

# **Draft Standards for New Directions**

**Easy To Read Guide about Good  
Quality Supports**

**Part 3**

**Safe Services and Supports**



**The third part is called 'Safe Services and Supports'.**

This is about how to make sure each person feels safe and secure when using services and supports.



It is about people making decisions about the supports they get.

People have the right to choose to take appropriate risks.



Service providers  
must protect people  
using their supports  
from abuse.



**Standard 3.1 says every person using services and supports is safe and feels safe.**

It also says every person using supports is free from abuse and has their well-being cared for.



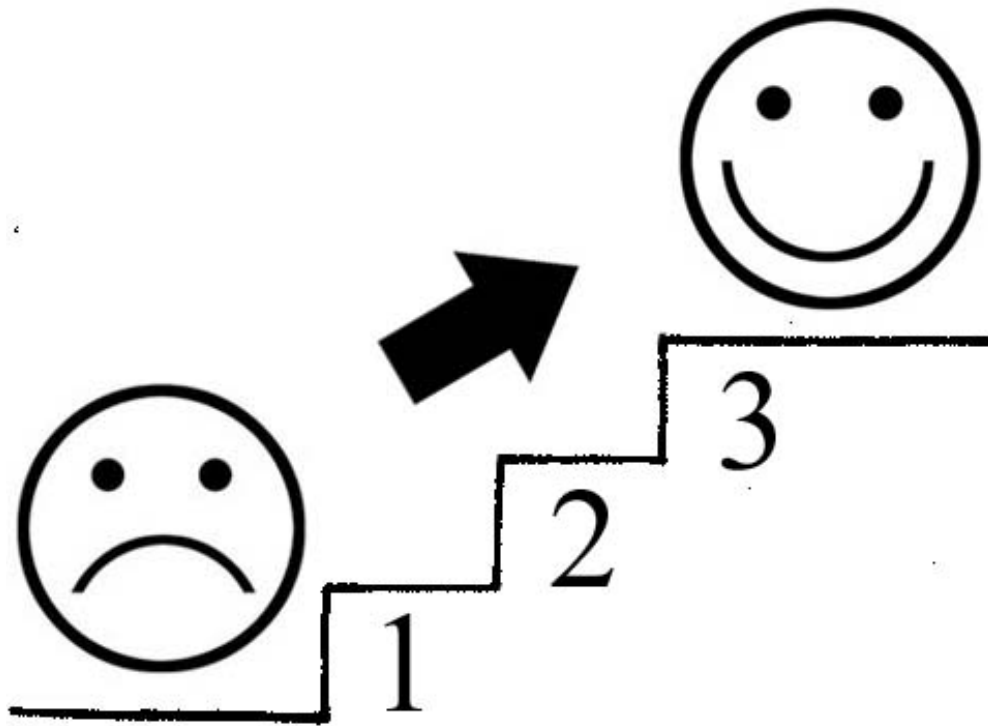
**Standard 3.2 says that the supports people use should support positive behaviour and emotional well-being.**

Supporting positive behaviour means trying to understand why a person behaves the way they do, or what they are trying to say.



It is also about finding good ways to help people with their behaviour.

Emotional well-being means feeling good about yourself and having good mental health.



**Standard 3.3 says if something goes wrong, there are steps to make sure that something is done about it.**





If something goes wrong, the service provider makes sure that everyone in their organisation learns from it.

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