

4. Introduction to the six main sections of this website

1. Home page:

This gives a background to the project.

2. Rights:

Every Victorian is entitled to equal rights and treatment regardless of their personal characteristics. The Act states that people with a disability have the same rights as everyone else in the community. The Act also establishes rights as a user of services funded under the Act.

For more information about rights click on the 'Rights' menu at the top of this page.

3. Complaints:

The Act provides for better and clearer complaints and review systems, and independent complaints to the Disability Services Commissioner.

The Act says that disability service providers must:

- Have a clear process for managing complaints about their services.
- Make sure that people who use their service know how to make a complaint.
- Report on complaints received to the Disability Services Commissioner.
- Allow service users to have access to advocacy support.

For more information about complaints and the Disability Services Commissioner click on the 'Complaints' menu at the top of this page.

For more information about advocacy organisations click on this link:

www.daru.org.au

4. Service Providers:

The Act requires services to be of high quality and accountable to people with a disability and their family members and carers. It sets standards and performance measures for disability services.

For more information about services click on the 'Services' menu at the top of this page.

5. Planning:

The Act has guiding principles for planning, which include that planning should:

- Be individualised.
- Be directed by the person with a disability.
- Consider and respect the person's family and other people who are important to the person with a disability.
- Be underpinned by the right of the person with a disability to have control over their own life.

For more information about planning click on the 'Planning' menu at the top of this page.

6. Information:

Under the Disability Act 2006 people with a disability have a right to get information from service provider in a way they best understand.

For more about information click on the 'Information' menu at the top of this page.