



Understanding the Quality Framework for Disability Services in Victoria (2007)

A resource guide for disability service providers

Accessibility

Visit the website at www.dhs.vic.gov.au/ds/qualityindisability for alternate formats of this publication. If the format you require is not available, request an appropriate format by:

Email: qualityindisability@dhs.vic.gov.au

Telephone: 1300 366 731

TTY (for people who are deaf or have a hearing, speech or communication impairment):

Telephone (03) 9096 0133

Published by Quality and Sector Development Branch, Disability Services Division
Victorian Government Department of Human Services
Melbourne Victoria Australia

September 2007

© Copyright State of Victoria, Department of Human Services, 2007.

This publication is copyright. No part may be reproduced by any process except in accordance with the provisions of the *Copyright Act 1968*.

ISBN: 0 7311 6273 0

Also published on www.dhs.vic.gov.au/ds/qualityindisability

Authorised by the Victorian Government, 50 Lonsdale Street, Melbourne.

Printed on sustainable paper by GT Graphics, 34 Stanley St, Collingwood

Contents

Acknowledgements	iv
About this resource guide	v
Target audience	vi
Outcomes from this resource guide	vii

Acknowledgements

This resource guide resulted from a project to revise the Quality Framework for Disability Services in Victoria (1997) managed by the Disability Services Division, Department of Human Services.

The Department of Human Services would like to acknowledge the many individuals with a disability, their families and carers, community groups and peak associations that have contributed to the development of this resource.

Particular acknowledgement is made of the following:

Focus groups 2006

People with a disability, family members, carers, service providers, advocates and Disability Services staff who actively participated in the Quality in Practice focus groups.

Demonstration projects 2006–2007

Regional Project Officers and support users, staff and board members from organisations across the Department of Human Services Gippsland and Eastern Metropolitan regions who participated in the projects to develop and validate approaches to measuring outcomes. For details about the demonstration project participants, see **Appendix A**.

Quality Framework Steering Committee

Representatives from:

Australian Council for the Rehabilitation of the Disabled Victoria – now National Disability Services (NDS)

Council of Intellectual Disability Agencies (CIDA) – now NDS

Disability Advisory Council of Victoria

Gippsland Region, Department of Human Services

Health and Community Services Union

National Disability Services Victoria (NDS)

Office of the Public Advocate (OPA)

Quality and Sector Development Branch, Disability Services, Department of Human Services

VICRAID Incorporated– now NDS

Youth Disability Advocacy Service (YDAS)

Victorian Advocacy League for Individuals with Disability Inc (VALID)

Victorian Coalition of Acquired Brain Injury Service Providers

Victorian Disability Advisory Council (VDAC)

Victorian Disability Advocacy Network (VDAN)

Demonstration project contract team

Liz Dimitriadis Consulting (LDC)

Community Services and Health Industry Training Board (CS&HITB)

About this resource guide

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.

Quality, everyone's business, all of the time.

Target audience

This resource guide is targeted at department-managed services and community service organisations that, under the *Disability Act 2006* (Vic), must comply with the Standards for Disability Services in Victoria.

The quality framework recognises and promotes that, in the provision of high quality services, all roles and functions are interrelated – whether we directly support people with a disability in their daily lives or manage the strategic planning of an organisation, our practice contributes to the outcomes that people with a disability experience.

The following groups have been defined as the target audience of this resource guide.

Direct support Staff directly involved in hands on delivery of disability support services.	Leadership and management Staff responsible for leadership, the management of resources, planning and undertaking organisational assessments, including the use of the quality framework.
Executive Staff responsible for organisation leadership and operational integrity.	Governors¹ Members or staff responsible for setting organisational strategic direction and resource allocation.

¹ For community service organisations, 'governors' are defined as members of the organisation's board or committee of management. For department-managed services, governors are defined as senior regional program management staff. This definition applies to the Quality Framework only.

Outcomes from this resource guide

This resource guide aims to equip readers with the knowledge to articulate an understanding of the following.

1. Quality framework and how it contributes to improved individual outcomes for people with a disability

This includes an understanding of:

- why we have a quality framework
- how it was developed
- relevant legislative and policy contexts.

2. Values and approaches that underpin the quality framework

This includes an understanding of:

- human rights
- quality management principles
- an outcomes focused approach to quality improvement
- active participation of people with a disability, their family members and carers.

3. Elements of the quality framework

This includes an understanding of:

- Standards for Disability Services in Victoria
 - Outcome Standards for disability services
 - Industry Standards for disability services
- life areas that are important to people with a disability
- areas of good organisational practice
- independent quality monitoring.

4. Key concepts central to quality management

This includes an understanding of:

- quality assurance
- continuous improvement
- outcomes measurement
- organisational self-assessment
- evidence-based decision making
- planning for improvement
- consumer participation, feedback and satisfaction.

‘The whole process has extended the range of what can be discussed between parents, carers, support users and organisations.’

Reflections of a revised quality framework demonstration project participant, 2007