

Industry Standards for Disability Services - essential evidence indicators

Industry Standards were first introduced in 1997. Service providers have been using these standards to implement organisational systems and processes and safeguard the rights of people with a disability, their family members and carers.

The essential evidence indicators of the Industry Standards build on the indicators first published through Disability and Self-Assessment System (DSAS). The essential evidence indicators ensure that the expectations for compliance with each standard are clear and provide a level of consistency with other quality frameworks.

Over time, new indicators (developmental indicators) will be progressively introduced into the quality framework to reflect innovative approaches to service delivery and drive continuous improvement across the disability sector.

The table on the following page lists each of the Industry Standards and the corresponding essential evidence indicators.

Essential evidence indicators of the Industry Standards

Industry Standard 1: Service access	
<p>Fair and equitable practices that are consistent with funding obligations, applicable legislation and purpose of the service are applied when managing and allocating resources.</p>	
<p>Explanation: This standard is about services being there for the people with a disability who need them the most, and about ensuring that access to services and supports is fair and based on the needs of each person.</p>	
1.1	<p>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.</p>
1.2	<p>In situations where the service provider is unable to provide a service, the service provider provides each person with a disability with:</p> <ul style="list-style-type: none"> • information in an accessible format that facilitates understanding about alternative services; • a referral to alternative services that might be accessed.
1.3	<p>The service provider provides accurate and accessible information in a format that facilitates understanding to potential and current support users. As a minimum, this information must cover:</p> <ul style="list-style-type: none"> • 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 with a disability; • 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	<p>The service provider must provide each support user with information in an accessible format that facilitates their understanding and must also support them to access a support person of their choice to assist them when entering or exiting a service.</p>

<p>Industry Standard 2: Individual needs</p> <p>Planning and support is tailored, flexible, responsive and appropriate to the individual.</p>	
<p>Explanation: This standard is about the service working with each person to support them to reach their goals and do the things that they want to do, in the way that they want to do them.</p>	
2.1	The service provider demonstrates that services and supports are based on a framework of supporting people with a disability to experience outcomes valued by the broader Victorian community.
2.2	The service provider demonstrates that planning approaches are underpinned by the right of each person with a disability to exercise control over their life.
2.3	The service provider ensures that health and wellbeing (including medical, dental and mental health) needs are met.
2.4	The service provider demonstrates that where a person with a disability requires support to communicate their needs, the service provider engages family members, carers or an independent advocate in the planning process.
2.5	<p>The service provider demonstrates that:</p> <ul style="list-style-type: none"> • where a support 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 support 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.
2.6	<p>The service provider supports each support user to:</p> <ul style="list-style-type: none"> • 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 2: Individual needs

Planning and support is tailored, flexible, responsive and appropriate to the individual.

2.7 The service provider implements a documented process to support each person with a disability to develop an individualised plan in a way that maximises the support user’s control of the process. As a minimum, the plan must:

- reflect the needs, goals, supports and actions and long-term outcomes specified by the support 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 support user;
- be reviewed at least annually, or within timeframes as specified by the support user, or in response to the support user’s changing needs and circumstances;
- be reviewed with the active participation of the support user in the development, monitoring and review of their plan;
- consider and respect the role and involvement of family and personal networks that are significant to the person with a disability in the planning process;
- where relevant, strengthen and build capacity within families to support children with a disability;
- provide the support user, or their nominated support person, information in a format that is accessible and facilitates understanding.

2.8 The service provider adopts an outcomes measurement approach to the evaluation of the effectiveness of each support user’s plan.

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

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 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.

Explanation: This standard is about staff listening to support users about what they want and need and ensuring that they are supported to make decisions about the services and supports they receive.

3.1 The service provider adopts a rights-based approach to supporting people with a disability 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 support 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 relationships.

3.3 The service provider supports each support 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 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 support 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 (Vic);
- 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 wellbeing issues.

3.5 The service provider demonstrates that, where relevant, the wishes and choices of family members and personal networks that are significant to the person with a disability are considered in the decision-making process.

<p>Industry Standard 4: Privacy, dignity and confidentiality</p> <p>Privacy, dignity and confidentiality are respected and maintained.</p>	
<p>Explanation: This standard is about the service provider keeping information about support users private. It is also about service providers treating support users with respect and promoting their human dignity and self-worth.</p>	
4.1	The service provider adopts pro-active practices to ensure that the dignity of support users in relation to their individual needs and circumstances is respected.
4.2	The service provider demonstrates that information privacy is based on the principles in the Information Privacy Act 2000 (Vic) and the Health Records Act 2001 (Vic).
4.3	The service provider demonstrates that where a support 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.
4.4	<p>The service provider demonstrates that personal information is:</p> <ul style="list-style-type: none"> • stored and managed in a manner that protects it from misuse and loss, and unauthorised access, modification or disclosure; • accurate, complete and up-to-date; • only released where consent has been given; • de-identified when released for evaluation and research purposes; • accessible to support users in formats that facilitate their understanding.
4.5	<p>The service provider provides each support 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:</p> <ul style="list-style-type: none"> • 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.

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;
 - assistance with physical and personal care support needs for each support user is prompt and provided in a manner that preserves dignity and privacy;
 - staff support each support user to keep personal communication and activities private;
 - staff respect and support each support user to have private time and/or space as they wish;
 - each person with a disability is supported to choose who assists them with physical and personal care support needs;
 - staff are respectful and courteous to each support user in all interactions.
- 4.7 The service provider provides each support 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.
- 4.8 Each support user has their own space when they choose.
- 4.9 Each support user is treated with respect.
- 4.10 Each support user is supported to exercise their rights and responsibilities in relation to privacy and confidentiality of personal information.

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.

Explanation: This standard is about the service provider assisting people with a disability to participate in their community and do the same sorts of things as other people.

5.1 The service provider adopts a community inclusion and participation approach to the way it develops service and support options.

5.2 Service outlets are located in areas that enable access by support users to community services and activities.

5.3 The service provider supports each support 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 6: Valued status

Support options are planned, developed, implemented and reviewed in a manner that recognises the skills, abilities and potential of individuals and enables the achievement of valued roles in the community.

Explanation: This standard is about the service provider supporting people with a disability to do the sort of things that other people do in the community by valuing and enhancing a person's abilities, contribution and competence.

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.

6.2 The service provider demonstrates that any public relations, community awareness or fundraising activities that it undertakes promote the abilities, contribution and competence of people with a disability.

6.3 The service provider supports each support 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 7: Complaints and disputes

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

Explanation: This standard is about the service provider listening to consumers and trying to sort out any problems or concerns they may have with the service or staff, in a manner that makes support users feel safe and respected.

- 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 (Vic).
- 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 support user grievances in a timely and effective manner.
- 7.3 The service provider demonstrates that support 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 support 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 support 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.
- 7.6 The service provider provides each support user with information, in an accessible format that facilitates their understanding, regarding:
 - rights and responsibilities of support 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 dispute;
 - 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.

Explanation: This standard is about services running well, spending money responsibly and making sure all staff have the right skills.

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

8.2 The service provider ensures that the environments the organisation provides for people with a disability are safe, comfortable, pleasant and include, 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 with a disability 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 support 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/or neglect;
- manual handling;
- infectious diseases;
- dealing with complaints;
- use of restraint and restrictive practice.

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 (Vic);
 - current State Disability Plan or equivalent strategic government policy;
 - Quality Framework for Disability Services in Victoria (2007);
 - Information Privacy Act 2000 (Vic);
 - Health Records Act 2001 (Vic);
 - legislative requirements of current occupational health and safety legislation.
- 8.5 The service provider defines its strategic directions and priorities in partnership with support users, their personal networks, staff and other key stakeholders, and has defined and documented the:
- values and beliefs underpinning service delivery;
 - appropriate direct service delivery model for the organisation;
 - purpose of each service provided by the organisation;
 - management structure for the organisation.
- 8.6 The service provider implements a documented current forward planning cycle that clearly defines:
- long-term goals;
 - short-term objectives and priorities for the current period;
 - how the organisation will meet the objectives;
 - timeframes in which it will meet them;
 - how the organisation will measure performance;
 - resources needed;
 - individual responsibilities.

Industry Standard 8: Service management

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

8.7 The service provider implements processes to regularly review and monitor its compliance, quality of service provision and performance against the Standards for Disability Services in Victoria and relevant legislation, including processes to:

- collect and record evidence to assess performance across all aspects of the service, including governance arrangements, business structures, management and service delivery;
- measure and record support user and family member feedback;
- plan for ongoing improvement;
- independently review and monitor services;
- provide feedback regarding the outcome of review and monitoring processes to support users, family members and staff.

8.8 The service provider implements documented risk management processes to identify, mitigate and manage risks that address:

- prevention and response to situations that pose a serious danger or threat;
- emergency evacuation procedures;
- management of risks in the physical environment;
- analysis of incident and accident reports;
- infection control procedures;
- safe environments and work practices.

Industry Standard 8: Service management

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

- 8.9 The service provider manages financial resources in a responsible, accountable and prudent manner that maintains financial and organisational viability and meets financial accountability and reporting requirements.
 - 8.9.1 The service provider demonstrates that all statutory and compliance financial reporting requirements are completed on time and without qualification, consistent with funding and service agreements and/or legislative or departmental guidelines.
 - 8.9.2 The service provider implements documented processes to regularly monitor and review its financial status and has in place a documented annual budget planning process that takes account of funding, expenditures, profit and loss statements, reconciliation of accounts, bank balances and cash flow.
 - 8.9.3 The service provider ensures that there are regular reports to the management group of the organisation regarding performance against the annual budget.
 - 8.9.4 The service provider ensures that support users' finances are treated with probity and efficiency, and has in place documented processes regarding the administration, expenditure and accounting of support user personal finances that are consistent with departmental and legal administration requirements.
 - 8.9.5 The service provider implements documented processes to ensure that all contracts and sub-contracts are negotiated in a responsible, accountable and prudent manner, and meet contractual requirements.

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 its 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.

8.10.1 The service provider implements documented recruitment processes to attract and ensure members of its governing body, management, staff and volunteers have appropriate attributes, qualifications and values.

8.10.2 The service provider implements documented ongoing orientation, induction, education and training processes that support the development and understanding of members of its governing body, management, staff and volunteers, appropriate to their role. This includes processes that address:

- professional development;
- contemporary practice;
- organisational values and beliefs;
- rights and responsibilities;
- working with individuals;
- working with families;
- specialist knowledge and skills;
- occupational health and safety;
- service structure, activities, outcomes and objectives.

8.10.3 The service provider has documented roles and responsibilities for:

- direct support staff;
- all management positions;
- administrative staff;
- members of its governing body;
- consumer committees;
- volunteers.

8.10.4 The service provider implements documented processes to apply effective pre-employment screening and safety checks for all members of its governing body, management, staff and volunteers.

8.10.5 The service provider demonstrates that staffing support levels are appropriate to meeting the individual needs of support users.

Industry Standard 8: Service management

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

- 8.10.6 The service provider implements documented processes to develop, implement, monitor and review a staff training plan that:
- is consistent with the current objectives and priorities of the organisation;
 - is consistent with the roles and responsibilities of staff;
 - has been developed from an analysis of individual staff skills and experience;
 - comprises orientation, induction and ongoing training strategies;
 - involves consumers in the training needs analysis;
 - involves consumers in the training delivery.

- 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.

- 8.10.8 The service provider implements a documented performance appraisal process for staff.

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 with a disability;
- 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.

Industry Standard 8: Service management

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

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

Industry Standard 8: Service management

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

8.11.4 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 with a disability cannot give consent to information being disclosed;
- privacy of personal living arrangements, belongings, time and space;
- respect for the physical person with a disability.

8.11.5 Participation and integration

As a minimum, these policies and procedures must address:

- location of services and support options to maximise support user participation in the community;
- opportunities to form and maintain a variety of ties, connections and involvement 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.

Industry Standard 8: Service management

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

8.11.7 Complaints and disputes

As a minimum, these policies and procedures must address:

- rights and responsibilities of support 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.

8.11.8 Freedom from abuse and neglect

As a minimum, these policies and procedures must address:

- rights and responsibilities of support users & 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 of incidents and allegations of abuse and neglect;
- preventing incidents of abuse and neglect and reducing potential risk;
- training in self-protective behaviours for support users and staff;
- support for consumers who have experienced abuse and/or neglect;
- support for staff who have a consumer advocate role in cases of abuse and/or neglect.

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.

Industry Standard 8: Service management

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

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.

8.12 For each policy and procedure, the service provider demonstrates that:

- it is effectively incorporated into work practice at each service site;
- documented strategies to monitor and review policies and procedures, including timeframes and methods for review, are implemented;
- support users, families, staff and other key stakeholders are supported to actively participate in development, implementation, monitoring and review of policies and procedures;
- staff and managers are educated and trained in the intent and use of policies and procedures;
- support users and family members are educated and trained in policies and procedures;
- accessible format versions of policy and procedures, that facilitate individual understanding, have been provided to all support users, family members, staff and volunteers.

Industry Standard 8: Service management

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

8.13 The service provider implements feedback processes to monitor the extent to which support users:

- experience difficulty in gaining access to services and supports;
- experience outcomes that are valued by the broader community;
- goals, needs and outcomes are identified, addressed, supported and achieved;
- receive relevant information in a format that is accessible and facilitates understanding;
- rights and responsibilities are recognised, promoted and protected;
- make decisions and choices in a manner that supports the individual to exercise maximum control over their lives;
- personal, cultural, communication, and health and wellbeing needs and preferences are addressed;
- are supported to participate in community activities, such as sports and recreation activities, and arts, cultural and heritage events;
- are supported to use community facilities, such as public transport, shops, restaurants, recreation facilities, banks, health services, places of worship, libraries, parks and natural spaces;
- are supported to learn new skills;
- are treated with dignity and respect, including having private space and private time and privacy regarding personal communications and activities;
- actively participate in the planning, monitoring and review of services and supports
- are free from abuse and neglect;
- have complaints and grievances responded to and resolved in a manner that does not adversely affect them;
- are supported to access advocacy or other independent supports;
- are satisfied with the quality of the service, including:
 - decisions that affect them;
 - staff support;
 - opportunities provided;
 - participation in, and outcomes of, the planning process;
 - safety;
 - consistency and reliability.

8.14 The service provider includes family members, carers and personal networks in processes to monitor service quality, consumer satisfaction and outcomes.

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.

Explanation: This standard is about services making sure that support users are safe from injury, threat, fear and abuse and that their legal and human rights are protected when accessing services.

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 with a disability know how to use this equipment.

9.5 The service provider demonstrates that people with a disability are not verbally, physically, sexually or emotionally abused, threatened, neglected or exploited.

9.6 The service provider demonstrates that all allegations of abuse and/or neglect of consumers are responded to immediately.

9.7 The service provider implements documented processes to provide the appropriate support for people with a disability who have experienced abuse and/or 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, healthy and safe support options;
- have their own space;
- understand issues that relate to staying safe, such as how to report abuse and/or neglect and occupational health and safety 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/or 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.

- 9.9 The service provider provides each support 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 support users and staff in relation to reporting and responding to allegations of abuse and/or neglect;
 - internal and external avenues for reporting abuse and/or neglect complaints;
 - timeframes for responding to allegations of abuse and/or neglect;
 - access to advocacy or other independent supports to assist with allegations or concerns of abuse and/or neglect.