human.
services

Mapping of Disability Industry and Outcomes Standards against the Department of Human Services Standards. May 2012

This mapping includes the Disability Industry and Outcomes Standards, and corresponding evidence indicators, which apply to the DHS Standards. Where the Disability Standards and evidence indicators relate more broadly to governance and management, these will be captured by the internationally or nationally recognised governance and management standards of the endorsed Independent Review Bodies.

Evidence currently held by an agency for the Disability Industry and Outcomes Standards may be used to demonstrate compliance with the Department of Human Services Standards (standards) and the governance/management standards of its endorsed Independent Review Body. Organisations should note, however, that whilst current evidence may be used, additional evidence may be required to fully demonstrate compliance with the standards.

Where a Disability Industry and Outcomes Standard has been mapped to more than one Department of Human Services standard, organisations can decide where their evidence best fits against the standards or elect to use their evidence for more than one standard.

Department of Human Services

State Government
Victoria

DEPARTMENT OF HUMAN SERVICES STANDARDS	DISABILITY INDUSTRY AND OUTCOMES STANDARDS – NUMERICAL LISTING ONLY
1.1	3.4, 4.5, 4.7, 7.6, 8.1, 8.11, 8.11.3, OS3 (4.2), OS4 (7.4)
1.2	2.5, 3.1, 3.2, 3.3, 4.1, 4.3, 4.6, 4.8, 4.9, 4.10, 7.1, 7.2, 7.3, 7.4, 7.5, 8.2, 8.3, 8.10, 8.10.7, 8.11.2, 8.11.3, 8.11.4, 8.11.7, OS1 (3.4, 4.3), OS3 (7.6, 7.7), OS4 (3.5, 5.4, 7.1, 7.2, 7.4, 8.4, 9.3, 9.4, 9.5, 9.6, 9.7, 9.8, 9.10, 9.11, 12.2)
2.1	1.1, 8.2, 4.3
2.2	1.3, 1.4, 3.4, 8.11.1, 8.11.2, 8.11.3, OS4 (9.1)
2.3	1.2, 8.11.1, 8.11.2, OS1 (6.7), OS3 (7.5), OS4 (9.3, 13.6)
3.1	2.10, 8.11.10, OS1 (3.1, 6.1), OS5 (6.2, 6.4)
3.2	2.2, 2.4, 2.6, OS1 (6.1, 7.3), OS3 (7.5, 7.7), OS5 (6.2, 6.4. 6.9)
3.3	2.1, 2.2, 2.3, 2.4, 2.6, 2.7, 2.9, 3.3, 3.5, 8.4, 8.11.2, 8.11.9, 8.11.10, OS1 (3.1, 3.2, 3.4, 6.1 12.1), OS2 (14.3), OS3 (3.3, 7.7, 12.3, 13.5, 13.6), OS4 (6.6, 9.9), OS5 (6.2, 6.3, 6.4, 6.9, 6.10)
3.4	2.8, 8.11.2, OS1 (3.4, 13.3), OS3 (7.7), OS4 (6.6, 9.9), OS5 (6.2, 6.5, 6.10)
3.5	4.6, 4.8, 8.11.8, 9.1, 9.2, 9.3, 9.4, 9.5, 9.6, 9.7, 9.8, 9.9, OS1 (4.3), OS3 (4.2, 5.5), OS4 (4.1, 4.4, 4.5, 4.6, 12.2, 13.2), OS5 (4.7, 4.8, 12.5)
4.1	2.6, 3.3, 3.4, 3.5, 8.11.3, OS1 (3.4, 7.3, 10.4), OS2 (14.3, 14.4), OS3 (3.3, 5.5, 5.6, 7.5, 7.6, 7.7, 13.5, 13.6, 15.4), OS4 (5.4, 6.6, 7.1, 7.2, 9.1, 9.2, 9.7, 9.9), OS5 (3.6, 5.7, 7.8)
4.2	5.1, 5.2, 5.3 6.1, 6.3, 8.11.5, 8.11.6, OS1 (1.3, 1.4, 8.1, 11.1, 11.2, 11.3, 11.4, 13.4, 16.1), OS2 (2.1, 2.2, 2.4, 2.5, 2.6, 2.7, 5.3, 12.4, 13.1, 14.1, 14.2, 14.4, 16.2), OS3 (1.1, 1.2, 5.5, 5.6, 7.5, 8.2, 16.3), OS4 (4.5, 8.3, 8.4, 9.8, 12.2, 16.4), OS5 (1.5, 2.8, 6.2, 6.4, 8.5, 11.5, 13.7, 14.5, 16.5)
4.3	5.3, 8.11.5, OS1(10.5, 10.6, 10.7), OS2 (5.1, 5.2, 5.3), OS4 (16.4), OS5 (2.8, 5.7, 10.9)
4.4	2.6, 5.3, 8.10, 8.11.2, 8.11.5, 8.11.10, OS1 (4.3, 10.1, 10.2, 10.3, 10.5, 10.6, 10.7, 10.8), OS2 (2.3, 2.4, 5.3), OS4 (9.2, 16.4), OS5 (2.8, 10.9)
4.5	2.6, 5.3, 8.10, 8.11.2, 8.11.5, 8.11.10, OS1 (10.1, 10.2, 10.3, 10.4, 10.5, 10.6, 10.7, 10.8), OS2 (2.3, 2.4, 5.3), OS4 (9.2, 16.4), OS5 (2.8, 10.9)
4.6	3.3, 6.3, 8.11.2, OS1 (12.1, 15.2, 15.3), OS3 (1.1, 1.2, 3.3, 15.5, 15.6), OS4 (15.1), OS5 (15.7)

DHS Standard 1 - Empowerment: People's rights are promoted and upheld.	Disability Industry and Outcome Standards

Criteria 1.1 – People understand their rights and responsibilities.

Common indicators	Industry Standard 3: Decision making and choice
- The relevant charters of rights are displayed and provided in an accessible format that facilitates understanding by all people. - Rights and responsibilities are developed and provided in an accessible format that facilitates understanding by all people. - Information is provided to people in an accessible format about: - the quality of service they can expect to receive from the service provider - their right to an advocate including how to access one - their right to privacy and dignity - the process for accessing their records - feedback processes - complaints, appeals and allegations processes - the extent of their rights - their right to be free from abuse, neglect, violence and preventable injury. - People's understanding of their rights and responsibilities is confirmed.	Support options are planned, developed, implemented and reviewed in a manner that is responsive to the decisions, choices and aspirations of individuals. 3.4 The service provider provides each service user with accessible information in a format that facilitates understanding to enhance informed decision-making and choice. As a minimum, this information must cover: - legal rights, entitlements and obligations under the Disability Act 2006 - making a complaint to the service provider or to the Disability Services Commissioner - support options offered by the service - conditions that may apply to the services being provided - all fees, charges and other costs applicable to the service - access to advocacy or other independent supports to assist with making decisions and choices - general community facilities, activities and services - health and well-being issues. **Industry Standard 4: Privacy, dignity and confidentiality** Privacy, dignity and confidentiality are respected and maintained. 4.5 The service provider provides each service user with accessible information in a format that facilitates understanding about their rights and responsibilities in relation to information privacy. As a minimum this information must cover: - the purposes for which personal information is collected - to whom (or the types of individuals or organisations to which) the organisation usually discloses information of that kind - any law that requires the particular information to be collected - the main consequences (if any) for the individual if all or part of the information is not provided - how they can access personal information the service provider holds about them - informed consent processes. 4.7 The service provider provides each service user with accessible information in a format that facilitates their understanding about their rights and responsibilities in relation to personal privacy. As a minimum, this information must cover the right to: - privacy of personal living space and belongings - private time and/or space as they wish - be treated with dignity and respect - choose who assists them with physical and personal care support needs.

Industry Standard 7: Complaints and disputes
Complaints and disputes are addressed promptly, fairly and respectfully without compromising services to the individual.

7.6 The service provider provides each service user with information, in an accessible format that facilitates their understanding, regarding:
- rights and responsibilities of service users and staff in relation to complaints
- who to direct disputes and complaints to
- processes for lodging and managing complaints
- steps and timeframes in assessing and resolving complaints and disputes
- internal and external avenues for making a complaint
- review of decisions in relation to complaints and mechanisms for appeal
- recording and reporting of complaints
- access to advocacy or other independent supports to assist with complaints.

Industry Standard 8: Service management
Management and governance practice is sound, accountable and consistent with current disability support policy and practice.

8.1 The service provider demonstrates a culture of value and respect for service users, their personal networks and its staff.

8.11 The service provider implements documented policies and procedures that relate to:

8.11.3 Decision Making and Choice
As a minimum, these policies and procedures must address:
- rights and responsibilities of service users, management and staff
- active consumer participation in organisational decision making, strategic planning and consumer directed committees
- least restrictive approaches to limiting a service user's ability to act on an individual decision or choice
- provision of information in accessible formats that facilitate the understanding of each person.

Outcome Standard 3: Capacity
Each individual has the ability and potential to achieve a valued role in the community.
4.2 People are supported to understand what abuse and neglect is.

Outcome Standard 4: Citizenship
Each individual has rights and responsibilities as a member of the community.
7.4 People are supported to access an accessible, transparent and documented system to lodge and resolve complaints and appeals.

Criteria 1.2 – People exercise their rights and responsibilities.

Common indicators	**Industry Standard 2: Individual needs**

• The service provider can demonstrate how the relevant charter of rights is promoted and enacted in practice throughout the service.
• People are supported in their choice to use an advocate.
• People are satisfied with the supports they are provided around exercising their rights and responsibilities.
• People know what to do if their rights are violated.
• People are satisfied with the quality of service they receive.
• People are satisfied that their privacy and dignity are maintained.
• The complaints, appeals and feedback systems can be easily accessed by all people.
• People are satisfied with the management of complaints and feedback.
• People are satisfied with the management of reviews and appeals.
• Processes are in place to respond to allegations of misconduct/abuse in ways that ensure people are protected from future harm.
• The service provider demonstrates that:
  - where a person's disability or behaviour requires some restriction of their rights, the least restrictive alternative is applied only when necessary and for as little time as possible
  - strategies are in place to empower
	Planning and support is tailored, flexible, responsive and appropriate to the individual.
	
	2.5 The service provider demonstrates that:
	• where a service user's disability or behaviour requires some restriction of their rights, this restriction is applied only when necessary and for as little time as possible
	• strategies are in place to empower and provide appropriate support for each service user who has some restriction placed on their rights so that the need for restriction decreases over time
	• strategies are in place to regularly monitor and review all interventions that restrict rights.
	
	Industry Standard 3: Decision making and choice
	Support options are planned, developed, implemented and reviewed in a manner that is responsive to the decisions, choices and aspirations of individuals.
	
	3.1 The service providers adopts a rights-based approach to supporting service users to make decisions and choices.
	
	3.2 The service provider demonstrates that:
	• reasonable care is taken to avoid risks, without unduly limiting the ability of service users to exercise their right to make their own decisions and choices
	• staff are aware of, and work to minimise, power differences in consumer-staff relationship.
	
	3.3 The service provider supports each service user to:
	• make choices and decisions about their life
	• identify, choose and exercise as much control as possible over their own daily and lifestyle routines
	• exercise as much control as possible over their finances
	• access technology, aids, equipment and services that increase and enhance their independence and decision making ability
	• choose, own and maintain their own possessions
	• have their changing needs, aspirations and choices addressed
	• actively participate in all major decisions affecting the service
	• involve family members and friends to assist with making decisions and choices
	• access advocacy or other independent supports to assist with making decisions and choices.
	
	Industry Standard 4: Privacy, dignity and confidentiality
	Privacy, dignity and confidentiality are respected and maintained.
	
	4.1 The service provider adopts pro-active practices to ensure that the dignity of service users in relation to their individual needs and circumstances is respected.
	
	4.3 The service provider demonstrates that where a service user cannot give consent to information being shared or decisions in relation to personal privacy and dignity it considers how it can best protect privacy, dignity and confidentiality.

and provide appropriate support for each person who has some restriction placed on their rights - strategies are in place to regularly monitor and review all interventions that restrict rights.	4.6 The service provider demonstrates that: • privacy of the personal living space and belongings of each service user is respected • assistance with physical and personal care support needs for each service user is prompt and provided in a manner that preserves dignity and privacy • staff support each service user to keep personal communication and activities private • staff respect and support each service user to have private time and/or space as they wish • each person is supported to choose who assists them with physical and personal care support needs • staff are respectful and courteous to each service user in all interactions. 4.8 Each service user has their own space when they choose. 4.9 Each service user treated with respect. 4.10 Each services user is supported to exercise their rights and responsibilities in relation to privacy and confidentiality of personal information. **Industry Standard 7: Complaints and disputes** Complaints and disputes are addressed promptly, fairly and respectfully without compromising services to the individual. 7.1 The service provider adopts an approach to the handling, management and resolution of complaints and grievances that is underpinned by natural justice principles and is consistent with the Disability Act 2006. 7.2 The service provider demonstrates the use of a complaints management system that meets the needs, expectations and rights of complainants and that responds to service user grievances in a timely and effective manner. 7.3 The service provider demonstrates that service users are not adversely affected because a complaint has been made by them or on their behalf. 7.4 The service provider maintains records of complaints made by service users, families, carers, staff, volunteers, advocates and members of the community, and uses this information to inform service improvement. 7.5 The service provider supports each service user to: • raise any concerns they have about the service provider or service • have issues resolved regarding aspects of the service provider or service with which they are dissatisfied • access advocacy or other independent supports to assist with making a complaint.

Industry Standard 8: Service management

Management and governance practice is sound, accountable and consistent with current disability support policy and practice.

8.2 The service provider ensures that the environments the organisation provides for people are safe, comfortable, pleasant and includes, where relevant, access to:
- food that is varied, adequate in amount and based upon nutritionally-sound principles
- adequate living environments, including adequate common space as well as places where people can find privacy
- appropriate equipment and furniture
- adequate lighting and ventilation
- appropriate physical accessibility.

8.3 The service provider implements documented processes which as a minimum address:
- health maintenance for service users
- non-aversive behaviour management
- supporting consumers to make informed decisions
- safe practices in medication administration, handling, storage and recording
- providing an appropriate diet and sound nutrition
- reporting and responding to incidents and allegations of abuse and neglect
- manual handling
- infectious diseases
- dealing with complaints
- use of restraint and restrictive practice.

8.10 The service provider ensures that members of it's governing body, management, staff and volunteers have, appropriate to their role, the qualifications, knowledge, values, personal skills, attributes and cultural competence to manage and provide service and support to people with a disability and their personal networks.

8.10.7 Appropriate to their role, staff demonstrate competence in the following areas:
- handling of consumer finances
- dealing with emergency situations that pose a serious danger or risk.
- infection control
- health maintenance
- non-aversive behaviour management
- supporting consumers to make informed decisions
- safe practices in medication administration, handling, storage and recording
- providing an appropriate diet and sound nutrition

8.11 The service provider implements documented policies and procedures that relate to:

8.11.2 Individual Needs

As a minimum, these policies and procedures must address:

- individualised and person directed planning approaches
- monitoring, reviewing and evaluating plans
- active participation of people in the development, review and monitoring of their plan, services and supports
- respecting and supporting personal culture, including age, gender, religion and sexual orientation
- respecting and supporting cultural diversity, including people from Aboriginal and culturally and linguistically diverse backgrounds
- respecting and supporting communication, including preferred communication styles, language and accessible information formats
- promoting social, physical and emotional health and well-being
- least restriction of rights and least intrusive approaches to support needs and goals.

8.11.3 Decision Making and Choice

As a minimum, these policies and procedures must address:

- rights and responsibilities of service users, management and staff
- active consumer participation in organisational decision making, strategic planning and consumer- directed committees
- least restrictive approaches to limiting a service user's ability to act on an individual decision or choice
- provision of information in accessible formats that facilitate the understanding of each person.

8.11.4 Privacy dignity and confidentiality

As a minimum, these policies and procedures must address:

- collection, storage, disposal and accessibility of personal information
- access to advocacy or other independent support to assist in matters relating to the collection storage, disposal and accessibility of personal information
- informed consent for disclosure of personal information
- decision making processes for when a person cannot give consent to information being disclosed
- privacy of personal living arrangements, belongings, time and space
- respect for physical person.

8.11.7 Complaints and Disputes

As a minimum, these policies and procedures must address:

- rights and responsibilities of service users and staff in relation to complaints
- who to direct disputes and complaints to
- processes for lodging and managing complaints
- steps and timeframes in assessing and resolving complaints and disputes
- internal and external avenues for making a complaint
- review of decisions in relation to complaints and mechanisms for appeal
- recording and reporting of complaints.

	Outcome Standard 1: Individuality Each individual has goals, wants, aspirations and support needs and makes decisions and choices about their life. 3.4 People are supported to access an independent support person to assist them with decisions and choices. 4.3 People are supported to stay safe according to their needs and wishes. **Outcome Standard 3: Capacity** Each individual has the ability and potential to achieve a valued role in the community. 7.6 People are supported to access technology, aids, equipment and services that facilitate their preferred communication style. 7.7 People are supported to access advocacy organisations or individual advocates to assist them with communication. **Outcome Standard 4: Citizenship** Each individual has rights and responsibilities as a member of the community. 3.5 People own their own property and possessions. 5.4 People are free to form consenting intimate relationships and express their sexuality. 7.1 People are supported to convey their ideas and opinions. 7.2 People are supported to express their feelings. 7.4 People are supported to access an accessible, transparent and documented system to lodge and resolve complaints and appeals. 8.4 People receive equal pay for equal work. 9.3 People are supported to exercise their rights and responsibilities in relation to accessing services and supports. 9.4 People are supported to exercise their rights and responsibilities in relation to personal privacy and dignity. 9.5 People are supported to exercise rights and responsibilities in relation to lodging a complaint or appeal. 9.6 People are supported to exercise their rights and responsibilities in relation to privacy and confidentiality of personal information. 9.7 People are supported to exercise their rights and responsibilities in relation to making decisions and choices. 9.8 People are supported to exercise their rights and responsibilities in relation to residential tenancy. 9.10 People are supported to understand what to do if their rights are violated. 9.11 People are satisfied with the supports they receive to exercise their human rights. 12.2 People are supported to access adequate and affordable food, clothing, energy services, medical care and social services.

DHS Standard 2 – Access and Engagement: People's rights to access transparent, equitable and integrated services are promoted and upheld.	Disability Industry and Outcome Standards

Criteria 2.1 – Services have a clear and accessible point of contact.

Common indicators	
Common indicators • The service environment is safe and encourages people to make initial contact with the service, and participate in the longer term, where applicable. • Services are physically accessible to people[1] and/or provide a flexible response to enhance accessibility where possible. • Service delivery hours are responsive to the needs of people accessing the service. • The service environment uses resources and symbols that are responsive to people's needs, cultural or Aboriginal and Torres Strait background, disability, age or developmental stage. • The service provider identifies service accessibility issues and uses a range of strategies to address these.	**Industry Standard 1: Service access** Fair and equitable practices that are consistent with funding obligations, applicable legislation and purpose of the service are applied when managing and allocating resources. 1.1 The service provider adopts and applies non-discriminatory eligibility criteria and entry rules with respect to age, gender, race, culture, religion, and disability, consistent with funding obligations, applicable legislation and purpose of the service. **Industry Standard 8: Service management** Management and governance practice is sound, accountable and consistent with current disability support policy and practice. 8.2 The service provider ensures that the environments the organisation provides for people are safe, comfortable, pleasant and includes, where relevant, access to: • food that is varied, adequate in amount and based upon nutritionally-sound principles • adequate living environments, including adequate common space as well as places where people can find privacy • appropriate equipment and furniture • adequate lighting and ventilation • appropriate physical accessibility. **Outcome Standard 1: Individuality** Each individual has goals, wants, aspirations and support needs and makes decisions and choices about their life. 4.3 People are supported to stay safe according to their needs and wishes.

---

[1] Service providers must be able to demonstrate that there are an adequate number of service outlets that are physically accessible to all to meet service demand.

Criteria 2.2 – Services are delivered in a fair, equitable and transparent manner.	

Common indicators
• Priority of access for services is based on relative need, available resources and considers the best interests of children.
• Information is provided to all people in an accessible format that facilitates understanding regarding:
  - entry and exit rules
  - criteria to determine priority for service
  - conditions that may apply to services being provided
  - any fees or costs, as applicable.
• Policies and processes are in place that document:
  - screening and eligibility
  - priority of access
  - waiting list management.
• Data and feedback mechanisms are in place to identify and address barriers to access.
• The service utilises active engagement strategies.
Homelessness services evidence indicator
Brokerage and grants funds are used equitably and transparently.
	Industry Standard 1: Service access
	Fair and equitable practices that are consistent with funding obligations, applicable legislation and purpose of the service are applied when managing and allocating resources.
	
	1.3 The service provider provides accurate and accessible information in a format that facilitates understanding to potential and current service users. As a minimum, this information must cover:
	• the service target group and their needs
	• entry and exit rules
	• entry and eligibility criteria for the service
	• criteria to determine the priority for service for each person
	• conditions that may apply to the services being provided
	• all fees, charges and other costs applicable to the service
	• voluntary and involuntary exit from the service
	• networking with and engaging alternate services
	• referral to other services
	• access to advocacy or other independent supports to assist with access to services.
	
	1.4 The service provider provides each service user with information in an accessible format that facilitates their understanding, and support to access a support person of their choice, to assist them when entering or exiting a service.
	
	Industry Standard 3: Decision making and choice
	Support options are planned, developed, implemented and reviewed in a manner that is responsive to the decisions, choices and aspirations of individuals.
	
	3.4 The service provider provides each service user with accessible information in a format that facilitates understanding to enhance informed decision-making and choice. As a minimum, this information must cover:
	• legal rights, entitlements and obligations under the Disability Act 2006
	• making a complaint to the service provider or to the Disability Services Commissioner
	• support options offered by the service
	• conditions that may apply to the services being provided
	• all fees, charges and other costs applicable to the service
	• access to advocacy or other independent supports to assist with making decisions and choices
	• general community facilities, activities and services
	• health and well-being issues.

Industry Standard 8: Service management
Management and governance practice is sound, accountable and consistent with current disability support policy and practice.

8.11 The service provider implements documented policies and procedures that relate to:

8.11.1 Service access
As a minimum, these policies and procedures must address:
- service target group and their needs
- entry and exit rules
- entry and eligibility criteria
- criteria to determine the priority for service for each person
- conditions that may apply to services and supports being provided
- all fees, charges and other costs applicable to the service
- voluntary and involuntary exit from the service
- networking with and engaging alternate services
- referral to other services

8.11.2 Individual Needs
As a minimum, these policies and procedures must address:
- individualised and person directed planning approaches
- monitoring, reviewing and evaluating plans
- active participation of people in the development, review and monitoring of their plan, services and supports
- respecting and supporting personal culture, including age, gender, religion and sexual orientation
- respecting and supporting cultural diversity, including people from Aboriginal and culturally and linguistically diverse backgrounds
- respecting and supporting communication, including preferred communication styles, language and accessible information formats
- promoting social, physical and emotional health and well-being
- least restriction of rights and least intrusive approaches to support needs and goals.

8.11.3 Decision Making and Choice
As a minimum, these policies and procedures must address:
- rights and responsibilities of service users, management and staff
- active consumer participation in organisational decision making, strategic planning and consumer-directed committees
- least restrictive approaches to limiting a service user's ability to act on an individual decision or choice
- provision of information in accessible formats that facilitate the understanding of each person.

Outcome Standard 4: Citizenship
9.1 People are not discriminated against on the basis of gender, race, history, nationality, sexual orientation, religious and spiritual beliefs and ethnicity.

Criteria 2.3 – People access services most appropriate to their needs through timely, responsive service integration and referral.	

Common indicators	Industry Standard 1: Service access
- The service provider demonstrates responsiveness to referrals and requests for services. - The service provider works collaboratively to manage demand. - The service provider is a visible and active participant in a referral network, with people referred to a range of universal and secondary/specialist services using clear referral pathways. - The service provider establishes and maintains coordinated service pathways with relevant funded organisations, including Aboriginal and Torres Strait Islander and culturally and linguistically diverse funded organisations. - The service has documented systems to guide staff in providing information, advice and referral to other services. - In situations where the service provider is unable to provide a service, the person is provided with: - information in accessible formats about alternative services - a referral to alternative services - people are satisfied with the management of their referrals and the integration of their services	Fair and equitable practices that are consistent with funding obligations, applicable legislation and purpose of the service are applied when managing and allocating resources. 1.2 In situations where the service provider is unable to provide a service, the service provider provides each person with: - information in an accessible format that facilitates understanding about alternative services - a referral to alternative services that exist and might be accessed. **Industry Standard 8: Service management** Management and governance practice is sound, accountable and consistent with current disability support policy and practice. 8.11 The service provider implements documented policies and procedures that relate to: **8.11.1 Service access** As a minimum, these policies and procedures must address: - service target group and their needs - entry and exit rules - entry and eligibility criteria - criteria to determine the priority for service for each person - conditions that may apply to services and supports being provided - all fees, charges and other costs applicable to the service - voluntary and involuntary exit from the service - networking with and engaging alternate services - referral to other services **8.11.2 Individual Needs** As a minimum, these policies and procedures must address: - individualised and person directed planning approaches - monitoring, reviewing and evaluating plans - active participation of people in the development, review and monitoring of their plan, services and supports - respecting and supporting personal culture, including age, gender, religion and sexual orientation - respecting and supporting cultural diversity, including people from Aboriginal and culturally and linguistically diverse backgrounds - respecting and supporting communication, including preferred communication styles, language and accessible information formats - promoting social, physical and emotional health and well-being - least restriction of rights and least intrusive approaches to support needs and goals.

	Outcome Standard 1: Individuality Each individual has goals, wants, aspirations and support needs and makes decisions and choices about their life. 6.7 People are supported to access information about other services and supports that may be able to assist them. **Outcome Standard 3: Capacity** Each individual has the ability and potential to achieve a valued role in the community. 7.5 People are supported to access information in formats that facilitate their understanding. **Outcome Standard 4: Citizenship** Each individual has rights and responsibilities as a member of the community. 9.3 People are supported to exercise their rights and responsibilities in relation to accessing services and supports 13.6 People are supported to access information regarding health professional services and supports, such as dentists, counselling, dieticians, allied health therapists and medical specialists.

DHS Standard 3 – Wellbeing: People's right to wellbeing and safety is promoted and upheld.	Disability Industry and Outcome Standards

Criteria 3.1 – Services adopt a strengths based and early intervention approach to service delivery that enhances people's wellbeing.

Common indicators • The service provider supports the person to identify their strengths and aims to build on these capabilities. • The service provider adopts active engagement and early intervention strategies. • Policies and processes reflect early intervention, strengths based, holistic and collaborative approaches to service delivery. • The service provider strengthens and builds capacity with families, where appropriate. **Children, youth and family indicators** • Parents, families and carers are assisted to engage in continuous development of their understanding of normal child development and parenting/caring skills to increase their confidence and capability to meet the needs of their child or young person.	**Industry Standard 2: Individual needs** Planning and support is tailored, flexible, responsive and appropriate to the individual. 2.10 The service provider demonstrates that where relevant, individualised planning and support processes strengthen and build capacity within families to support children with a disability. **Industry Standard 8: Service management** Management and governance practice is sound, accountable and consistent with current disability support policy and practice. 8.11 The service provider implements documented policies and procedures that relate to: **8.11.10 Working with families** As a minimum, these policies and procedures must address: • role of family and personal networks in planning to support individual needs • working with families to strengthen and build capacity to support children with a disability • role of family members and carers in decision making and choices • developing and maintaining positive family and cultural connections. **Outcome Standard 1: Individuality** Each individual has goals, wants, aspirations and support needs and makes decisions and choices about their life. 3.1 People are supported to make choices and decisions about their life. 6.1 People are supported to identify their own values, needs and reasons for seeking support. **Outcome Standard 5: Leadership** Each individual informs the way that supports are provided. 6.2 People are supported to identify their own goals, priorities and long term outcomes. 6.4 People are supported to identify and choose options and approaches that may support them to achieve their goals or long term outcomes.

Criteria 3.2 – People actively participate in an assessment of their strengths, risks, wants and needs.

Common indicators	**Industry Standard 2: Individual needs**
• People actively participate in an assessment of their strengths, risks, wants and needs. • The service provider seeks information and the involvement of other key parties, as appropriate, in order to better assess or understand a person's situation. • Policies and processes outline the scope of the required assessment. • Where initial assessment indicates the need for immediate assistance, the service provider supports the person to have those needs met. • The service provider has effective systems in place to determine what resources or services are required to meet the needs of the person. • Assessment takes into account people's age, ability, gender, sexual identity, culture, religion or spirituality. • People are supported during assessments by an appropriate person who is sensitive to and understands their cultural needs. • People's language and communication needs are identified and responded to. • People receive a copy of their assessment in a format that facilitates understanding. **Children, youth and family indicators** • Assessment considers the capability of parents, carers and families to provide effective care for children and young people.	Planning and support is tailored, flexible, responsive and appropriate to the individual. 2.2 The service provider demonstrates that planning approaches are underpinned by the right of each person to exercise control over their life. 2.4 The service provider demonstrates that where a person requires support to communicate their needs, the service provider engages family members, carers or an independent advocate in the planning process. 2.6 The service provider supports each service user to: • identify their own ongoing and changing service needs, goals, priorities, timeframes and long term outcomes • express their cultural identity and sense of belonging, including personal identity, age, gender, cultural, heritage, religion and sexual orientation • use their preferred communication style to express ideas, opinions and feelings, including preferred languages, alternative information formats and alternative communication methods • identify their health and wellbeing needs • access general community facilities and services • engage the support of people of their choice in the development of their plan **Outcome Standard 1: Individuality** Each individual has goals, wants, aspirations and support needs and makes decisions and choices about their life. 6.1 People are supported to identify their own values, needs and reasons for seeking support. 7.3 People are supported to use their preferred style or method when communicating. **Outcome Standard 3: Capacity** Each individual has the ability and potential to achieve a valued role in the community. 7.5 People are supported to access information in formats that facilitate their understanding. 7.7 People are supported to access advocacy organisations or individual advocates to assist them with communication. **Outcome Standard 5: Leadership** Each individual informs the way that supports are provided. 6.2 People are supported to identify their own goals, priorities and long term outcomes. 6.4 People are supported to identify and choose options and approaches that may support them to achieve their goals or long term outcomes. 6.8 People are supported to inform the development of policies, procedures and practice that relate to the delivery of service and supports. 6.9 People are supported to participate in the planning, development and monitoring of services and supports.

Criteria 3.3 – People have a goal oriented plan documented and implemented. This plan includes strategies to achieve stated goals.	
Common indicators	**Industry Standard 2: Individual needs**
• People actively participate in all aspects of the planning process.	Planning and support is tailored, flexible, responsive and appropriate to the individual.
• Planning processes are guided by relevant legislation, departmental policies and sector frameworks.	2.1 The service provider demonstrates that services and supports are based on a framework of supporting people to experience outcomes valued by the broader Victorian community.
• The service provider demonstrates that the planning process is underpinned by the rights of each person to exercise control over their lives.	2.2 The service provider demonstrates that planning approaches are underpinned by the right of each person to exercise control over their life.

2.3 The service provider promotes good health and well-being (including medical, dental, and mental health) needs being met. (does not make sense) |
| • Where appropriate, the service provider actively engages family members, carers, significant others and/or an independent advocate in the planning process. | 2.4The service provider demonstrates that where a person requires support to communicate their needs, the service provider engages family members, carers or an independent advocate in the planning process.

2.6 The service provider supports each service user to:
• identify their own ongoing and changing service needs, goals, priorities, timeframes and long term outcomes |
| • Planning takes into account people's age, ability, gender, sexual identity, culture, religion or spirituality. | • express their cultural identity and sense of belonging, including personal identity, age, gender, cultural, heritage, religion and sexual orientation
• use their preferred communication style to express ideas, opinions and feelings, including preferred languages, alternative information formats and alternative communication methods |
| • The service provider actively advocates for service options that best meet people's needs. | • identify their health and wellbeing needs
• access general community facilities and services
• engage the support of people of their choice in the development of their plan |
| • Planning takes into account the health and wellbeing issues of the person. | 2.7 The service provider implements a documented process to support each person to develop an individualised plan in a way that maximises the service user's control of the process. As a minimum the plan must: |
| • People are supported during planning by an appropriate person who is sensitive to and understands their cultural needs. | • reflect the needs, goals, supports and actions and long term outcomes specified by the service user
• describe what support will be provided and how the support will be delivered
• describe the approach for meeting needs in the least restrictive and least intrusive manner possible
• reflect the planning approach specified by the service user
• be reviewed at least annually, or within timeframes as specified by the service user, or in response to the service user's changing needs and circumstances |
| • People have a documented plan(s) that:
   - reflects the strengths, needs, goals, supports, and long-term outcomes specified by the person
   - describes how these goals will be achieved, including timelines
   - documents actions to minimise risk in the least intrusive and | • be reviewed with the active participation of the service user in the development, monitoring and review of their plan
• be provided to the service user, or their nominated support person, in a format that is accessible and facilitates understanding.

2.9 The service provider demonstrates that individualised planning and support processes consider and respect the role and involvement of family and personal networks who are significant to the person in the planning process. |

restrictive manner - identifies health and wellbeing needs, as appropriate - includes input from family, carers and other service providers as appropriate. • People receive a copy of their plan and any revised plans in a format that facilitates understanding. **Disability services indicators** ▪ People access personal assistance, in-home, residential or community supports to assist them to live as independently as possible. ▪ People are supported to identify, choose and manage their own daily and lifestyle routines.	**Industry Standard 3: Decision making and choice** Support options are planned, developed, implemented and reviewed in a manner that is responsive to the decisions, choices and aspirations of individuals. 3.3 The service provider supports each service user to: • make choices and decisions about their life • identify, choose and exercise as much control as possible over their own daily and lifestyle routines • exercise as much control as possible over their finances • access technology, aids, equipment and services that increase and enhance their independence and decision making ability • choose, own and maintain their own possessions • have their changing needs, aspirations and choices addressed • actively participate in all major decisions affecting the service • involve family members and friends to assist with making decisions and choices • access advocacy or other independent supports to assist with making decisions and choices. 3.5 The service provider demonstrates that where relevant, the wishes and choices of family members and personal networks who are significant to the person are considered in the decision-making process. **Industry Standard 8: Service management** Management and governance practice is sound, accountable and consistent with current disability support policy and practice. 8.4 The service provider demonstrates that its policies and established practices are consistent with the: • Disability Act 2006 • current State Disability Plan or equivalent strategic government policy • Quality Framework for Disability Services in Victoria • Privacy Act 2000 • Health Records Act 2001 • legislative requirements of current Occupational Health and Safety legislation. 8.11 The service provider implements documented policies and procedures that relate to: **8.11.2 Individual Needs** As a minimum, these policies and procedures must address: • individualised and person directed planning approaches • monitoring, reviewing and evaluating plans • active participation of people in the development, review and monitoring of their plan, services and supports • respecting and supporting personal culture, including age, gender, religion and sexual orientation • respecting and supporting cultural diversity, including people from Aboriginal and culturally and linguistically diverse backgrounds • respecting and supporting communication, including preferred communication styles, language and accessible information formats • promoting social, physical and emotional health and well-being

- least restriction of rights and least intrusive approaches to support needs and goals.

8.11.9 Access to advocacy support
As a minimum, these policies and procedures must address:
- access to advocacy or other independent supports to assist with access to services
- access to advocacy or other independent supports to assist with planning
- access to advocacy or other independent supports to assist with making decisions and choices
- access to advocacy or other independent supports to assist with making a complaint or lodging an appeal against a decision.

8.11.10 Working with families
- As a minimum, these policies and procedures must address:
- role of family and personal networks in planning to support individual needs
- working with families to strengthen and build capacity to support children with a disability
- role of family members and carers in decision making and choices
- developing and maintaining positive family and cultural connections.

Outcome Standard 1: Individuality
Each individual has goals, wants, aspirations and support needs and makes decisions and choices about their life.
3.1 People are supported to make choices and decisions about their life.
3.2 People are supported to identify, choose and manage their own daily and lifestyle routines.
3.4 People are supported to access an independent support person to assist them with decisions and choices.
6.1 People are supported to identify their own values, needs and reasons for seeking support.
12.1 People are supported to identify and realise priorities and goals to assist them exercise control over their living circumstances.

Outcome Standard 2: Participation
Each individual is able to access and participate in their community.
14.3 People are supported to access mobility aids, equipment and assistive technologies and supports.

Outcome Standard 3: Capacity
Each individual has the ability and potential to achieve a valued role in the community.
3.3 People are supported to access technology, aids, equipment and services that enhance their independence.
7.7 People are supported to access advocacy organisations or individual advocates to assist them with communication.
12.3 People are supported to access personal assistance, in-home, residential or community supports to assist them to live as independently as possible.
13.5 People are supported to understand health and wellbeing issues, such as tobacco-related illness, the use of alcohol and other drugs, diabetes, sexual and reproductive health, nutrition and emotional well being.
13.6 People are supported to access information regarding health professional services and supports, such as dentists, counselling, dieticians, allied health therapists and medical specialists.

	Outcome Standard 4: Citizenship Each individual has rights and responsibilities as a member of the community. 6.6 People are supported to access an independent support person of their choice to assist them to choose supports. 9.9 People are supported to access independent advocacy organisations or individual advocates. **Outcome Standard 5: Leadership** Each individual informs the way that supports are provided. 6.2 People are supported to identify their own goals, priorities and long term outcomes. 6.3 People are supported to explore a range of individual planning options and approaches. 6.4 People are supported to identify and choose options and approaches that may support them to achieve their goals or long term outcomes. 6.9 People are supported to participate in the planning, development and monitoring of services and supports. 6.10 People are satisfied with the support they receive to choose their own supports and contribute to determining the manner in which supports are provided.

Criteria 3.4 – Each person's assessments and plans are regularly reviewed, evaluated and updated. Exit/transition planning occurs as appropriate.

Common indicators	**Industry Standard 2: Individual needs**
• Each person's assessments and plans are reviewed within set timeframes or to reflect changing needs. • People actively participate in the review and evaluation of assessments and plans. • Review and evaluation takes into account age, ability, gender, sexual identity, culture, religion or spirituality. • Review and evaluation takes into account people's health and wellbeing needs. • People are supported during reviews and evaluations by an appropriate person(s) who is sensitive to and understands their cultural needs. • The service provider supports people (or a nominated/appointed support person) to be actively involved in monitoring and reviewing their plan.	Planning and support is tailored, flexible, responsive and appropriate to the individual. 2.8 The service provider adopts an outcomes measurement approach to the evaluation of the effectiveness of each service user's plan. **Industry Standard 8: Service management** Management and governance practice is sound, accountable and consistent with current disability support policy and practice. 8.11 The service provider implements documented policies and procedures that relate to: **8.11.2 Individual Needs** As a minimum, these policies and procedures must address: • individualised and person directed planning approaches • monitoring, reviewing and evaluating plans • active participation of people in the development, review and monitoring of their plan, services and supports • respecting and supporting personal culture, including age, gender, religion and sexual orientation • respecting and supporting cultural diversity, including people from Aboriginal and culturally and linguistically diverse backgrounds • respecting and supporting communication, including preferred communication styles, language and accessible information formats • promoting social, physical and emotional health and well-being • least restriction of rights and least intrusive approaches to support needs and goals.

- Plans are updated or renewed to reflect changing needs or goals and progress towards stated goals. - The service provider collaborates with other services to enhance exit/transition planning to meet people's needs. - The service provider has documented processes for exit/transition planning and case closure that involves the person or their nominated representative. - People are satisfied with the support they receive to achieve their stated goals. - People are informed of the steps necessary to re-access the service as required.	**Outcome Standard 1: Individuality** Each individual has goals, wants, aspirations and support needs and makes decisions and choices about their life. 3.4 People are supported to access an independent support person to assist them with decisions and choices. 13.3 People are supported to participate in activities to regularly monitor and review their health and wellbeing. **Outcome Standard 3: Capacity** Each individual has the ability and potential to achieve a valued role in the community. 7.7 People are supported to access advocacy organisations or individual advocates to assist them with communication. **Outcome Standard 4: Citizenship** Each individual has rights and responsibilities as a member of the community. 6.6 People are supported to access an independent support person of their choice to assist them to choose supports. 9.9 People are supported to access independent advocacy organisations or individual advocates. **Outcome Standard 5: Leadership** Each individual informs the way that supports are provided. 6.2 People are supported to identify their own goals, priorities and long term outcomes. 6.5 People are supported to regularly monitor and review their supports. 6.5 People are supported to regularly monitor and review their supports. 6.10 People are satisfied with the support they receive to choose their own supports and contribute to determining the manner in which supports are provided.

Criteria 3.5 – Services are delivered in a safe environment for all people free from abuse, neglect violence and /or preventable injury.

Common indicators - The service provider promotes an environment where people are free from abuse, neglect, violence and preventable injury. - The service provider has clearly documented polices and processes for responding to potential or actual harm, abuse, neglect, violence and/or preventable injury. - People are safe from abuse, neglect, violence and preventable injury in service environments.	**Industry Standard 4: Privacy, dignity and confidentiality** Privacy, dignity and confidentiality are respected and maintained. 4.6 The service provider demonstrates that; Privacy of the personal living space and belongings of each support user is respected. 4.8 Each support user has their own space when they choose. **Industry Standard 8: Service management** Management and governance practice is sound, accountable and consistent with current disability support policy and practice. 8.11 The service provider implements documented policies and procedures that relate to: **8.11.8 Freedom from Abuse and Neglect** As a minimum, these policies and procedures must address: - rights and responsibilities of service users and staff in relation to abuse and neglect - staff duty of care - reporting and investigation of allegations of abuse and/or neglect - steps and timeframes for investigating, responding to and reporting to incidents and allegations of abuse and neglect

Indicators where out-of-home care, residential services, day programs, refuges, crisis accommodation and/or respite services are provided	- preventing incidents of abuse or neglect and reducing potential risk - training in self-protective behaviours for service users and staff - support for consumers who have experienced abuse and neglect - support for staff who have a consumer advocate role in cases of abuse and neglect. **Industry Standard 9: Freedom from abuse and neglect** Supports are provided in safe and healthy environments that support individuals to exercise their legal and human rights. 9.1 The service provider adopts a framework for the delivery of its service that promotes and protects human and legal rights. 9.2 The service provider demonstrates that it recognises the increased vulnerability of people with a disability. 9.3 The service provider implements documented processes that demonstrate its commitment to health and safety. 9.4 The service provider has adequate equipment to ensure safety and security and people know how to use this equipment. 9.5 The service provider demonstrates that people are not verbally, physically, sexually or emotionally abused, threatened, neglected or exploited. 9.6 The service provider demonstrates that all allegations of abuse and neglect of consumers are responded to immediately. 9.7The service provider implements documented processes to provide the appropriate support for service users have experienced abuse and neglect. 9.8 The service provider supports each person to: - understand what abuse and neglect is - stay safe according to their needs and wishes - live in clean, safe and healthy home environments - access clean, safe and healthy support options - have their own space - understand issues that relate to staying safe, such as how to report abuse and neglect and occupational safety and health requirements - understand what to do if their rights are violated - access advocacy or other independent supports to deal with allegations or concerns of abuse and neglect. 9.9 The service provider provides each service user with accessible information regarding freedom from abuse and neglect in a format that facilitates their understanding. As a minimum, this information must cover: - rights and responsibilities of service users and staff in relation to reporting and responding to allegations of abuse and neglect - internal and external avenues for reporting abuse and neglect complaints· - timeframes for responding to allegations of abuse and neglect - access to advocacy or other independent supports to assist with allegations or concerns of abuse and neglect. **Outcome Standard 1: Individuality** Each individual has goals, wants, aspirations and support needs and makes decisions and choices about their life. 4.3 People are supported to stay safe according to their needs and wishes. **Outcome Standard 3: Capacity** Each individual has the ability and potential to achieve a valued role in the community. 4.2 People are supported to understand what abuse and neglect is. 5.5 People are supported to understand about issues that relate to healthy, constructive and respectful relationships, such as
- The service provider ensures that the environments it provides are safe, hygiene and clean, and includes, where relevant, access to: - adequate common space as well as places where people can find privacy - appropriate and well-maintained equipment and furniture - adequate lighting and ventilation - appropriate physical accessibility - food that is varied, adequate in amount and based upon nutritionally-sound principles - sustainable safe and nurturing home environments, which support the development and stability of people - processes for people to have input into decisions regarding daily life. - The service provider implements documented procedures for: - maintenance of service environments, buildings and equipment - infection control - fire risk and other emergency management consistent with legislative and departmental policies.	

| **Children, youth and family indicators**
- The service provider has documented practice guidelines for care and placement matching.
- The service provider provides carers with the information they need to adequately care for children and young people in their care, including clearly explaining what is expected of them in relation to meeting the child or young person's individual needs prior to the commencement of the placement.

Homelessness services evidence indicator

- Service environments support the safety and security of people impacted by family violence. | sexual health, family planning, parenting and domestic violence.

Outcome Standard 4: Citizenship
Each individual has rights and responsibilities as a member of the community.
4.1 People are not verbally, physically, sexually or emotionally abused, threatened, neglected or exploited.
4.4 People are supported to live in clean, safe and healthy home environments.
4.5 People are supported to access clean, safe and healthy support options.
4.6 People have their own space.
12.2 People are supported to access adequate and affordable food, clothing, energy services, medical care and social services.
13.2 People are supported to access, prepare and consume nutritious food.

Outcome Standard 5: Leadership
Each individual informs the way that supports are provided.
4.7 People are supported to understand issues that relate to staying safe, such as how to report abuse and neglect and occupational safety and health requirements.
4.8 People are satisfied with the support they receive to experience physical and emotional safety and be free from abuse, neglect and avoidable injury.
12.5 People are satisfied with the support they receive to experience an adequate standard of living. |

DHS Standard 4 – Participation: People's right to choice, decision making and to actively participate as a valued member of their chosen community is promoted and upheld.	Disability Industry and Outcome Standards
Criteria 4.1 – People exercise choice and control in service delivery and life decisions, where appropriate.	

Common indicators
• People are satisfied with the choices they are provided, where possible, regarding the services to be delivered.
• People are supported in decision making by their advocate and/or their appointed representative, as appropriate.
• People's right to dignity of risk is respected.
• Service providers support people to access technology, aids equipment and services that increase and enhance their decision making and independence.
• The service provider supports people to develop and maintain their personal, gender, sexual, cultural, and religious or spiritual identity.
• The service provider:
  - provides people with information, in a format that facilitates understanding, to enhance informed decision making and choice
  - involves members and significant others, as appropriate, to assist with decisions and choices.
	Industry Standard 2: Individual needs
	Planning and support is tailored, flexible, responsive and appropriate to the individual.
	
	2.6 The service provider supports each service user to:
	• identify their own ongoing and changing service needs, goals, priorities, timeframes and long term outcomes
	• express their cultural identity and sense of belonging, including personal identity, age, gender, cultural, heritage, religion and sexual orientation
	• use their preferred communication style to express ideas, opinions and feelings, including preferred languages, alternative information formats and alternative communication methods
	• identify their health and wellbeing needs
	• access general community facilities and services
	• engage the support of people of their choice in the development of their plan
	
	Industry Standard 3: Decision making and choice
	Support options are planned, developed, implemented and reviewed in a manner that is responsive to the decisions, choices and aspirations of individuals.
	
	3.3 The service provider supports each service user to:
	• make choices and decisions about their life
	• identify, choose and exercise as much control as possible over their own daily and lifestyle routines
	• exercise as much control as possible over their finances
	• access technology, aids, equipment and services that increase and enhance their independence and decision making ability
	• choose, own and maintain their own possessions
	• have their changing needs, aspirations and choices addressed
	• actively participate in all major decisions affecting the service
	• involve family members and friends to assist with making decisions and choices
	• access advocacy or other independent supports to assist with making decisions and choices.

Homelessness services evidence indicator - People's right to refuse a recommended action or activity is acknowledged and respected.	3.4 The service provider provides each service user with accessible information in a format that facilitates understanding to enhance informed decision-making and choice. As a minimum, this information must cover: • legal rights, entitlements and obligations under the Disability Act 2006 • making a complaint to the service provider or to the Disability Services Commissioner • support options offered by the service • conditions that may apply to the services being provided • all fees, charges and other costs applicable to the service • access to advocacy or other independent supports to assist with making decisions and choices • general community facilities, activities and services • health and well-being issues. 3.5 The service provider demonstrates that where relevant, the wishes and choices of family members and personal networks who are significant to the person are considered in the decision-making process **Industry Standard 8: Service management** Management and governance practice is sound, accountable and consistent with current disability support policy and practice. 8.11 The service provider implements documented policies and procedures that relate to: **8.11.3 Decision Making and Choice** As a minimum, these policies and procedures must address: • rights and responsibilities of service users, management and staff • active consumer participation in organisational decision making, strategic planning and consumer-directed committees • least restrictive approaches to limiting a service user's ability to act on an individual decision or choice • provision of information in accessible formats that facilitate the understanding of each person. **Outcome Standard 1: Individuality** Each individual has goals, wants, aspirations and support needs and makes decisions and choices about their life. 3.4 People are supported to access an independent support person to assist them with decisions and choices. 7.3 People are supported to use their preferred style or method when communicating. 10.4 People are supported to use their preferred language when communicating. **Outcome Standard 2: Participation** Each individual is able to access and participate in their community. 14.3 People are supported to access mobility aids, equipment and assistive technologies and supports. 14.4 People are supported to access public transport.

Outcome Standard 3: Capacity
Each individual has the ability and potential to achieve a valued role in the community.
3.3 People are supported to access technology, aids, equipment and services that enhance their independence.
5.5 People are supported to understand about issues that relate to healthy, constructive and respectful relationships, such as sexual health, family planning, parenting and domestic violence.
5.6 People are supported to access information about professional services aimed at promoting healthy, constructive and respectful relationships such as counselling services, mediation and conciliation services and relationships skills courses.
7.5 People are supported to access information in formats that facilitate their understanding.
7.6 People are supported to access technology, aids, equipment and services that facilitate their preferred communication style.
7.7 People are supported to access advocacy organisations or individual advocates to assist them with communication.
13.5 People are supported to understand about health and wellbeing issues, such as tobacco-related illness, the use of alcohol and other drugs, diabetes, sexual and reproductive health, nutrition and emotional well being.
13.6 People are supported to access information regarding health professional services and supports, such as dentists, counselling, dieticians, allied health therapists and medical specialists.
15.4 People are supported to access information regarding consumer choice, such as shopping options, product advice and consumer protection.

Outcome Standard 4: Citizenship
Each individual has rights and responsibilities as a member of the community.
5.4 People are free to form consenting intimate relationships and express their sexuality.
6.6 People are supported to access an independent support person of their choice to assist them to choose supports.
7.1 People are supported to convey their ideas and opinions.
7.2 People are supported to express their feelings.
9.1 People are not discriminated against on the basis of gender, race, history, nationality, sexual orientation, religious and spiritual beliefs and ethnicity.
9.2 People are treated with respect.
9.7 People are supported to exercise their rights and responsibilities in relation to making decisions and choices.
9.9 People are supported to access independent advocacy organisations or individual advocates.

Outcome Standard 5: Leadership
Each individual informs the way that supports are provided.
3.6 People are satisfied with the support they receive to experience individual choice and control over their life.
5.7 People are satisfied with the support they receive to enjoy healthy, constructive and respectful relationships.
7.8 People are satisfied with the support they receive to seek, receive and impart information, ideas and opinions through their preferred communication style.

Criteria 4.2 – People actively participate in their community by identifying goals and pursuing opportunities including those related to health, education, training and employment.	
Common indicators	**Industry Standard 5: Participation and integration**
• The service provider supports people to:	Support options are planned, developed, implemented and reviewed in a manner that builds opportunities for individuals to participate in the life of the community.
- identify and access community resources and facilities	5.1 The service provider adopts a community inclusion and participation approach to the way it develops service and support options.
- identify and overcome barriers that may prevent or restrict their participation in the community	5.2 Service outlets are located in areas that enable access by service users to community services and activities.
- participate in a range of education, recreation, leisure, cultural and community events that reflect their interests and preferences	5.3 The service provider supports each service user to: • use facilities, resources and services in the community that reflect their interests and preferences • participate in a range of recreation, leisure and sporting activities in the community that reflect their interests and preferences • participate in a range of cultural events in the community that reflect their interests and preferences
- participate in social roles in line with their interest and preferences	• access community and health services in the community • identify and overcome barriers that may prevent or restrict their participation in activities in the community • establish, preserve and enhance links with their families, friends and/or other support networks where they choose to do so.
- access information about their community.	**Industry Standard 6: Valued Status**
• People are satisfied with the support they receive to meet the goals they have set in relation to community participation.	Support options are planned, developed, implemented and reviewed in a manner that recognises the skills, abilities and potential of individuals to participate in the life of the community.
Children, youth and family indicators	6.1 The service provider adopts a framework that promotes a belief in the ability of people with a disability to fulfil valued roles in the community, and enhances the ability, contribution and competence of people with a disability.
• Placement details, records of life experiences and achievements, school reports, medical records, photographs of meaningful and significant events and the names of significant people involved in the child or young person's life are available in a portable format (for example a Life Book) that the child or young person can take with them when changing placement or leaving care.	6.3 The service provider supports each service user to: • develop their life and social development skills • participate in activities and assume roles that are valued in the general community • participate in activities that highlight their competence and expertise, such as facilitating staff training or representing the organisation on committees • develop and maintain the skills necessary to participate as a valued member of the community • identify and support goals that relate to education, training and learning interests. **Industry Standard 8: Service management** Management and governance practice is sound, accountable and consistent with current disability support policy and practice. 8.11 The service provider implements documented policies and procedures that relate to:

Disability services indicators	8.11.5 Participation and Integration
• People are supported to move freely in their environments and communities, including accessing public transport. • People are supported to access a range of affordable housing options	As a minimum, these policies and procedures must address: • location of services and support options to maximise service user participation in the community • opportunities to form and maintain a variety of ties, connections, and involvements in the community • use of community facilities such as public transport, shops, restaurants, recreation and entertainment facilities, banks, places of worship, educational institutions, libraries, parks and natural spaces • participation in community activities such as sports and recreation activities, and arts, cultural and heritage events • establishing, maintaining and enhancing links with families, friends and other personal relationships • overcoming barriers to participation in the community. **8.11.6 Valued Status** As a minimum, these policies and procedures must address: • promoting the ability, contribution and competence of people with a disability • developing and maintaining skills of people with a disability • supporting education, training and learning interests of people with a disability. **Outcome Standard 1: Individuality** Each individual has goals, wants, aspirations and support needs and makes decisions and choices about their life. 1.3 People are supported to identify, choose and realise goals that relate to their education, training and learning interests. 1.4 People are supported to understand about learning, development and education options and issues, such as further education, leadership and mentoring opportunities and volunteering. 8.1 People are supported to identify, choose and realise goals that relate to their career and employment interests. 11.1 People are supported to identify activities and interests which they enjoy. 11.2 People are supported to pursue hobbies and pastimes according to their interests and preferences. 11.3 People are supported to participate in recreational, leisure and sporting activities according to their interests and preferences. 11.4 People are supported to use their environments in a manner that reflects the activities and interests which they enjoy. 13.4 People are supported to identify and realise personal goals to promote health and wellbeing. 16.1 People are supported to identify and realise priorities and goals in relation to housing and accommodation. **Outcome Standard 2: Participation** Each individual is able to access and participate in their community. 2.1 People are supported to use facilities, resources and services in the community that reflect their interests and preferences. 2.2 People are supported to participate in a range of recreation, leisure and sporting activities in the community that reflect their interests and preferences. 2.4 People are supported to experience a variety of social roles through membership and affiliation with cultural, recreational, leisure or sporting groups that reflect their interests and preferences. 2.5 People are supported to access educational opportunities in inclusive educational environments. 2.6 People are supported to access health services in the community. 2.7 People are supported to access information about their community. 5.3 People are supported to build new social networks. 12.4 People are supported to access natural areas and public spaces.

13.1 People are supported to participate in physical activity.
14.1 People are supported to access and use their environments.
14.2 People are supported to experience personal mobility with the greatest independence.
14.4 People are supported to access public transport.
16.2 People are supported to access a range of affordable housing options, including private rental, public housing programs and supported accommodation.

Outcome Standard 3: Capacity
Each individual has the ability and potential to achieve a valued role in the community.
1.1 People are supported to develop their life and social development skills.
1.2 People are supported to develop their artistic, creative and intellectual potential.
5.5 People are supported to understand about issues that relate to healthy, constructive and respectful relationships, such as sexual health, family planning, parenting and domestic violence.
5.6 People are supported to access information about professional services aimed at promoting healthy, constructive and respectful relationships such as counselling services, mediation and conciliation services and relationships skills courses.
7.5 People are supported to access information in formats that facilitate their understanding.
8.2 People are supported to understand about employment options and issues, such as vocational training, volunteering, salary and conditions and workplace rights.
16.3 People are supported to understand and access appropriately designed and located housing which enhances their independence.

Outcome Standard 4: Citizenship
Each individual has rights and responsibilities as a member of the community.
4.5 People are supported to access clean, safe and healthy support options.
8.3 People have access to promotion and career development opportunities.
8.4 People receive equal pay for equal work.
9.8 People are supported to exercise their rights and responsibilities in relation to residential tenancy.
12.2 People are supported to access adequate and affordable food, clothing, energy services, medical care and social services.
16.4 People are not isolated or segregated from the community.

Outcome Standard 5: Leadership
Each individual informs the way that supports are provided.
1.5 People are satisfied with the support they receive to experience lifelong learning and education.
2.8 People are satisfied with the support they receive to participate in the life of the community.
6.2 People are supported to identify their own goals, priorities and long term outcomes.
6.4 People are supported to identify and choose options and approaches that may support them to achieve their goals or long term outcomes.
8.5 People are satisfied with the support they receive to access meaningful, rewarding and safe employment with just and reasonable conditions.
11.5 People are satisfied with the support that they receive to experience a sense of social wellbeing through enjoyment with life and time for leisure and recreation.
13.7 People are satisfied with the support they receive to experience the best possible physical, mental, emotional and social

	health. 14.5 People are satisfied with the support they receive in relation to moving freely in their environments and in the community. 16.5 People are satisfied with the support they receive to access adequate and appropriately located housing.

Criteria 4.3 – People maintain connections with family and friends, as appropriate.

| **Common indicators**
• The service provider supports people to establish, maintain and enhance links with their families, friends or other support networks, as appropriate.
• People are satisfied with support they receive to maintain connections. | **Industry Standard 5: Participation and integration**
Support options are planned, developed, implemented and reviewed in a manner that builds opportunities for individuals to participate in the life of the community.

5.3 The service provider supports each service user to:
• use facilities, resources and services in the community that reflect their interests and preferences
• participate in a range of recreation, leisure and sporting activities in the community that reflect their interests and preferences
• participate in a range of cultural events in the community that reflect their interests and preferences
• access community and health services in the community
• identify and overcome barriers that may prevent or restrict their participation in activities in the community
• establish, preserve and enhance links with their families, friends and/or other support networks where they choose to do so.

Industry Standard 8: Service management
Management and governance practice is sound, accountable and consistent with current disability support policy and practice.

8.11 The service provider implements documented policies and procedures that relate to:

8.11.5 Participation and Integration
As a minimum, these policies and procedures must address:
• location of services and support options to maximise service user participation in the community
• opportunities to form and maintain a variety of ties, connections, and involvements in the community
• use of community facilities such as public transport, shops, restaurants, recreation and entertainment facilities, banks, places of worship, educational institutions, libraries, parks and natural spaces
• participation in community activities such as sports and recreation activities, and arts, cultural and heritage events
• establishing, maintaining and enhancing links with families, friends and other personal relationships
• overcoming barriers to participation in the community.

Outcome Standard 1: Individuality
Each individual has goals, wants, aspirations and support needs and makes decisions and choices about their life.
10.5 People are supported to participate in arts and heritage activities, ceremonies and events that reflect their sense of personal and cultural identity and belonging.
10.6 People are supported to practice their cultural, religious or spiritual beliefs.
10.7 People are supported to maintain connections to family or cultural history and traditions. |

	Outcome Standard 2: Participation Each individual is able to access and participate in their community. 5.1 People are supported to have contact with family and friends. 5.2 People are supported to extend hospitality to family and friends in their own homes. 5.3 People are supported to build new social networks. **Outcome Standard 4: Citizenship** Each individual has rights and responsibilities as a member of the community. 16.4 People are not isolated or segregated from the community. **Outcome Standard 5: Leadership** Each individual informs the way that supports are provided. 2.8 People are satisfied with the support they receive to participate in the life of the community. 5.7 People are satisfied with the support they receive to enjoy healthy, constructive and respectful relationships. 10.9 People are satisfied with the support they receive to express their cultural and linguistic needs and their sense of belonging, affinity and connectedness with others.
**Criteria 4.4 – People maintain and strengthen connection to their Aboriginal and Torres Strait Islander culture and community.**
Common indicators • The service provider provides culturally competent services which respect a person's Aboriginal and Torres Strait Islander cultural identity. • The service provider maintains appropriate community linkages and collaborates with Aboriginal services to meet the cultural needs of Aboriginal and Torres Strait Islander people. • Assessment, planning and actions promote cultural safety and connectedness and respect the cultural and spiritual identity of Aboriginal and Torres Strait Islander people.	**Industry Standard 2: Individual needs** Planning and support is tailored, flexible, responsive and appropriate to the individual. 2.6 The service provider supports each service user to: • identify their own ongoing and changing service needs, goals, priorities, timeframes and long term outcomes • express their cultural identity and sense of belonging, including personal identity, age, gender, cultural, heritage, religion and sexual orientation • use their preferred communication style to express ideas, opinions and feelings, including preferred languages, alternative information formats and alternative communication methods • identify their health and wellbeing needs • access general community facilities and services • engage the support of people of their choice in the development of their plan **Industry Standard 5: Participation and integration** Support options are planned, developed, implemented and reviewed in a manner that builds opportunities for individuals to participate in the life of the community. 5.3 The service provider supports each service user to: • use facilities, resources and services in the community that reflect their interests and preferences • participate in a range of recreation, leisure and sporting activities in the community that reflect their interests and preferences • participate in a range of cultural events in the community that reflect their interests and preferences • access community and health services in the community

- identify and overcome barriers that may prevent or restrict their participation in activities in the community
- establish, preserve and enhance links with their families, friends and/or other support networks where they choose to do so.

Industry Standard 8: Service management

Management and governance practice is sound, accountable and consistent with current disability support policy and practice.

8.10 The service provider ensures that members of it's governing body, management, staff and volunteers have, appropriate to their role, the qualifications, knowledge, values, personal skills, attributes and cultural competence to manage and provide service and support to people with a disability and their personal networks.

8.11 The service provider implements documented policies and procedures that relate to:

8.11.2 Individual Needs

As a minimum, these policies and procedures must address:
- individualised and person directed planning approaches
- monitoring, reviewing and evaluating plans
- active participation of people in the development, review and monitoring of their plan, services and supports
- respecting and supporting personal culture, including age, gender, religion and sexual orientation
- respecting and supporting cultural diversity, including people from Aboriginal and culturally and linguistically diverse backgrounds
- respecting and supporting communication, including preferred communication styles, language and accessible information formats
- promoting social, physical and emotional health and well-being
- least restriction of rights and least intrusive approaches to support needs and goals.

8.11.5 Participation and Integration

As a minimum, these policies and procedures must address:
- location of services and support options to maximise service user participation in the community
- opportunities to form and maintain a variety of ties, connections, and involvements in the community
- use of community facilities such as public transport, shops, restaurants, recreation and entertainment facilities, banks, places of worship, educational institutions, libraries, parks and natural spaces
- participation in community activities such as sports and recreation activities, and arts, cultural and heritage events
- establishing, maintaining and enhancing links with families, friends and other personal relationships
- overcoming barriers to participation in the community.

8.11.10 Working with families
- As a minimum, these policies and procedures must address:
- role of family and personal networks in planning to support individual needs
- working with families to strengthen and build capacity to support children with a disability
- role of family members and carers in decision making and choices
- developing and maintaining positive family and cultural connections.

	Outcome Standard 1: Individuality Each individual has goals, wants, aspirations and support needs and makes decisions and choices about their life. 4.3 People are supported to stay safe according to their needs and wishes. 10.1 People are supported to live their lives in a manner that respects and supports their culture, language, religious and spiritual beliefs. 10.2 People are supported to maintain and share their life experiences, culture, language, celebrations, rites, music, history and all those things that give meaning to their lives. 10.3 People are supported to access information in community languages and culturally appropriate formats. 10.5 People are supported to participate in arts and heritage activities, ceremonies and events that reflect their sense of personal and cultural identity and belonging. 10.6 People are supported to practice their cultural, religious or spiritual beliefs. 10.7 People are supported to maintain connections to family or cultural history and traditions. 10.8 People are supported to use their environments in a manner that supports and reflects their cultural identity and sense of belonging. **Outcome Standard 2: Participation** Each individual is able to access and participate in their community. 2.3 People are supported to participate in a range of cultural events in the community that reflect their interests and preferences. 2.4 People are supported to experience a variety of social roles through membership and affiliation with cultural, recreational, leisure or sporting groups that reflect their interests and preferences. 5.3 People are supported to build new social networks. **Outcome Standard 4: Citizenship** Each individual has rights and responsibilities as a member of the community. 9.2 People are treated with respect. 16.4 People are not isolated or segregated from the community. **Outcome Standard 5: Leadership** Each individual informs the way that supports are provided. 2.8 People are satisfied with the support they receive to participate in the life of the community. 10.9 People are satisfied with the support they receive to express their cultural and linguistic needs and their sense of belonging, affinity and connectedness with others.

Criteria 4.5 – People maintain and strengthen their cultural, spiritual, and language connections.

Common indicators	Industry Standard 2: Individual needs
- The service provider provides culturally competent services that respect a person's culturally and linguistically diverse identity. - The service provider maintains appropriate community linkages and collaborates to meet the cultural, spiritual and language needs of people. - Interpreters are used, as required, to support more effective communication. - People with culturally and linguistically diverse backgrounds are assisted to maintain their cultural identity and connection to community.	Planning and support is tailored, flexible, responsive and appropriate to the individual. 2.6 The service provider supports each service user to: - identify their own ongoing and changing service needs, goals, priorities, timeframes and long term outcomes - express their cultural identity and sense of belonging, including personal identity, age, gender, cultural, heritage, religion and sexual orientation - use their preferred communication style to express ideas, opinions and feelings, including preferred languages, alternative information formats and alternative communication methods - identify their health and wellbeing needs - access general community facilities and services - engage the support of people of their choice in the development of their plan **Industry Standard 5: Participation and integration** Support options are planned, developed, implemented and reviewed in a manner that builds opportunities for individuals to participate in the life of the community. 5.3 The service provider supports each service user to: - use facilities, resources and services in the community that reflect their interests and preferences - participate in a range of recreation, leisure and sporting activities in the community that reflect their interests and preferences - participate in a range of cultural events in the community that reflect their interests and preferences - access community and health services in the community - identify and overcome barriers that may prevent or restrict their participation in activities in the community - establish, preserve and enhance links with their families, friends and/or other support networks where they choose to do so. **Industry Standard 8: Service management** Management and governance practice is sound, accountable and consistent with current disability support policy and practice. 8.10 The service provider ensures that members of it's governing body, management, staff and volunteers have, appropriate to their role, the qualifications, knowledge, values, personal skills, attributes and cultural competence to manage and provide service and support to people with a disability and their personal networks. 8.11 The service provider implements documented policies and procedures that relate to:

8.11.2 Individual Needs

As a minimum, these policies and procedures must address:

- individualised and person directed planning approaches
- monitoring, reviewing and evaluating plans
- active participation of people in the development, review and monitoring of their plan, services and supports
- respecting and supporting personal culture, including age, gender, religion and sexual orientation
- respecting and supporting cultural diversity, including people from Aboriginal and culturally and linguistically diverse backgrounds
- respecting and supporting communication, including preferred communication styles, language and accessible information formats
- promoting social, physical and emotional health and well-being
- least restriction of rights and least intrusive approaches to support needs and goals.

8.11.5 Participation and Integration

As a minimum, these policies and procedures must address:

- location of services and support options to maximise service user participation in the community
- opportunities to form and maintain a variety of ties, connections, and involvements in the community
- use of community facilities such as public transport, shops, restaurants, recreation and entertainment facilities, banks, places of worship, educational institutions, libraries, parks and natural spaces
- participation in community activities such as sports and recreation activities, and arts, cultural and heritage events
- establishing, maintaining and enhancing links with families, friends and other personal relationships
- overcoming barriers to participation in the community.

8.11.10 Working with families

- As a minimum, these policies and procedures must address:
- role of family and personal networks in planning to support individual needs
- working with families to strengthen and build capacity to support children with a disability
- role of family members and carers in decision making and choices
- developing and maintaining positive family and cultural connections.

Outcome Standard 1: Individuality

Each individual has goals, wants, aspirations and support needs and makes decisions and choices about their life.

10.1 People are supported to live their lives in a manner that respects and supports their culture, language, religious and spiritual beliefs.

10.2 People are supported to maintain and share their life experiences, culture, language, celebrations, rites, music, history and all those things that give meaning to their lives.

10.3 People are supported to access information in community languages and culturally appropriate formats.

10.4 People are supported to use their preferred language when communicating.

10.5 People are supported to participate in arts and heritage activities, ceremonies and events that reflect their sense of personal and cultural identity and belonging.

10.6 People are supported to practice their cultural, religious or spiritual beliefs.

10.7 People are supported to maintain connections to family or cultural history and traditions.

<table>
<tr>
<td></td>
<td>10.8 People are supported to use their environments in a manner that supports and reflects their cultural identity and sense of belonging.

Outcome Standard 2: Participation
Each individual is able to access and participate in their community.
2.3 People are supported to participate in a range of cultural events in the community that reflect their interests and preferences.
2.4 People are supported to experience a variety of social roles through membership and affiliation with cultural, recreational, leisure or sporting groups that reflect their interests and preferences.
5.3 People are supported to build new social networks.

Outcome Standard 4: Citizenship
Each individual has rights and responsibilities as a member of the community.
9.2 People are treated with respect.
16.4 People are not isolated or segregated from the community.

Outcome Standard 5: Leadership
Each individual informs the way that supports are provided.
2.8 People are satisfied with the support they receive to participate in the life of the community.
10.9 People are satisfied with the support they receive to express their cultural and linguistic needs and their sense of belonging, affinity and connectedness with others.</td>
</tr>
<tr>
<td colspan="2">**Criteria 4.6 – People develop, sustain and strengthen independent life skills.**</td>
</tr>
<tr>
<td>**Common indicators**
- People are supported to develop and maintain independence, problem solving, social and self-care skills appropriate to their age, developmental stage and cultural circumstances.

Children, youth and family indicators

(Out-of-home care only):
- Staff and carers work directly with young people to ensure they have appropriate life and self-care skills in preparation for leaving care and the service provider provides support for young people leaving care for up to three months after their placement</td>
<td>**Industry Standard 3: Decision making and choice**
Support options are planned, developed, implemented and reviewed in a manner that is responsive to the decisions, choices and aspirations of individuals.

3.3 The service provider supports each service user to:
- make choices and decisions about their life
- identify, choose and exercise as much control as possible over their own daily and lifestyle routines
- exercise as much control as possible over their finances
- access technology, aids, equipment and services that increase and enhance their independence and decision making ability
- choose, own and maintain their own possessions
- have their changing needs, aspirations and choices addressed
- actively participate in all major decisions affecting the service
- involve family members and friends to assist with making decisions and choices
- access advocacy or other independent supports to assist with making decisions and choices.</td>
</tr>
</table>

ends. **Disability services indicators** • People exercise control over their finances.	**Industry Standard 6: Valued Status** Support options are planned, developed, implemented and reviewed in a manner that recognises the skills, abilities and potential of individuals to participate in the life of the community. 6.3 The service provider supports each service user to: • develop their life and social development skills • participate in activities and assume roles that are valued in the general community • participate in activities that highlight their competence and expertise, such as facilitating staff training or representing the organisation on committees • develop and maintain the skills necessary to participate as a valued member of the community • identify and support goals that relate to education, training and learning interests. **Industry Standard 8: Service management** Management and governance practice is sound, accountable and consistent with current disability support policy and practice. 8.11 The service provider implements documented policies and procedures that relate to: **8.11.2 Individual Needs** As a minimum, these policies and procedures must address: • individualised and person directed planning approaches • monitoring, reviewing and evaluating plans • active participation of people in the development, review and monitoring of their plan, services and supports • respecting and supporting personal culture, including age, gender, religion and sexual orientation • respecting and supporting cultural diversity, including people from Aboriginal and culturally and linguistically diverse backgrounds • respecting and supporting communication, including preferred communication styles, language and accessible information formats • promoting social, physical and emotional health and well-being • least restriction of rights and least intrusive approaches to support needs and goals. **Outcome Standard 1: Individuality** Each individual has goals, wants, aspirations and support needs and makes decisions and choices about their life. 12.1 People are supported to identify and realise priorities and goals to assist them exercise control over their living circumstances. 15.2 People are supported to identify their financial priorities and budget constraints. 15.3 People are supported to choose and make personal purchases.

	Outcome Standard 3: Capacity Each individual has the ability and potential to achieve a valued role in the community. 1.1 People are supported to develop their life and social development skills. 1.2 People are supported to develop their artistic, creative and intellectual potential. 3.3 People are supported to access technology, aids, equipment and services that enhance their independence. 15.5 People are supported to understand good financial management and budget practices. 15.6 People are supported to access information about affordable credit options, such as bank loans and mortgages. **Outcome Standard 4: Citizenship** Each individual has rights and responsibilities as a member of the community. 15.1 People have access to an adequate income. **Outcome Standard 5: Leadership** Each individual informs the way that supports are provided. 15.7 People are satisfied with the support they receive to experience control over their finances.