

Outcome Standards for Disability Services - evidence indicators

Sixteen life areas have been developed to assist service providers to focus on the things that are important to people with a disability and their family members and carers. The life areas are outlined on page 12.

A suite of evidence indicators of the Outcome Standards has been developed for each of the 16 life areas. These evidence indicators describe measurable elements of practice that may be used to assess whether the support is in place to assist people with a disability achieve the outcome. These outcomes are reflective of those valued by the broader Victorian community.

The presence of the support, as defined by the indicator, increases the likelihood that people with a disability will experience the broader outcome and, in this way, the indicators act as building blocks to improve services provided to people with a disability.

These indicators will form the basis of outcomes measurement for disability services in Victoria.

The evidence indicators of the Outcome Standards map back to the Outcome Standards for Disability Services and will be used to determine compliance.

In the list on the following pages, the number beside each indicator can be cross-referenced with an outcome measure for the life areas.

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| Outcome Standard 1 - Individuality Each individual has goals, wants, aspirations and support needs and makes decisions and choices about their life. | |
| Please note that the numbers on the left side of each indicator show how they will be cross-referenced with one of the 16 Life Areas in the Quality Framework for Disability Services in Victoria (2007). | |
| 1.3 | People with a disability are supported to identify, choose and realise goals that relate to their education, training and learning interests. |
| 1.4 | People with a disability are supported to understand about learning, development and education options and issues, such as further education, leadership and mentoring opportunities and volunteering. |
| 3.1 | People with a disability are supported to make choices and decisions about their life. |
| 3.2 | People with a disability are supported to identify, choose and manage their own daily and lifestyle routines. |
| 3.4 | People with a disability are supported to access an independent support person to assist them with decisions and choices. |
| 4.3 | People with a disability are supported to stay safe according to their needs and wishes. |
| 6.1 | People with a disability are supported to identify their own values, needs and reasons for seeking support. |
| 6.7 | People with a disability are supported to access information about other services and supports that may be able to assist them. |
| 7.3 | People with a disability are supported to use their preferred style, method or language when communicating. |
| 8.1 | People with a disability are supported to identify, choose and realise goals that relate to their career and employment interests. |
| 10.1 | People with a disability are supported to live their lives in a manner that respects and supports their culture, language, religious and spiritual beliefs. |
| 10.2 | People with a disability 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 with a disability are supported to access information in community languages and culturally appropriate formats. |

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| <p>Outcome Standard 1 - Individuality</p> <p>Each individual has goals, wants, aspirations and support needs and makes decisions and choices about their life.</p> |
| <p>10.4 People with a disability are supported to use their preferred language when communicating.</p> |
| <p>10.5 People with a disability are supported to participate in arts and heritage activities, ceremonies and events that reflect their sense of personal and cultural identity and belonging.</p> |
| <p>10.6 People with a disability are supported to practise their cultural, religious or spiritual beliefs.</p> |
| <p>10.7 People with a disability are supported to maintain connections to family or cultural history and traditions.</p> |
| <p>10.8 People with a disability are supported to use their environments in a manner that supports and reflects their cultural identity and sense of belonging.</p> |
| <p>11.1 People with a disability are supported to identify activities and interests they enjoy.</p> |
| <p>11.2 People with a disability are supported to pursue hobbies and pastimes according to their interests and preferences.</p> |
| <p>11.3 People with a disability are supported to participate in recreational, leisure and sporting activities according to their interests and preferences.</p> |
| <p>11.4 People with a disability are supported to use their environments in a manner that reflects the activities and interests they enjoy.</p> |
| <p>12.1 People with a disability are supported to identify and realise priorities and goals to assist them exercise control over their living circumstances.</p> |
| <p>13.3 People with a disability are supported to participate in activities to regularly monitor and review their health and wellbeing.</p> |
| <p>13.4 People with a disability are supported to identify and realise personal goals to promote health and wellbeing.</p> |
| <p>15.2 People with a disability are supported to identify their financial priorities and budget constraints.</p> |
| <p>15.3 People with a disability are supported to choose and make personal purchases.</p> |
| <p>16.1 People with a disability are supported to identify and realise priorities and goals in relation to housing and accommodation.</p> |

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| Outcome Standard 2 - Participation Each individual is able to access and participate in their community. | |
| Please note that the numbers on the left side of each indicator show how they will be cross-referenced with one of the 16 Life Areas in the Quality Framework for Disability Services in Victoria (2007). | |
| 2.1 | People with a disability are supported to use facilities, resources and services in the community that reflect their interests and preferences. |
| 2.2 | People with a disability are supported to participate in a range of recreation, leisure and sporting activities in the community that reflect their interests and preferences. |
| 2.3 | People with a disability are supported to participate in a range of cultural events in the community that reflect their interests and preferences. |
| 2.4 | People with a disability 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 with a disability are supported to access educational opportunities in inclusive educational environments. |
| 2.6 | People with a disability are supported to access health services in the community. |
| 2.7 | People with a disability are supported to access information about their community. |
| 5.1 | People with a disability are supported to have contact with family and friends. |
| 5.2 | People with a disability are supported to extend hospitality to family and friends in their own homes. |
| 5.3 | People with a disability are supported to build new social networks. |
| 12.4 | People with a disability are supported to access natural areas and public spaces. |
| 13.1 | People with a disability are supported to participate in physical activity. |
| 14.1 | People with a disability are supported to access and use their environments. |
| 14.2 | People with a disability are supported to experience personal mobility with the greatest independence. |
| 14.3 | People with a disability are supported to access mobility aids, equipment and assistive technologies and supports. |

Outcome Standard 2 - Participation

Each individual is able to access and participate in their community.

14.4 People with a disability are supported to access public transport.

16.2 People with a disability are supported to access a range of affordable housing options, including private rental, public housing programs and supported accommodation.

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| <p>Outcome Standard 3 - Capacity</p> <p>Each individual has the ability and potential to achieve a valued role in the community.</p> | |
| <p>Please note that the numbers on the left side of each indicator show how they will be cross-referenced with one of the 16 Life Areas in the Quality Framework for Disability Services in Victoria (2007).</p> | |
| 1.1 | People with a disability are supported to develop their life and social development skills. |
| 1.2 | People with a disability are supported to develop their artistic, creative and intellectual potential. |
| 3.3 | People with a disability are supported to access technology, aids, equipment and services that enhance their independence. |
| 4.2 | People with a disability are supported to understand what abuse and neglect is. |
| 5.5 | People with a disability are supported to understand issues that relate to healthy, constructive and respectful relationships, such as sexual health, family planning, parenting and domestic violence. |
| 5.6 | People with a disability 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 with a disability are supported to access information in formats that facilitate their understanding. |
| 7.6 | People with a disability are supported to access technology, aids, equipment and services that facilitate their preferred communication style. |
| 7.7 | People with a disability are supported to access advocacy organisations or individual advocates to assist them with communication. |
| 8.2 | People with a disability are supported to understand about employment options and issues, such as vocational training, volunteering, salary and conditions and workplace rights. |
| 12.3 | People with a disability are supported to access personal assistance, in-home, residential or community supports to assist them to live as independently as possible. |
| 13.5 | People with a disability 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 wellbeing. |

Outcome Standard 3 - Capacity

Each individual has the ability and potential to achieve a valued role in the community.

13.6 People with a disability are supported to access information about health professional services and supports, such as dentists, counselling, dieticians, allied health therapists and medical specialists.

15.4 People with a disability are supported to access information about consumer choice, such as shopping options, product advice and consumer protection.

15.5 People with a disability are supported to understand good financial management and budget practices.

15.6 People with a disability are supported to access information about affordable credit options, such as bank loans and mortgages.

16.3 People with a disability are supported to understand and access appropriately designed and located housing that enhances their independence.

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| <p>Outcome Standard 4 - Citizenship</p> <p>Each individual has rights and responsibilities as a member of the community.</p> | |
| <p>Please note that the numbers on the left side of each indicator show how they will be cross-referenced with one of the 16 Life Areas in the Quality Framework for Disability Services in Victoria (2007).</p> | |
| 3.5 | People with a disability own their own property and possessions. |
| 4.1 | People with a disability are not verbally, physically, sexually or emotionally abused, threatened, neglected or exploited. |
| 4.4 | People with a disability are supported to live in clean, safe and healthy home environments. |
| 4.5 | People with a disability are supported to access clean, safe and healthy support options. |
| 4.6 | People with a disability have their own space. |
| 5.4 | People with a disability are free to form consenting intimate relationships and express their sexuality. |
| 6.6 | People with a disability are supported to access an independent support person of their choice to assist them to choose supports. |
| 7.1 | People with a disability are supported to convey their ideas and opinions. |
| 7.2 | People with a disability are supported to express their feelings. |
| 7.4 | People with a disability are supported to access an accessible, transparent and documented system to lodge and resolve complaints and appeals. |
| 8.3 | People with a disability have access to promotion and career development opportunities. |
| 8.4 | People with a disability receive equal pay for equal work. |
| 9.1 | People with a disability are not discriminated against on the basis of gender, race, history, nationality, sexual orientation, personal identity, religious and spiritual beliefs and ethnicity. |
| 9.2 | People with a disability are treated with respect. |
| 9.3 | People with a disability are supported to exercise their rights and responsibilities in relation to accessing services and supports. |
| 9.4 | People with a disability are supported to exercise their rights and responsibilities in relation to personal privacy and dignity. |

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| Outcome Standard 4 - Citizenship | |
| Each individual has rights and responsibilities as a member of the community. | |
| 9.5 | People with a disability are supported to exercise rights and responsibilities in relation to lodging a complaint or appeal. |
| 9.6 | People with a disability are supported to exercise their rights and responsibilities in relation to privacy and confidentiality of personal information. |
| 9.7 | People with a disability are supported to exercise their rights and responsibilities in relation to making decisions and choices. |
| 9.8 | People with a disability are supported to exercise their rights and responsibilities in relation to residential tenancy. |
| 9.9 | People with a disability are supported to access independent advocacy organisations or individual advocates. |
| 9.10 | People with a disability are supported to understand what to do if their rights are violated. |
| 9.11 | People with a disability are satisfied with the supports they receive to exercise their human rights. |
| 12.2 | People with a disability are supported to access adequate and affordable food, clothing, energy services, medical care and social services. |
| 13.2 | People with a disability are supported to access, prepare and consume nutritious food. |
| 15.1 | People with a disability have access to an adequate income. |
| 16.4 | People with a disability are not isolated or segregated from the community. |

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| Outcome Standard 5 - Leadership Each individual informs the way that supports are provided. | |
| Please note that the numbers on the left side of each indicator show how they will be cross-referenced with one of the 16 Life Areas in the Quality Framework for Disability Services in Victoria (2007). | |
| 1.5 | People with a disability are satisfied with the support they receive to experience lifelong learning and education. |
| 2.8 | People with a disability are satisfied with the support they receive to participate in the life of the community. |
| 3.6 | People with a disability are satisfied with the support they receive to experience individual choice and control over their life. |
| 4.7 | People with a disability are supported to understand issues that relate to staying safe, such as how to report abuse and/or neglect and occupational health and safety requirements. |
| 4.8 | People with a disability are satisfied with the support they receive to experience physical and emotional safety and be free from abuse, neglect and avoidable injury. |
| 5.7 | People with a disability are satisfied with the support they receive to experience healthy, constructive and respectful relationships. |
| 6.2 | People with a disability are supported to identify their own goals, priorities and long-term outcomes. |
| 6.3 | People with a disability are supported to explore a range of individual planning options and approaches. |
| 6.4 | People with a disability are supported to identify and choose options and approaches that may support them to achieve their goals or long-term outcomes. |
| 6.5 | People with a disability are supported to regularly monitor and review their supports. |
| 6.8 | People with a disability are supported to inform the development of policies, procedures and practice that relate to the delivery of service and supports. |
| 6.9 | People with a disability are supported to participate in the planning, development and monitoring of services and supports. |
| 6.10 | People with a disability are satisfied with the support they receive to choose their own supports and contribute to determining the manner in which supports are provided. |

| Outcome Standard 5 - Leadership | |
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| Each individual informs the way that supports are provided. | |
| 7.8 | People with a disability are satisfied with the support they receive to seek, receive and impart information, ideas and opinions through their preferred communication style. |
| 8.5 | People with a disability are satisfied with the support they receive to access meaningful, rewarding and safe employment with just and reasonable conditions. |
| 10.9 | People with a disability are satisfied with the support they receive to express their cultural and linguistic needs and their sense of belonging, affinity and connectedness with others. |
| 11.5 | People with a disability are satisfied with the support they receive to experience a sense of social wellbeing through enjoyment of life and time for leisure and recreation. |
| 12.5 | People with a disability are satisfied with the support they receive to experience an adequate standard of living. |
| 13.7 | People with a disability are satisfied with the support they receive to experience the best possible physical, mental, emotional and social health. |
| 14.5 | People with a disability are satisfied with the support they receive in relation to moving freely in their environments and in the community. |
| 15.7 | People with a disability are satisfied with the support they receive to experience control over their finances. |
| 16.5 | People with a disability are satisfied with the support they receive to access adequate and appropriately located housing. |

Areas of life that are important to people with disabilities

The quality framework identifies 16 life areas. These life areas are important to most people and are directly associated with the way wellbeing is measured for all Victorians. Each life area is defined by an outcome. Defining these outcomes enables a consistent understanding that the services we provide can support people with a disability to experience the same outcomes that are valued by the broader Victorian community.

We will use the life areas to develop tools to measure what really counts – whether the services and supports we provide make a difference in the lives of people with a disability.

| Life Area | Outcome |
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| 1. Always learning | People with a disability experience lifelong learning and education. |
| 2. Being part of a community | People with a disability participate in the life of the community. |
| 3. Being independent | People with a disability experience individual choice and control over their life. |
| 4. Being safe | People with a disability experience physical and emotional safety and are free from abuse, neglect and avoidable injury. |
| 5. Building relationships | People with a disability experience healthy, constructive and respectful relationships. |
| 6. Choosing supports | People with a disability choose their own supports and contribute to determining the manner in which supports are provided. |
| 7. Communicating | People with a disability seek, receive and impart information, ideas, opinions and feelings through their preferred communication style. |
| 8. Doing valued work | People with a disability experience meaningful and rewarding employment with just and reasonable conditions. |
| 9. Exercising rights and responsibilities | People with a disability exercise human rights. |
| 10. Expressing culture | People with a disability experience a sense of cultural identity and belonging. |
| 11. Having fun | People with a disability experience a sense of social wellbeing through enjoyment of life and time for leisure and recreation. |

| Life Area | Outcome |
|------------------------|--|
| 12. How to live | People with a disability experience an adequate standard of living through exercising control over their living circumstances. |
| 13. Looking after self | People with a disability experience the best possible physical, mental, emotional and social health. |
| 14. Moving around | People with a disability move freely in their environments and in the community. |
| 15. Paying for things | People with a disability experience an adequate standard of living through exercising control over finances. |
| 16. Where to live | People with a disability experience an adequate standard of living through access to adequate and appropriately located housing. |