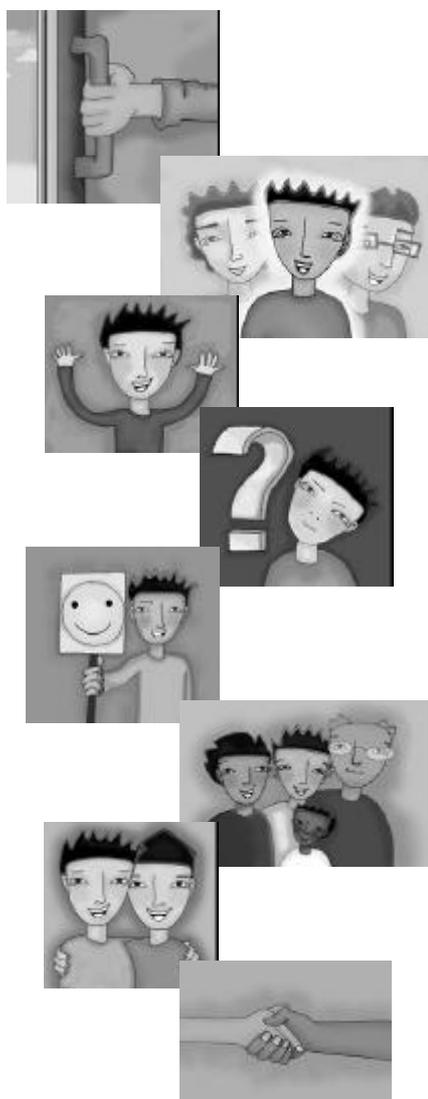


NORTHERN TERRITORY DISABILITY SERVICE STANDARDS IMPLEMENTATION GUIDE



FIRST EDITION 2000



TERRITORY HEALTH SERVICES
Northern Territory Government

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THE NORTHERN TERRITORY DISABILITY SERVICE STANDARDS

The intent of the Northern Territory Disability Service Standards is to ensure disability services provided to consumers are consistent with the Principles and Objectives of the *Northern Territory Disability Services Act 1993*.

These standards apply to those services funded by Territory Health Services, namely accommodation, community access, day activities, specialist disability services and advocacy services (advocacy services being jointly funded with the Commonwealth).

Employment services for people with disabilities are the responsibility of the Commonwealth Department of Family and Community Services (FACS) and have separate standards and reporting requirements.

The Northern Territory Disability Service Standards are relevant to: non-government and government disability service agencies; consumers and their support networks, including families and support workers; and funding bodies.

THE NORTHERN TERRITORY STANDARDS AIM TO:

- Inform people with disabilities of their rights in relation to the type and nature of services they access
- Provide a guide for people with disabilities, and service providers to jointly improve the appropriateness and quality of services
- Provide a framework for the future development of assessment, and monitoring tools to measure outcomes for service consumers

The standards do not provide:

- A quick solution for everyday issues of service management and provision
- A complete checklist of every issue or work practice faced by people with disabilities

Meeting these standards is one part of a quality improvement process aimed at assisting agencies to offer timely and culturally appropriate services and the best possible outcomes for people with disabilities.

THE GUIDE TO IMPLEMENTING THE NORTHERN TERRITORY DISABILITY SERVICE STANDARDS

WHAT IS THE GUIDE?

This document is called a “guide” because that is what it is intended to be - a reference for all those using and working with the Northern Territory Disability Service Standards. It is not a prescriptive “how to” manual.

The guide is not a complete checklist that ensures compliance with the standards, nor is it an exhaustive list of every possible reference or resource. Information in this guide is intended as an overview or introduction to issues related to each supporting standard. While this information may be very familiar to some readers, the references and resources given are a means to further explore these issues. Readers may find relevant information or resources missing and are encouraged to submit suggestions for future editions.

The Directory of Northern Territory Disability Services is available from Community Care Centres in Casuarina, Darwin and Palmerston. The Territory Health Services Intranet site and the Northern Territory Government Web site have an electronic copy of this document.

FORMAT AND CONTENT OF THE GUIDE

THE GUIDE IS DIVIDED INTO FIVE SECTIONS.

Section One – Notes on Policy and Procedures

- Definition of terms
- Examples of best practice in policy content and format

Section Two – Notes on the Supporting Standards

- Relevant principles and objectives from the *Northern Territory Disability Services Act 1993*
- Notes on each of the supporting standards, giving definitions and principles underlying the supporting standards
- Suggested reading material and resources relevant to the standard. When there are long lists of materials and resources, these have been matched under supporting standard headings for ease of reading (for example Standard 5, Respect for Rights). In other cases relevant reading material and resources have been listed together (for example Standard 8 – Consumer Focused Service Management)

Section Three – Questions for Consumers

- Questions about the standards for consumers and family members to consider. These can be photocopied for distribution

Section Four – Journals and Web Sites

- Journal titles
- Recommended web sites and interest groups for information and resources.

Section Five - Glossary

- Glossary of terms.

THE FUTURE OF THE GUIDE

It is hoped this guide will be updated and amended in future. This guide does not seek to replace The Northern Territory Directory of Disability Services, which is also produced by Territory Health Services and is available from Community Care Centres in Darwin, Casuarina and Palmerston or on the Territory Health Services Intranet site and the Northern Territory Government Web site

If users of this guide find omissions or errors in the document or wish to make suggestions about the guide, these can be noted on the feedback sheet located at the end of the guide, and sent to:

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