

Quality Framework for Disability Services in Victoria (2007)

As part of the staged approach to the implementation of the quality framework, independent quality monitoring will commence from July 2009

People are at the centre of why services and supports need to be of the highest quality in Victoria. Better services mean better outcomes and a stronger community for people with a disability. The Quality Framework provides the structure and tools for disability service providers to deliver high quality services.

The quality framework aims to have a positive impact on outcomes for people with a disability, their family members and carers through systemic processes to assure and improve service quality.

The implementation of the quality framework is underpinned by principles of change management. The theory recognises that to successfully implement a change or new way of thinking, you need to sequentially acquire the necessary **awareness, desire, knowledge and ability**.

This resource guide, comprising a handbook and a toolkit, addresses the elements of awareness, desire and knowledge for you to better understand the quality framework, its central concepts and elements, and to motivate others into adopting practice that focuses on what is important to each person you work with.

The ability - that is, the skills to apply the knowledge - will be addressed, in part, through learning and development opportunities, commencing September 2007.

This resource guide contains materials and resources to assist disability service providers to work with each person to understand, recognise, respond to and support the things that are important to them.

This resource guide builds on the concepts and approaches introduced across the disability sector from 1997 through the first iteration of the standards, and the Disability Services Self-Assessment System (DSAS). Using feedback from people with a disability, their family members, carers and service providers, these concepts and approaches have been refreshed and refined.

Many of the materials and resources contained in this resource guide were

developed and tested through the quality framework demonstration projects. For further information regarding these projects, visit the Disability Services website at: www.dhs.vic.gov.au/ds/qualityindisability.

What should they do? Here are just a few -

- FROM THE DHS PUBLICATION “UNDERSTANDING THE QUALITY FRAMEWORK 2007”

- Both DHS and CSO managed services will be subject to independent monitoring.
- Independent quality monitoring will commence **from July 2009** and will focus on outcomes, involve support users, their families and carers in the process.
- A quality system assists us to consistently implement the standards across the disability sector, continuously improve and achieve a culture of quality in our services, focus the delivery of our services on outcomes for people with a disability and strengthen safeguards for people with a disability.
- Providing high quality services is about meeting the needs, requirements and expectations of people with a disability, their family members and carers.
- Principle that underpin the quality framework is “Human Rights” and “Quality Management”.
- The principles provide the means to ensure there is a consistent approach to quality management practice across disability service provision in Victoria.
- People with a disability and their family members should have opportunities to have a say and be involved in decision making about the service.
- People with a disability and their family members and carers should be empowered to have a say in the services we provide. By listening to and acting upon the needs, concerns, ideas and suggestions of support users, we can use their knowledge, expertise and experience to make improvements to the quality of service delivery and outcomes for people with a disability.
- Benefits of effective consumer participation provide opportunities for improved, more positive, relationships between people with a disability, their family members and carers and service providers.
- Family members and carers must be involved in decision making and choices.
- The service provider must include family members, carers and personal networks in processes to monitor service quality, consumer satisfaction and outcomes.
- People with a disability are supported to extend hospitality to family and friends in their own homes.
- Our practice includes how we work with families.
- Managers should develop a culture of continuous improvement and spend more time and resources on planning rather than reacting to problems and crises.
- Does our quality system enable us to reflect on the way the service works and what results are being achieved.

**- FROM THE DHS PUBLICATION
"RESIDENTIAL SERVICE PRACTICE MANUAL 2007"**

- The role of direct care support staff is to provide consistent and high quality support according to a range of policy and legislative requirements.
- Direct care support staff should assist people with a disability by doing things with them not so much for them, and in developing their skills.
- Direct care support staff need to understand and work according to departmental policies and standards.
- Direct care support staff should work cooperatively in a team.
- Objectives of the Disability Act 2006 makes disability service providers accountable to persons accessing disability services.
- Transition planning must cover a communications strategy for families of existing residents.
- People living in the service have limited opportunity to determine whom they live with.
- Written records must be legible, logical, sequential, signed and dated.

What will we see, when and if?

What will residents, families, carers and friends see in practical terms, as a result of the quality framework? And given the commencement date says from July 2009, who can tell when some service providers may start, especially the DHS.

Parents, families and carers of those living in group homes take note of the dot points above. You have a right to expect the direction, intention and spirit of these for both your family member and yourself.

The direction, intention and spirit of the Department of Human Service's care policies, standards and values is that the level and quality of care in supported accommodation group homes for those with an intellectual or multiple disability shall be quality of life, not basic minder care.

Tony & Heather Tregale
LIFESTYLE IN SUPPORTED ACCOMMODATION (LISA) INC.
Tel: 9434-3810.