

# Standard 5: Service Access

**Finding and using services is fair.  
You can access the services you need.**



## What are my rights about Standard 5: Service Access?



You have the right to be able to find and use disability services.



Everyone should be allowed to ask if they can use a service.



If you can't use a service, the reasons why should be explained clearly to you.



And the service should put you in touch with another organisation who may be able to help you. This is called a **referral**.

## What should my service do?

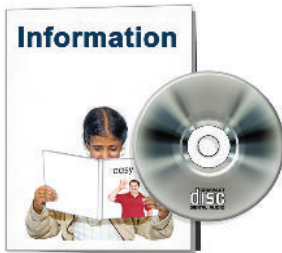
Your service should:



- have a good way of working with people who make enquiries



- ask people what they think about the service and make improvements based on these ideas



- provide information in different ways – this will suit a range of communication needs



- explain who can use the service, how to join and how to leave



- explain if you need to wait before you can use the service



- offer other options if you can't use their service – this might include a referral to another service



- if you can't use their service, they should explain why.