



## DISABILITY NATIONAL STANDARDS

# Rights

Each person receives a service that promotes and respects their legal and human rights and enables them to exercise choice like everyone else in the community.



### What does this mean for me?

Every client will be treated with the respect they deserve and encouraged to make their own choices.

#### Example

You will always be treated with respect and we will help to educate you about your rights and advocate for you.



### Contact us

1800 466 046

[hello@omnia-inclusive.com.au](mailto:hello@omnia-inclusive.com.au)

[omnia-inclusive.com.au](https://omnia-inclusive.com.au)

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## DISABILITY NATIONAL STANDARDS

# Participation and Inclusion

Each person is encouraged and supported to contribute to social and civic life in their communities in the way they choose.



### What does this mean for me?

Omnia Inclusive Employment Solutions will support you if you want to take part in the community.

#### Example

If you want to do something outside of Omnia Inclusive Employment Solutions, like charity work, sport, social or cultural activities, Omnia Inclusive Employment Solutions will link you with the community.



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# Individual Outcomes

Each person is supported to exercise choice and control over the design and delivery of their supports and services.

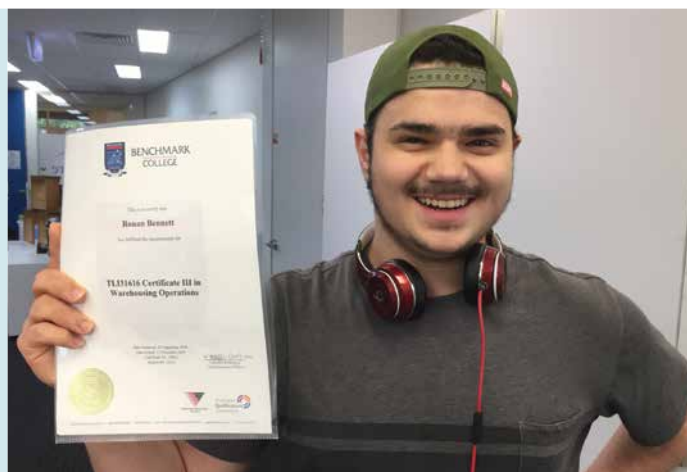


## What does this mean for me?

Each client receives a service, based on exactly what they need or want.

### Example

You will have regular Contact appointments where we will review your Job Plan (JP) and help you to set and achieve your goals during your time in the program.



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# Feedback and Complaints

When a person wants to make a complaint, the service provider will make sure the person's views are respected, that they are informed as the complaint is dealt with, and have the opportunity to be involved in the resolution process.



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### What does this mean for me?

Omnia Inclusive Employment Solutions will respect your right to have your say and make a complaint if needed.

#### Example

We will always respect your opinion and will support you in making complaints or giving feedback.



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# Service Access

Each person is assisted to access the supports and services they need to live the life they choose.



## What does this mean for me?

Getting the help you need or want when you come to Omnia Inclusive Employment Solutions.

### Example

Omnia Inclusive Employment Solutions will make sure we have all the information we need to help you and will link you with other services when needed.



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# Service Management

Service providers are well managed and have strong and effective governance to deliver positive outcomes for the people they support.



## What does this mean for me?

Each provider should provide a service that is professional and give each client the type of support that they need.

### Example

Omnia Inclusive Employment Solutions will provide trained and supportive staff and deliver a program that supports you in achieving your goals.



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