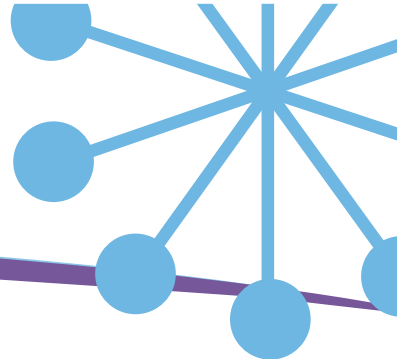


# ACROD Quality Update

August 2006



## Project Manager's update

I have started to attend Service Provider Forums in the regional areas in order to:

- meet with service providers
- be a guest speaker on requested topics
- identify regional needs relating to quality
- provide additional individual support and assistance to service providers
- identify how within and between regions, services can support each other by networking, mentoring and sharing information around innovation and best practice.

I will be attending network meetings regularly in all the regions across the state. During September, October and November I will be travelling to Cairns, Rockhampton, Emerald, Townsville, Charters Towers, Mount Isa, Bundaberg, Mackay and Roma as well as servicing South East Qld.

If you would like to discuss how I can support your service or region please contact me on 33574188 or [qualityprojectqld@acrod.org.au](mailto:qualityprojectqld@acrod.org.au)

## What's on...

Strengthening NGO's is offering training across the state including:

- 'Belonging' — Community Resource Unit
- 'Community Linking' — Community Resource Unit
- 'Choice & Right Relationships' — Community Resource Unit
- 'Introduction to Strengths Perspective' — Kyabra Community Assoc.
- 'Understanding & Managing ABI' — ABI Outreach Service
- 'Understanding & Managing ABI' — Brain Injury Assoc. of Qld
- 'Understanding & Managing Autism'
- 'Interpersonal Communication in the Workplace' — Gitana Consulting

See Strengthening NGO's initiative at [www.disability.qld.gov.au](http://www.disability.qld.gov.au)

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## Organisational planning project

Around 70 service providers across the state have commenced working with a team of facilitators. Over the next few months, the facilitators will work with these service providers to:

- build planning skills, knowledge and confidence
- ensure planning is needs driven.

A round of one-day workshops will also be conducted across the state. These workshops are an introduction to Organisational Planning and are open to any DSQ funded service provider. The dates are:

Friday 3 Nov	Ipswich & Mackay
Monday 6 Nov	Brisbane North & Brisbane South
Thursday 16 Nov	Nambour & Innisfail
Friday 17 Nov	Maryborough & Townsville

The dates will also be available for members on the ACROD website [www.acrod.org.au](http://www.acrod.org.au) (Qld link) or by contacting Jane on 3357 4188 or [janeqld@acrod.org.au](mailto:janeqld@acrod.org.au)

## Minister's awards

Hurry! Nominations close 11 September for the following categories:

- Effective Board of Management
- Innovation in Workforce Development
- Creating a Learning Culture
- Culturally Inclusive Practice

Forms can be downloaded from the Department of Communities' website at:

[www.communities.qld.gov.au](http://www.communities.qld.gov.au)

## 'VOICE' — virtual office CD ROM

The Strengthening Indigenous NGO's initiative has created a "Virtual Office" CD ROM tool called "VOICE". The tool includes user friendly information about office administration, including over 200 templates and samples. Topics include managing, human resources, meetings, governance, strategic planning and risk management. There has been positive feedback received following trials.

The CD is available to any non profit organisation. If your organisation has not received a copy of the CD by the end of September, call Smart Services Qld on 131304 to request your free copy.

## Psychiatric disability service providers

The Qld Alliance Quality Project Manager has been appointed. If your service provides support to people with a psychiatric disability and you would like to discuss your progress in implementing a quality system, please contact Louise Villanova on 3832 2600.

## Other resources

**ACTCOSS** have an 'Organisations Information Kit' on their website that includes a range of fact sheets, sample policies and documents including:

- Governance
- Human resources
- Policy & procedure (OH&S, drug & alcohol, grievance & privacy)

**SACOSS** has well priced resources (books or CD's) available from their website including:

- The finance handbook
- The employing handbook
- The planning handbook
- The constitutions handbook

See [www.sacoss.org.au/pubs/pubs\\_list\\_current.htm](http://www.sacoss.org.au/pubs/pubs_list_current.htm)

SACOSS also have self assessment tools on:

- Client Focus & Participation
- Leadership & Management
- Planning & Evaluation
- The Work Environment

See [www.sacoss.org.au/projects/secdev/index.html](http://www.sacoss.org.au/projects/secdev/index.html)

The **Department of Communities** have risk management training, tools and templates. See [www.riskmanagement.qld.gov.au/info/guide/res.htm](http://www.riskmanagement.qld.gov.au/info/guide/res.htm)

A range of free resources, templates and links for non profits are available at:

- [www.managementhelp.org/topics.htm](http://www.managementhelp.org/topics.htm)
- [www.npgoodpractice.org](http://www.npgoodpractice.org)

**Ideas That Work** provides a range of community service, education and health training videos and resources. In particular they offer a resource 'Reading, Reporting, Recording'. This video covers the importance of reading and understanding policy and procedure manuals, OH&S guidelines, timesheets, communication books and care plans by providing links between what is written down and direct care work situations. See [www.ideasthatwork.com.au](http://www.ideasthatwork.com.au)

The **Community Business Bureau** offers financial, accounting, payroll and management services for the community sector and has some templates on their website [www.cbb.com.au/download.php](http://www.cbb.com.au/download.php)

## Strengthening NGO's initiatives

It can be difficult to keep up-to-date all the initiatives available to DSQ and Communities funded services. To make it simpler, ACROD, QCOSS & QCS&HITC have created an easy to use Activities Map. The Map is available on the QCOSS website and is updated regularly. See:

[http://www.qcoss.org.au/upload/1192\\_\\_sngo\\_map\\_home.html](http://www.qcoss.org.au/upload/1192__sngo_map_home.html)

## Learning & organisational development panel evaluation

Have you used a consultant from the 'Learning & Organisational Development' Panel? DSQ is evaluating the use of the panel and would like your feedback. The panel is a key component of the support provided as part of the implementation of the Disability Sector Quality System. Should you wish to discuss any matters relating to the panel arrangement or its evaluation please contact the DSQS Project Team via email at [quality@disability.qld.gov.au](mailto:quality@disability.qld.gov.au)

## New quality web site!

The new ACROD Qld Quality web site is now up and running. The site has a new layout and structure.

As in the previous site, it includes a range of resources to download as well as useful links, background information and information to help engage services users.

Visit it at [www.acrodqldquality.net](http://www.acrodqldquality.net)

## Interactive Toolkit: bringing quality to life

The DSQS Project Team is coordinating the development of materials to support service providers to make the Disability Service Standards accessible to service users. Service providers will be able to use the materials to facilitate the participation of service users with complex communication needs and intellectual disability in the DSQS. The materials build on the 'Standards Illustrated Booklet' and include augmentative communication tools and a DVD. DSQS Project Team aims to launch the Interactive Toolkit in November 2006. Order forms will be distributed to recurrently funded service providers that support people with an intellectual disability.

## Hint...

If you are viewing this newsletter online you can click on any of the website addresses to go directly to the site. Likewise you can click on the email addresses to open up a new email message!

## Feedback

If you have any suggestions for the *Quality Project Update* or would like to make any comments or give feedback relating to your region or the sector please email [qualityprojectqld@acrod.org.au](mailto:qualityprojectqld@acrod.org.au) or contact 3357 4188.

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](http://www.acrodqldquality.net) or by contacting (07) 3357 4188.

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