align: center;">Recreation Development</p> <ul style="list-style-type: none"> • Individualised support for people with low support needs • 16 years plus • Live within greater Brisbane region • Travel training • Individual Recreation Plans • Support is gradually withdrawn 	<p style="text-align: center;">Other Individualised support</p> <ul style="list-style-type: none"> • Post School Services funding packages • Respite funding packages • Child safety funding packages • User pays • Adult Lifestyle Support Funding Packages • Life Stream Innovative in Mackay
<p style="text-align: center;">Leisure</p> <ul style="list-style-type: none"> • Group programs • 16 years plus • Saturdays, Sundays, some evenings and overnights 	<p style="text-align: center;">Holidays</p> <ul style="list-style-type: none"> • Group holidays • 18 years plus • Variety of locations in Australia and overseas. 	<p style="text-align: center;">Lifestyle</p> <ul style="list-style-type: none"> • Small group programs • 16 years plus • Personal development • Fitness, Money handling, First Aid, Relationships etc
<p style="text-align: center;">Sport</p> <ul style="list-style-type: none"> • Group programs • 16 years plus • Saturdays, Sundays and some evenings • Participation, skill development and competition 	<p style="text-align: center;">School based Sport</p> <ul style="list-style-type: none"> • Customised programs to meet your needs • Congregation of schools to promote interaction • Implementation by Life Stream staff or State Sporting Bodies • Broncos rugby league, AFL Qld, Qld Netball, Qld Water Polo etc • Come & Try Expos 	<p style="text-align: center;">Elite Athlete Support</p> <ul style="list-style-type: none"> • Information regarding classifications, competitions, training venues, coaches etc available • Distribution of information and competition calendars to registered athletes • Coordination of state teams and logistical preparation for events

How to become a Life Stream Member

- Contact the Life Stream office
- Collect a New Member Pack
- Complete the New Member Application form. If you are unable to complete this form and would like assistance please contact our office.
- If necessary an assessment interview will also be arranged (generally only required for individualised support programs).
- Return completed forms to Life Stream with your Membership payment.
- The forms and payment must be received at least 2 working days prior to your first program.
- Life Stream reserves the right to decline a booking to any program where it deems that the needs of the individual cannot be adequately met by the staff, volunteers or on the basis of the support ratio. Bookings may also be declined if maximum bookings have been received or the booking period has closed (generally 2 working days prior to the program).

Membership

Services are available to current financial members only. Payment of membership is due annually on 1 July. You will be reminded in the May - August term Program Guide that membership is due. New members to Life Stream will only be required to pay the relevant percentage of the total membership fee in relation to the amount of months remaining in the financial year. For example, if you join at any time in March, you will be required to pay membership for 1st March to 30th June which is \$8.35 for an individual or \$10.00 for a family. The current membership fee structure is as follows:

INDIVIDUAL MEMBERSHIP			FAMILY MEMBERSHIP		
No. of Months	From	Cost	No. of Months	From	Cost
12	July	\$25.00	12	July	\$30.00
11	August	\$22.90	11	August	\$27.50
10	September	\$20.85	10	September	\$25.00
9	October	\$18.75	9	October	\$22.50
8	November	\$16.65	8	November	\$20.00
7	December	\$14.60	7	December	\$17.50
6	January	\$12.50	6	January	\$15.00
5	February	\$10.40	5	February	\$12.50
4	March	\$8.35	4	March	\$10.00

3	April	\$6.25		3	April	\$7.50
2	May	\$4.15		2	May	\$5.00
1	June	\$2.10		1	June	\$2.50

Life Stream Committees

Member's Committee

The Member's Committee exists to assist the Program Coordinators in program planning, provide general feedback about the service, coordinate the member's annual survey and attend functions as representatives of Life Stream. Members learn how to conduct meetings, take minutes and may be asked to be a guest speaker at a function. Contact the office in your area if you are interested in joining the Member's Committee.

Continuous Quality Improvement Committee (CQI)

The CQI Committee meets regularly to provide feedback about the service and discuss ways in which Life Stream can improve the quality of services delivered to Members. Issues surrounding the Disability Sector Quality System are also discussed.

Your Rights and Responsibilities

You have the right to:

- Have a say in who works with you;
- Have an advocate or support person at any meeting;
- Have input into your individual recreation plan and activities;
- Choose to stop being a member of Life Stream at any time

It is your responsibility to:

- Inform Life Stream of any changes to your contact details and support needs;
- Decide what personal information is provided and disclosed to Life Stream;
- Behave within the negotiated boundaries while on programs;
- Notify Life Stream if you wish to cancel a program.

Life Stream Members

Life Stream provides services primarily for people with an intellectual disability but also to people with physical disabilities, acquired brain injury, learning difficulties, challenging behaviour, sensory disabilities, Autism, Asperger's Syndrome, Down Syndrome. The support needs of Life Stream members vary considerably. Some members have very high support needs, living in supported accommodation, may have limited communication skills etc while others may be very independent and capable, have families, have their driver's licence and use the service primarily for the social contact.

Life Stream volunteers are trained to provide support to members with low support needs. If your support needs are considered by Life Stream to be higher, you will be required to bring a carer with you on the program. No one will be excluded from Life Stream services on the basis of their disability. Life Stream reserves the right however to request that a member participate with the support of a carer or support worker. You will be informed of this if Life Stream deems that Life Stream volunteers are unable to support the individual appropriately and meet the individual's needs, due to the person's disability, health needs, medical needs or behaviour support needs.

Choice

Life Stream recognizes your right to be involved in planning, monitoring and reviewing your program. You can invite a support person to any meeting that you have with Life Stream.

Safety and Duty of Care

- Overriding all other program goals is safety
- LIFE STREAM staff and volunteers have a duty of care towards members, members of the public and themselves on all programs.
- While staff and volunteers will strive at all times to allow individuals their independence it may be necessary to give specific instructions related to safety.
- Where safety of the individual, group, staff or community may be jeopardised, Life Stream staff have full authority to direct the actions of members.

Funding Sources

- Sport and Recreation Queensland: to promote inclusive community based sport and recreation for people with an intellectual disability.
- Disability Services Queensland: to implement individual recreation programs for people with specific needs.
- Life Stream generates the remainder of its funding from 'user pays' programs, special events, community partnerships, sponsorships and donations.

Community Partnerships

Life Stream has 2 community partnerships:

1. Stanwell Corporation
2. Commercial Rowing Club

Each partnership is individualised to meet the needs of both organisations. Activities and benefits vary however each partnership provides opportunities for networking, fundraising and raising awareness about Life Stream services and intellectual disability.

Staff & Volunteers

Life Stream services are staffed by paid and unpaid staff (volunteers) in the office and on community based programs. Members receiving support through the Individualised Support programs will be supported by paid staff. Generally group programs are staffed by volunteers who are trained to provide support to members with low support needs. Life Stream endeavours to employ staff and volunteers who are experienced or willing to be mentored in addition to

having consistent values with the organisation. All staff and volunteers are expected to undertake an induction program and are committed to serving the interests of our members. All paid staff are also expected to undertake performance appraisals on an annual basis.

Volunteer Roles

Life Stream welcomes the involvement of all members of the community as volunteers including people with disabilities and Life Stream members. To maintain a standard of care and responsibility, Life Stream members are ineligible to volunteer in service areas that they also choose to access as a member. An adult member can volunteer on school based programs, special events and in the office however if the person accesses leisure programs, they will be ineligible to volunteer on leisure programs. If you wish to volunteer, please contact Betsy Adamson in South East Queensland on Ph: 3891 5466, Cindy Hooker in Rockhampton on Ph: 07) 4931 3057 or Sharon Haynes in Mackay on Ph: 07) 4957 4612 to arrange an interview.

Compliments and Concerns

Life Stream welcomes your feedback regardless of whether it is a compliment or a concern. You can obtain a Compliments and Concerns form through the following avenues:

- Forms will be sent out annually with the Program Guide
- Program Officers and volunteers will have forms which you can request at any time;
- Forms are available from the Life Stream reception desk;
- Contact the office for a form to be posted to you;
- Download a form from www.lifestream.org.au

If you are unable to fill the form out, you could ask for assistance from a family member or friend. Alternatively you can request assistance from your Program Officer or contact the office for support.

Making a complaint through Disability Services Queensland (DSQ)

Life Stream understands that at times people may not feel comfortable lodging a complaint directly to their service provider. In these cases Life Stream encourages members and their support networks to lodge their complaint with Disability Services Queensland (DSQ). You may make a complaint to DSQ staff at any time. If the staff there are unable to help, they may refer your complaint to DSQ's Complaints and Prevention Unit.

You can contact staff at DSQ to make a complaint by telephoning:

Toll Free - 1800 177 120

Grievance Procedure

Life Stream accepts that at times people who use its services may be unhappy or upset about the type of programs they have participated in. For this reason we have a clearly defined grievance procedure.

The following is a short list of some of the things you may use the grievance procedure for:

- Other service users have been harsh or treated you badly while on a program
- You have a dispute over a payment for a program
- Dissatisfaction with Life Stream's policy or procedures

If you are not happy about any aspect of your involvement with Life Stream, the following steps should be taken:

- 1) Contact a Life Stream staff-member to report the problem or grievance.
- 2) The issue will be resolved by the staff member as soon as possible.
- 3) It is okay to have the help of a support person (parent, carer, friend, other service provider etc) during this process if you wish.
- 4) Write down the incident, issues and how you would like the situation to be changed or fixed.
- 5) Meet with a Life Stream staff-member to exchange information about the problem and how it is going to change.

What is a support person?

A support person is sometimes called an advocate. A support person can be informal (eg. A friend or family member nominated by you) or formal (eg. Adult Guardian, Power of Attorney).

Photos

When you completed your New Member Application form, you told us whether we could use photos of you on programs. You can change your mind at any time.

Confidentiality and Privacy

Life Stream believes in the confidential collection, storage, release and destruction of personal and sensitive information. Primarily, this policy applies to information held on members accessing Life Stream Foundation services. However, the basic principles also apply to any individual the organisation holds information on.

The main purpose for collecting and distributing personal and health related information regarding members is to ensure Life Stream Foundation meets the duty of care for each individual when participating in programs. Life Stream Foundation approaches its duty of care seriously and the safety of individuals is the ultimate aim in service delivery.

The release of personal and health information by the organisation is only to those individuals adopting the duty of care on a program. The information released is also protected by Life Stream Foundation's Confidentiality Agreement, which is accepted and signed by each staff member of the organisation. Consent to Release of Information is included in your New Member Application form.

Life Stream endeavours to respect your privacy. This means that Life Stream staff and volunteers will not talk about your private details with other people without your permission. Life Stream keeps a file with some information about you in a locked filing cabinet at the office. You can have access to this information at any time. Your personal details collated from your New Member

Application Form will be provided to staff/ volunteers on every occasion that you attend a Life Stream program.

Anti - Discrimination

Life Stream Foundation is committed to promoting an environment which values diversity and is free from discrimination, harassment, victimisation and vilification where all Staff, Volunteers and Members are treated with respect.

In accordance with the Queensland Anti - Discrimination Act 1991, Life Stream Foundation is committed to the protection of Staff, Volunteers and Members from unfair discrimination on the basis of certain attributes. For further information about Life Stream's Anti - Discrimination Policy, please contact the Brisbane Office or visit our website and follow the links.

Relationship boundaries

Life Stream staff and volunteers are expected to always show professional behaviour. This means explaining to you if necessary the boundaries of your relationship

- no programs at the home of the member or Program Officers/ Volunteers (unless approval has been given by the CEO for special circumstances);
- Private phone numbers of staff and volunteers will not be provided. *If you need to contact a staff member or volunteer, please contact the office on 3891 5466 or if urgent after hours, please contact the on call staff on 3891 5675 (group leisure, lifestyle and sport programs) or 3891 5673(communitiy linking programs);*

Appropriate attire

To get the best outcome from a Life Stream activity, it is expected that you will be dressed in clean clothes and appropriate footwear for the activity you have chosen to be involved in (eg. Swimmers, hat and sunscreen for a swimming activity). If you are not sure what to wear, please contact the office Monday - Friday during office hours (8.30am - 5.00pm).

Medication

It is your responsibility to tell us what medication you require during program time including specific dosages, times and administration detail. Please ask a staff member or volunteer for a medication administration form. This form must be completed by yourself/ support person and checked by the relevant Life Stream Coordinator at least 2 working days prior to the program.

Have you told us everything we need to know about your medical needs?

Alcohol Consumption

Anyone over the age of 18 has the right to consume alcohol on certain Life Stream programs however staff and volunteers will respond to the situation according to information provided on the individual's Member Information Form. Life Stream promotes the responsible consumption of alcohol and expects behaviour in accordance with societal norms as per our 'Behaviour Policy'. If a member is thought to be consuming alcohol irresponsibly, they

will be asked to stop/ slow down, alternate alcoholic drinks with water or other strategies that are regarded as appropriate at the time. If you are unable to consume alcohol due to medical or personal reasons please note this on the Member Information Form. Staff and volunteers are not permitted to consume alcohol during programs.

Smoking

Members under the age of 18 are not permitted to smoke on Life Stream programs. Members who choose to voluntarily remove themselves from a Life Stream program to smoke will relinquish the duty of care that Life Stream provides. Please refer to Life Stream's Smoking Policy for further details.

Division of Sexes

All Life Stream programs involving overnight accommodation will require males and females to be accommodated separately except where:

- a) A couple is legally married;
- b) Arrangements have been made and documented prior to the program with the individuals involved, their families or carers as appropriate.

Property Damage

Members will be responsible for any damage caused to either Life Stream or public property during any Life Stream programs.

Acceptable Behaviour

- Life Stream expects people who use its services to maintain an acceptable standard of behaviour. What is regarded as acceptable behaviour will be dependent upon the situation and will be defined by Life Stream staff or volunteers.
- Generally acceptable behaviour is behaviour which does not physically or psychologically endanger yourself, other Life Stream members, staff/ volunteers or the general public.

Exclusion process

Life Stream reserves the right to remove any member from a program who is deemed to be displaying unacceptable behaviour.

- 1) Any costs related to this removal will be borne by the individual;
- 2) A member may be suspended from accessing Life Stream programs after a review of the member's behaviour and situation;
- 3) Re-involvement in Life Stream programs after suspension may be dependent upon the member's agreement and commitment to a behaviour contract and behaviour support plan;
- 4) If a participant disagrees with their exclusion from a program they have the right to pursue this via the Grievance Procedure

Program Booking Process

1. Phone, fax, e-mail or post your program booking.
2. Your name will be put on the program participant list.
3. You have until 2 weeks before the program date to make your payment to confirm your booking.
4. You will receive a tax invoice receipt and confirmation form when payment has been received.

5. If you have not paid for the program by the due date, your name will be removed from the participant list.

Please note:

6. Some programs may have restricted participant numbers due to volunteer requirements or transport availability.
7. If the participant list has reached maximum capacity, your name will be put on the waiting list.
8. If your name is put on the waiting list, do not send payment.
9. If a person is removed from the participant list, the first person on the waiting list will be contacted and the place offered to them.
10. Payment arrangements will be made at this time however the payment must be received prior to the program.

Cancellation Process

- 1) Notification of a cancellation is the responsibility of the individual who made the booking.
- 2) If a cancellation is made after payment, a \$5.00 cancellation fee will be charged. Member's who do not show up on the day of the program and have not called to notify Life Stream in advance, will relinquish their entire program payment and receive no credit. Members who call and notify Life Stream that they will not be attending prior to the commencement of the program will receive a full credit minus the \$5.00 administration fee. Please also note that if payments for tickets, food and other costs have been outlaid on your behalf, this cost will also be borne by the member regardless of when cancellation was made.
- 3) A minimum of 2 hours notice is requested for cancellation of an individualised support program. A member who cancels their program with less than 2 hours notice may still be charged the service fee at the discretion of the Chief Executive Officer (i.e. due to incurred staff expenses).
- 4) Refunds can be kept in credit, taken in the form of a cheque or transferred to your bank account. If credit reaches or exceeds \$150 the money will be refunded to you.
- 5) Any dispute regarding payment can be considered a grievance and dealt with using the grievance procedure.

Payment System

There are a range of payment methods for Life Stream programs:

- Visit the Life Stream office with cash, cheque, money order or credit card. In Brisbane you can also pay via EFTPOS;
- Post a cheque or money order to the office with a booking form identifying the programs that you are booking and paying for;
- Phone the Life Stream office with your credit card details. Staff will complete a credit card details form. (This form needs to be completed every time you wish to make a payment using your credit card.)
Please note that there is a 3% credit card surcharge.
- Direct transfer or direct deposit into Life Stream's Bank of Qld account:
Account Name: Life Stream Foundation BSB: 124 001 ACC: 106 197 39
Please include your surname with your payment and notify the office of your receipt, date, amount paid and program.

Life Stream On Call Service

Contact: Ph 3891 5675 (group leisure, lifestyle and sport programs)

Contact: Ph 3891 5673 (community linking programs)

Life Stream acknowledges that members, their families or carers may wish to contact a representative of the organisation outside normal office hours.

On-call staff will only deal with urgent after office hour program issues. All other inquiries must be referred to the office during normal business hours.

This service is generally only available when programs are actually running and for approximately one hour prior to and one hour after programs.

Please call the On Call staff member on 3891 5675 for the following reasons:

- Running late to a meeting point
- Will not be attending a program
- Support needs have changed
- Recent seizures

Staff Contact Details

All South-East Queensland based staff and volunteers can be contacted via the Brisbane office on Ph: 3891 5466. Office based staff can also be contacted via e-mail at the following addresses:

Chief Executive Officer	Cathy Wilson	cwilson@lifestream.org.au
Accountant	Joscelyn Hjort	jhjort@lifestream.org.au
Bookkeeper	Glennis Livermore	glivermore@lifestream.org.au
Volunteer Coordinator	Betsy Adamson	badamson@lifestream.org.au
Community Linking Coordinator	Fiona Lawson	flawson@lifestream.org.au
Community Linking Support	Kate Adams	kadams@lifestream.org.au
Sport Development	Kate Stossel	kstossel@lifestream.org.au
Leisure Quality Events Coordinator	Kim Usher	kusher@lifestream.org.au

All Mackay based staff and volunteers can be contacted via the Mackay office on Ph: 4957 4612. Rockhampton based staff can be contacted on Ph: 4931 3057.

Regional office based staff can also be contacted via e-mail at the following addresses:

Mackay Services Coordinator	Sharon Haynes	shaynes@lifestream.org.au
Mackay Admin & School Sport	Luckie Wilson	lwilson@lifestream.org.au
Mackay Community Linking Support	Liza Kay	lkay@lifestream.org.au
Rockhampton Sport & Leisure	Cindy Hooker	chooker@lifestream.org.au

Meeting and Collection Points

- Life Stream will designate meeting and collection points in addition to times for all programs.
- Meeting points will be identified in the Program Guide. Times will be identified on the Program Confirmation Form.
- Our staff will make every effort to be at these meeting points on time. However at times, delays may be incurred due to unforeseen circumstances.
- If staff/ volunteers are late to meeting points contact the on-call staff member for details of when the staff/ volunteers were due to arrive at the meeting point.

- If you are running late to a designated meeting point, contact our on-call staff member.
- If a member is not present at the designated meeting time, staff/ volunteers will contact the On Call staff member. The On Call staff member will attempt to contact the individual and/ or their contacts.
- In most situations, the group will not be able to wait longer than 10 minutes for the member to arrive.
- Life Stream does not pick up or drop off members from their homes for programs unless it is a Community Linking program.

Meeting points for collection are as follows (These are not program venues). Meeting points from the list below are only available on selected programs.

Region	Meeting Point	Address
Brisbane	Amelia St	Cnr Amelia St & St Paul's Terrace Fortitude Valley
	Beenleigh	Centenary Park City Road
	Caboolture	BP Service Centre
	Chermside	Uniting Church car park Cnr Rode Rd and Gympie Roads
	Mt Gravatt	Rebel Sports car park Logan Road, Garden City Shopping Centre
	Life Stream	Go to the rear of the building 967 Stanley St East East Brisbane
	Redbank Plaza	KFC Fox St, Redbank
	South Brisbane	Next to newsagent South Brisbane train station Grey Street
	South Bank Train Station	Corner of Vulture & Grey Streets South Bank
	Springwood	McDonalds Cnr Springwood & Rochedale Roads
Yatala	BP Service Station Centre South bound Off Pacific Highway	
Mackay	Life Stream	Cnr Juliet St and Bridge Rd
	Caneland Central	Carpark in front of Red Rooster
	Mt Pleasant Plaza	Carpark in front of KFC
	Woolworths Andergrove	Oak St, bus shelter Andergrove
Gatton	BP/McDonald's Service Centre	Warrego Highway
	727 Garage	Hattonvale
	Booval	Prince Alfred Hotel 170 Brisbane Road Booval
	Anuha Services	10 East Street Gatton

About the Queensland Disability Service Standards

The purpose of the Disability Service Standards is to ensure that people with a disability receive quality services, and that their rights are acknowledged by service providers. Life Stream Foundation is committed to meeting each standard and working to continuously improve the quality of services provided to its members.

What are the Service Standards and what do they mean?

Service Standard 1 - Service Access

Every eligible person seeking a service has equal access, and that those with the highest level of need are given priority for entry.

Service Standard 2 - Individual needs

People with a disability have confidence that their service provider will work with them to plan how to meet their individual needs and achieve their personal goals.

Service Standard 3 - Decision-making and choice

Service providers must be able to show what they do to encourage participation from those with a disability in decisions about the services they receive, how they support the choices of those with a disability, and how they are able to respond

Service Standard 4 - Privacy, dignity and confidentiality

All people with a disability have the right to be treated with dignity and respect in all aspects of their lives, to have their privacy safeguarded, and to have the confidentiality of their personal information protected.

Service Standard 5 - Participation and integration

Service providers are required to provide opportunities for inclusion of people with a disability into the life of the community, and to support their participation in community activities.

Service Standard 6 - Valued status

Service providers work with people with a disability to develop their skills and abilities to enable them to make a valued contribution to the community, and to promote a positive image of people with a disability.

Service Standard 7 - Complaints and disputes

People with a disability need to feel confident about raising complaints with a service provider without the fear of retribution or disadvantage. Service providers must show how they support and encourage people with a disability to raise issues of concern and areas of dissatisfaction, how they manage the process of resolving complaints, and how complaints received result in service improvements.

Service Standard 8 - Service management

Service providers must comply with all relevant laws and regulations, be accountable, and ensure they monitor their own service delivery against the requirements of the Disability Sector Quality System so that those with a disability can be assured the services they receive are efficient and are effectively managed.

Service Standard 9 - Protection of legal and human rights and freedom from abuse and neglect

The up holding of the legal and human rights of each person with a disability, and the taking of action to prevent and/or respond to allegations of abuse and neglect, are the responsibilities of every service provider.

Service Standard 10 - Staff recruitment, employment and development

People with a disability have confidence that staff employed by service providers will have the skills and knowledge to enable them to provide support that is responsive to the needs of a person with a disability.

For information about the Disability Service Standards contact:

Disability Information Service

Toll free 1800 177 120

TTY free 1800 010 222

Email disabilityinfo@disability.qld.gov.au

Fax 07 3896 3467