

The Council on Quality and Leadership (CQL)

CQL Named Independent Review Body in Victoria

The Council on Quality and Leadership is proud to be an endorsed independent review body by the Victoria Department of Human Services.

We bring over 43 years of international experience in accreditation and training, with a focus on person-centred excellence in human services.

CQL has been a leader in working with human service organisations and systems to continuously define, measure and improve the quality of life of all people. Services that are person-centred ... that support each person to live his or her own life - to plan, to contribute, to participate, to choose; and to be respected and valued is what really matters.

The CQL vision is: A world of dignity, opportunity and community for all people.

To learn more about how your organisation can begin the process toward CQL Person-centred Excellence Accreditation, visit our table at the upcoming DHS EXPO

Date: Monday 9 July 2012

Place: Department of Human Services, Room 1.10, 50 Lonsdale Street, Melbourne

Meet CQL's certified trainers in Victoria to learn more about CQL's unique approach to accreditation:

Christine Pascoe
Anne Bavington
Mark Nicklen
Marg Campbell

We are also pleased to share with you more information on CQL, Person-centred Excellence Accreditation and the Personal Outcome Measures®. Click [here](#) to read more.

LISA Comment: Our investigations into the DHS Expo at Lonsdale Street on July 9, 2012, revealed a 'cone-of-silence' by DHS. Victoria. Clearly, we should not have received the above information!

After numerous telephone calls, it was revealed that those representing people with a disability and their families were not welcome at this DHS Expo. Yet another very clear example of the "*Them & Us*" culture which exists in abundance in the present captive market service provision throughout the State of Victoria.

The “*Them & Us*” culture, especially prevalent throughout DHS direct services, is further enhanced by such restrictive practices as keeping the actions of service providers isolated from consumers and their families. This restrictive practice is especially devastating where consumers are trapped in a captive market.

We suspect it will require FOI action to determine the practical implication of, “*CQL Named Independent Review Body in Victoria.*” And the contract details underpinning, “*CQL proud to be an endorsed independent review body by the Victoria Department of Human Services*”. True and transparent independent accreditation is that which helps to reduce questionable activities behind closed doors. And helps to give families some peace of mind regarding the care of their vulnerable adult member.

Within the present captive market service provision, and the restrictive practice outlined above, the centre of service provision remains the service provider, rather than the person with a disability and their family.

LIFESTYLE IN SUPPORTED ACCOMMODATION (LISA) INC.

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**NOTE: We are always interested in feedback and information; general, specific, good or bad.
If you wish anonymously: Our mail address is, 73 Nepean Street, Watsonia, 3087**