



To the Moon & Back and the NSW Disability Service Standards

STANDARD	PURPOSE	TMB
1. 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.	<p>To the Moon & Back both promotes and respects the rights of our clients.</p> <p>All persons accessing our service can expect to do so free from discrimination, abuse, neglect and exploitation.</p> <p>All persons accessing our service are provided with documents outlining their legal and human rights.</p> <p>Our assessment process is designed such that the perspective of the individual and their family is considered first and foremost.</p> <p>All persons accessing our service can access goal planning that considers their ability to protect their fundamental human rights first and foremost.</p> <p>Goals such as choice, self-advocacy, and communication form the core of our programming.</p>
2. PARTICIPATION AND	Each person is encouraged and	To the Moon & Back believes that our consumers can be valuable and meaningful contributors to their community.



INCLUSION	<p>supported to contribute to social and civic life in their communities in the way they choose.</p>	<p>All persons accessing our services can expect to be supported in exploring their interests, via planned and incidental opportunities in the community.</p> <p>All persons accessing our service can choose the location of their service, including home, community, vocational and educational settings, such that their goals across all relevant social settings can be met.</p> <p>All persons accessing our service will receive support in goal planning for both today and for tomorrow, such that they are acquiring the skills and knowledge today that they will need to reach their academic, vocational, civic and social goals tomorrow.</p>
3. INDIVIDUAL OUTCOMES	<p>Each person is supported to exercise choice and control over the design and delivery of their supports and services.</p>	<p>To the Moon & Back fully supports our clients right to make choices in how their service is designed and delivered.</p> <p>All persons accessing our service can expect full disclosure of our processes and procedures at each step of the way. An individual may terminate any or all of our services without any form of penalty or coercion.</p> <p>All persons accessing our service can expect thorough education and training in the evidence base underpinning our clinical rationales, as well as those of other alternative approaches. This enables informed decision making each step of the way.</p> <p>Our assessment and goal planning processes are designed as a collaborative and reciprocal process in which clinical recommendations are aligned with client and family goals.</p>



4. FEEDBACK AND COMPLAINTS	<p>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 deal with, and have the opportunity to be involved in the resolution process</p>	<p>To the Moon & Back recognises the value of the pursuit of continual improvement in service delivery. The views of our consumers is invaluable in this process.</p> <p>We solicit formal feedback from clients and families through online and written surveys distributed at regular intervals throughout the year.</p> <p>We regularly welcome informal feedback from our clients.</p> <p>We provide our complaints procedure to all consumers at the start of service and make this freely available to access at anytime.</p>
5. SERVICE ACCESS	<p>Each person has access to information and is assisted to access the supports and services they need to live the life they choose</p>	<p>To the Moon & Back supports clients in accessing and using services that they need and that treats them fairly.</p> <p>We are committed to providing our clients with a high standard of service aimed at meeting individual needs and promoting a sense of dignity, purpose and security.</p> <p>We provide a clear, consistent and transparent approach to all people entering or exiting our service to ensure equity and fairness to everyone.</p> <p>Information about our services, access to services requirements, capacity and waiting times is freely available and easy to read.</p> <p>We work closely with other service providers and community supports to share information and establish relevant networks placing the needs of people</p>



		at the centre of their supports.
6. SERVICE MANAGEMENT	Service providers are well managed and have strong and effective governance to deliver positive outcomes for the people they support.	<p>To the Moon & Back strongly believes that all clients deserve to access a service that is well managed with skilled staff to deliver supports.</p> <p>We promote continuous improvement across the organisation and continually aim to invest in and develop infrastructure and technologies to build capacity and efficiency.</p> <p>We apply thorough recruitment processes and provide comprehensive induction and supervision processes.</p> <p>We have a strong commitment to learning and development with a strong focus on clinical governance, such that we retain a valued, skilled and engaged workforce.</p> <p>We regularly ensure that the work of the organisation is in line with the goals and objectives of current strategic directions and that the strategic plan is the main reference point for any work undertaken by the organisation.</p> <p>We keep abreast of relevant peer-reviewed literature so that our practice is strongly anchored in a published evidence base.</p>