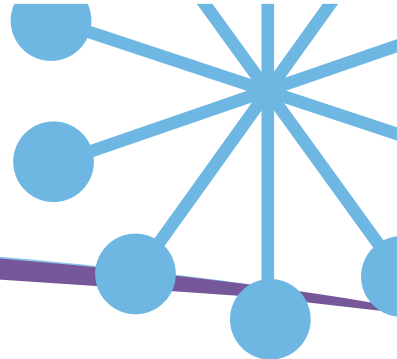


ACROD Quality Update

March 2006



ACROD Quality Project extension

As a result of the positive work of the ACROD Quality Project Team over the last 2 years, the Quality Project has received an extension of funding until May 2007.

The Quality Project will shift from having a team of regionally based Project Officers to having a single central Quality Project Manager, Lee Webb.

The Project Officers Brent Wismer, Sara Dobson, Michelle Weathered and Faith Lanson will finalise their support to service providers by May 2006.

The Project Officers have received feedback of the highest standard from service providers throughout the state. We thank them for their commitment and valuable support over the past 2 years.

Service providers can continue to access assistance from their:

- local Community Resource Officer (CRO)
- Learning and Organisational Development (L&OD) Panel
- ACROD Quality Project Manager.

The Quality Project Manager's role is to:

- evaluate the Quality Project
- ensure service providers retain and enhance momentum leading up to the certification deadline of 1 July 2008
- track and measure service providers' progress
- provide trouble shooting and problem solving support for service providers
- focus on services that have yet to access support from the Quality Team and those requiring additional support to meet implementation requirements
- maintain communication regarding strategies and resources required to support implementation.

Lee is based at the ACROD Qld Lutwyche office and can be contacted on (07) 3357 4188 or qualityprojectqld@acrod.org.au. She is looking forward to talking with service providers about their needs and how the project can further assist you to meet certification requirements.

Are you leading the way?

Would you like to share your experience with, and support, other service providers?

- Do you have any innovative strategies?
- Examples of best practice?
- Tools, documents or resources?

Would you like to nominate your service to mentor another Service Provider?

Would you like to volunteer to become a part of a network?

Contact ACROD to express your interest: ph (07) 3357 4188 or email qualityprojectqld@acrod.org.au.

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Implementation plans

Implementation plans need to be submitted to DSQ (via your local Community Resource Officer) before 30 June 2006.

Submitting your plan will trigger the release of the current round of financial support from DSQ.

The trigger for next year's financial support has yet to be released by DSQ.

Internal auditing skills workshops

Remember to book into the one day Internal Audit Skills Workshops provided by DSQ. The following workshops still have vacancies:

Location	Date
Ipswich	19 April
Toowoomba	20 April
Cairns	9 May
Woolloongabba	24 May
Chermside	25 May
Maroochydore	31 May
Maryborough	1 June
Townsville	20 June
Cairns	22 June
Rockhampton	27 June
Indooroopilly	25 July
Maroochydore	27 July

ACROD is organising the workshops. An information sheet and schedule can be found on the ACROD Quality website home page: www.acrodqldquality.net

For further information and bookings, contact Jane Sampson on (07) 3357 4188 or janeqld@acrod.org.au.

Learning & organisational development panel

A guide to selecting a Learning & Organisational Development provider is available on the ACROD Quality website www.acrodqldquality.net (under Page Index, 'Resources' and then under 'Useful Documents')

The DSQ website provides information on the L&OD panel including provider selection, role and process for engagement. See:

- www.disability.qld.gov.au/quality/orgdevelopment/panel_guide.cfm

The DSQ website also provides a list of panel suppliers see:

- www.disability.qld.gov.au/quality/orgdevelopment/suppliers.cfm

Certification bodies

A guide to selecting a certification body is available on the ACROD Quality website www.acrodqldquality.net (under Page Index, 'Resources' and then under 'Useful Documents').

The DSQ website provides information on external validation including 'The Audit' and 'Certification bodies', see:

- www.disability.qld.gov.au/quality/validation/index.cfm

For general information relating to JAS-ANZ see:

- www.jas-anz.com.au

To locate a certification body that is fully accredited by JAS-ANZ see:

- www.jas-anz.com.au/showpage.php?s_id=18&file=cb_search.php

To locate a service provider that has been certified by an accredited certification body see:

- www.jas-anz.com.au/showpage.php?file=org_search.php

Note: Select QDSS (i.e., Qld Disability Service Standards) from the 'Standard' drop down menu.

Available resources

A range of resources have been developed and are available to support service providers with implementation.

General resources available on the ACROD Quality website

The following resources are available on the ACROD Quality website www.acrodqldquality.net (under Page Index, 'Resources', and then under 'ACROD Information Kits' or 'Useful Documents')

- Workshops (in Powerpoint):
 - *Awareness Raising*
 - *Implementation Plan*
 - *Standards Driven Policy Review*
- Workshop & Information Kits (including session plan and resources):
 - *Induction* (20pgs)
 - *Networking & Mentoring* (18pgs)
 - *Person Centred Planning* (17pgs)
 - *Policy & Procedure* (18pgs)
 - *Recruitment & Selection* (19pgs)
 - *Training & Development* (18pgs)
- *How & When to Write Policy & Procedures* (52pgs)
- Fact Sheets:
 - *Selecting a Certification Body*
 - *Selecting a Learning Organisational Development Provider*
 - *Service User Engagement*
 - *Staff Engagement*
 - *Board & Committee Engagement*

If you are unable to access the website please contact ACROD for hard copies.

DSQ website resources

The following resources are available on the DSQ website: www.disability.qld.gov.au/quality/publications.cfm

- *Partners in Quality – Resources & Guide*
- Disability Sector Quality System (DSQS) Resource Kits:
 - *Establishing your quality system framework*
 - *Service User assessment*
 - *Self Assessment & Continual Improvement*
 - *External Validation*
- *Queensland Disability Service Standards Booklet* (written & illustrated)
- DSQS – Brochures
- DSQS – Fact Sheets
- DSQS – Policy
- DSQS – Standards Comparison Tool

Other resources

QUT have a useful electronic resource 'Developing Your Organisation'. It includes the following information:

- Management committees
- Organisational performance
- Risk management
- Accountability and legal obligation.

See:

<https://olt.qut.edu.au/bus/dyo/index.cfm?fa=displayPage&rNum=1746863>

Frequently asked questions

Q: What is the difference between the support given by the Project Officers and the support to be provided by the Quality Project Manager?

A: The Project Officers' main focus has been to:

- assist service providers to become aware of and understand Quality Management Systems and certification requirements

- support service providers in creating implementation plans
- prioritise those service providers who initiated contact and support.

In the next year Lee, the Quality Project Manager, will focus on:

- actively supporting those service providers who have yet to use ACROD assistance

FAQs continued...

- actively supporting service providers identified as requiring additional support
- take a trouble shooting and problem solving role for all service providers.

Service providers are also able to make use of the Learning & Organisational Development Panel and their local Community Resource Officers.

Q: What if a service hasn't yet had contact with an ACROD Project Officer?

A: Lee will be prioritising service providers who have not yet engaged with the Quality Team and those service providers who are having significant difficulty in progressing toward certification.

Q: What should we be doing to be almost ready for audit?

A: The Project Officers identified a list of activities indicating a service provider was progressing well toward implementation:

- proactively engaged the services of ACROD Project Officers

- attended scheduled workshops
- accessed available resources
- acknowledged their need for support (from Project Officers, CROs & consultants)
- identified key person/s responsible for DSQS
- engaged representatives from all stakeholders
- formed a strong relationship with their CRO
- retained stable staff who have a positive attitude to change
- have previous experience with quality systems
- have established systems even if they were not formalised
- multi-sites being proactive in collaborating across the organisation.

If you have any questions please email qualityprojectqld@acrod.org.au or contact and ACROD staff member on 3357 4188.

ACROD Quality website review

We will shortly be updating the ACROD Quality website (www.acrodqldquality.net) to ensure it is user-friendly and gives service providers the information and resources they need.

A key change will be to remove the need for service providers to 'login' in order to access the main areas of the website.

Please contact an ACROD staff member on 3357 4188 or email qualityprojectqld@acrod.org.au to provide feedback or suggestions on how the site could be improved to better meet your needs.

Coming soon in future editions

Industrial relations: The 'Work Choices' legislation has recently come into effect. It may be timely to consider the industrial relations arrangements in your workplace. To ensure you remain up-to-date and informed, consider becoming a member of Commerce Qld www.commerceqld.com.au

General service agreement & quality systems: Looking at methods for linking your GSA with your Quality System.

The ACROD Quality Update is produced by the ACROD Quality Project Team and is available online with other, related documents, fact sheets and further information on the Disability Sector Quality System at www.acrodqldquality.net or by contacting (07) 3357 4188.