

# Rules

**We call them the  
Human Services Standards**

**Easy English. Words only**

**December 2015**

## You can get this information in different ways

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The Victorian Government wrote the Human Services Standards.

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Access Easy English wrote this book. Easy English - words only.

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## Human Services Standards

Human Services is part of the Victorian Government.

Human Services wrote some rules about working with you.

The rules are called **Standards**.

We will write the word **rules** for standards.

This book is about

- what are the rules
- how the government will check the rules are used.

# **In this book**

## **Part 1**

### **About the Rules**

#### **A. Service Delivery Rules**

1. You choose
2. You are part of your service
3. How you feel
4. Join in.

#### **B. Your Service has Rules to do their work.**

This is about how a service is run

## **Part 2**

### **A Review**

Are services doing their job?

### **More information about the Rules**

## Part 1

### What are the Human Services Rules?

Every **service provider** must follow these rules.  
We will write the word **service** for service provider.  
A service works to help people.

Services must

- respect you. This means they listen to you
- respect your Rights
- help you with what you need
- be good at what they do.

Services must use all of the rules.

Read more about what is a **service** on page 30.

### There are 2 sorts of rules

- A. How a service helps you.  
We will call them the **Service Delivery Rules**.
- B. How a service is run. We say  
**Your Service has Rules to do their work.**  
We also call them the  
**Governance and Management Rules.**

#### A. Service Delivery Rules

This part is about how a service helps you.  
There are 4 rules here.

They are

1. You choose. This is called **Empowerment**.
2. You are part of your service.  
This is called **Access and Engagement**.
3. How you feel. This is called **Wellbeing**.
4. Join in. This is called **Participation**.

# 1. Empowerment

This means

- you decide **and**
- you choose.

You have **Rights**.

This means every person must be treated the same.

Like, you are always asked what you think.

There are laws to help make sure you get your Rights.

You are **Responsible** for some things.

This means things you can do to

- look after yourself. Like, you wash your hands
- help your family. Like, you clean your own room
- be part of the places around you. This is called the community.
  - Like - you go to work on time
  - you put money on your MYKI card
  - you pick up your own rubbish.

Someone

- can **not** hit you **or**
- can **not** say something to hurt you **or**
- can **not** yell at you.

When they do, it is called **abuse**.

People must **not** pretend you are **not** there.

It means they can **not** ignore you.

Staff must take care of you in the right way.

Like, help you wash after lunch or

take you to the doctor when you are sick.

When they do **not** do this, it is called **neglect**.

You can get help from an **advocate**.

This is a person who

- helps you get information
- and**
- helps you to speak up.

You get information in a way you understand. Like,

- on a CD. You can hear it
- in a different language
- Braille. This is for people who are Blind
- Easy English
- large print
- pictures or photos.

## **Services must help you understand**

- your Rights
- what you are Responsible for.

They must

- give you information about your service
- know your **culture**.  
This means they know what you believe. Like,  
staff know about your language, religion and festivals.
- know your communication.  
This means they know
  - what help you need to understand
  - what you need to get your message across.

They must know about your Rights. This is called **Respect**.

## **2. Access and Engagement**

This means you can

- go to a service **and**
- use a service.

It also means you take part in the service.

You get help when you need it.

You get information about services.

The information must be in a way you understand.

Go back to page 12 to read about this.

## **Services must check**

- everyone is treated the same way
- it is easy for you to be part of your local places
- you can go to other community places. Like,

you can go to your

- doctor
- shops
- sport
- and
- other places you want to go.

You get the right help to do things.  
The help to do things is set up quickly.  
It is easy for you to get help to do things.

### 3. Wellbeing

This means you

- feel happy
- feel safe at **all times**.

There must be **no** abuse.

There must be **no** neglect.

You do **not** get hurt.

You are **not** scared.

### Your service must help you

- say what help you need
- choose your goals. Your goals may be about
  - work
  - a new skill
  - fun things to do
  - being well
  - culture, like going to a festival
  - you want to leave the service.

## **Your service must help you plan.**

A plan means you

- think **and**
- talk about what you want to do.

You write down your plan.

This helps you think about what you want to do.

You look back at your goals sometime after you start.

Your service asks,

- Are your goals still OK?
- Do you need some new goals?

It is OK to change your goals.

### **Services work with you to**

- do your goals
- make changes when you need to
- respect your own needs. Like, help in the toilet
- respect your culture. Like, talk with you about your important days
- ask your family or someone else to help you in meetings and other times, when you need it.

## **4. Participation**

This means you join in.

This can be

- in your community
- at home
- at work.

### **Services must help you**

- join in with local things. Like, go to the local
  - football
  - singing group
- live where you want



- use services you choose
- keep and know about your culture.

### **Services must also help you**

- get information about other services you may want to go to
- do the things you choose
- work out your goals.

### **Services must listen to you.**

They must

- help you choose
- give you information
- give you information in a way that helps you understand.

Go back to page 12 to read about this.

## **B. Your Service has Rules to do their work**

This part of the book is about how a service is run.

We also call them the **Governance** and **Management Rules**.

These rules tell services how they must do their work.

Like, staff know

- when to wear gloves
- to write down every time they give you medicine
- there are meetings with you.

The meetings help them know what you want to do.

### **Your service must**

- run the service well. Like, there are good things to do
- spend money on the right things
- write down how money is used
- keep your information private. This means only people who **must** see your private information can see it.

They must also

- let you have your say
- keep you safe
- do personal care in a safe way
- give you your medicine in a safe way.

They must have the right staff. They must

- make sure staff have the right skills
- train the staff
- help staff do a good job
- make sure staff know the rules.

## Problems and Complaints

You can say when you

- do **not** agree **or**
- do **not** like something.

This is OK. Your service must listen to you.

Services must tell you

- how to make a complaint **and**
- in a way you can understand.

You must

- feel safe to make your complaint **and**
- get an answer to your complaint.

Services do this as fast as possible.

Your private information stays private.

Like, your file is in a locked drawer.

Services must make sure all staff treat you with respect.

This means they

- listen to you **and**
- work with you.

## Feedback

Services ask you for feedback.

You can say

- how you want your help
- when you are happy with your service or staff **or**
- when you are **not** happy with your service or staff.

You can also say when you

- like a service or staff **or**
- do **not** like a service or staff.

This is OK. Services want to hear from you.

### **Some questions the service may ask**

- What do you like best about your service?
- What you do **not** like about your service?
- What can we do better?

## Part 2

### A Review

#### Are services doing their job?

A Review will look back at how things were done.

A Review checks what staff did.

It helps everyone be better at their job.

A Review asks

- Does your service use all the rules?  
The rules are on pages 8 to 24 **and**
- Is it a good service?

The Review is done by people who

- do **not** work at Department of Health and Human Services, DHHS **or**
- are **not** staff from your service.

These people are called **Reviewers**.

DHHS and your service have an **agreement**.

An **agreement** is a legal paper.

An agreement says your service **must** have a Review.

Your service will have a Review every

- 1 year or
- 1 year and 6 months.

It can also be called 1 1/2 years or 18 months.

The Reviewers

- come to your service
- know how to do a Review **and**
- know what your service does. Like, help you
  - learn to cook
  - learn to write
  - look after your child.

The Reviewers will

- look at lots of office papers
- ask to talk to you. You can choose to talk to them or not
- talk to family members
- talk to staff and carers and volunteers
- talk to other services your service works with.

The Reviewers may look at your own file

- **But** all your information will stay private.
- They may talk to you **but**
- your talk will stay private.
- Your talk may go into a report. **but**
- your name will **not** be in the report.

The Review asks does your service

- use all the rules?
- try to make your service better?

The Review may find things to make your service better. Like,

- there are pictures to help you choose **or**
- you can learn a new skill.

The Reviewers will write a list.

Your service must fix the things on the list.

The next Review will check it has been done.

# Service Provider

We will write **service** for service provider.  
A service is there for you.

A service can be run by

- government **or**
- a non government group.

You can get a service

- where you live
- to be part of your community.

## **Where you live**

You may get help to

- do some housework
- do some cooking
- do some of your shopping
- wash yourself.

## **To be part of your community**

You may get help to

- learn new skills
- play sport
- learn to use the bus or train
- learn to use the bus or train ticket machine
- do fun things
- make new friends.

Sometimes this can be at a day service.

You may meet your friends there.

You do things like

- gym class
- relax with music or dance
- gardening
- learn to cook
- learn to use a computer
- learn to work.

### **Other services**

These can help you

- get the service you need
- make a complaint
- get information
- get an advocate. This is someone who will help you to speak up about what you need or want.

Go back to page 6.

## More information about the Rules

Department of Health and Human Services, DHHS

Website [www.dhhs.vic.gov.au](http://www.dhhs.vic.gov.au)

In the search button

Type the words **human services standards**

Email [hsstandards@dhhs.vic.gov.au](mailto:hsstandards@dhhs.vic.gov.au)

Phone 03 9096 2745

National Relay Service 13 36 77

Ask at your service

Advocacy groups

These are groups that can help you speak up about

- what you need  
and
- what you want.