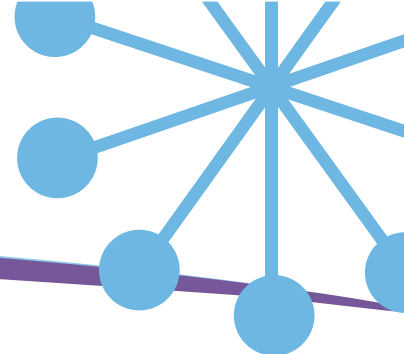


# ACROD Quality Update

January 2006



**Happy New Year**  
**May your 2007 bring your health, harmony,**  
**happiness and DSQS certification!**

## Project Management

Over the last quarter I have continued to attend and speak at local service providers meetings and to support some service providers individually. I have visited Mount Isa, Mackay, Airlie Beach, Clermont, Gold Coast, Ipswich and Toowoomba as well as working around Brisbane. In the New Year I will visit the Longreach area.

As I cover a large area, I rely on service providers to contact me directly for any assistance you may require. Whether your request is large or small, please don't hesitate to contact me. I may also be able to support your region if you have identified a general need.

**Lee Webb, Quality Project Manager**  
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## External Audit

Approximately 20 service providers have completed their External Audit. Although the deadline is June 2008, it is strongly recommended that service providers leave the last 6 months to address any non-conformities that may arise during the external audit. That is, plan to complete your external audit before December 07. This means approximately 250 service providers will complete their external audit within the next 12 months or so. The majority of service providers are planning their external audit between July 07 and December 07. Therefore Certification Bodies may be extremely busy during this period. You may like to start researching and secure your Certification Body early in the New Year. Don't leave it to the last minute.

Remember that your external audit is separately funded. That is, you do not need to keep any of your Service Development Grants to pay for your external audit. The Service Development Grants are wholly to support the implementation of your quality system.

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## Organisational Planning Project

The one day Organisational Planning workshops have been conducted. The resources on strategic planning from the Organisational Planning Project are posted on the ACROD Quality Website. Check out [www.acrodqldquality.net](http://www.acrodqldquality.net) under ACROD resources.

## Post External Audit Surveys

Disability Services Queensland has established a process to evaluate aspects of the Disability Sector Quality System certification audit process and is seeking service feedback via a post-audit telephone survey.

The telephone surveys will be conducted from December 2006, following the completion of each service's certification audit. All surveys will be de-identified.

Stakeholder feedback is important in reviewing and improving the Disability Sector Quality System. As part of the evaluation strategy your information will help assess:

The effectiveness of resources and support provided prior to audit

- Services experience of the audit process
- The conduct of the audit team
- The application of the Standards to different settings

You will be contacted post audit to arrange a convenient time to conduct the survey.

## Criminal History Checks - Identification

There has been some confusion regarding the required identification for the Criminal History Checks. The Criminal Screening Hotline has confirmed that:

- Proof of name change (eg. Marriage certificate) is only required if the name the person is currently using is not the same as that listed on the 2 forms of ID
- ID can be sighted and documents signed by a JP or police officer if a staff member is not able to sight and sign
- Staff who do not have required ID need to contact the criminal history screening hotline 1800 183 690

## DSA Regulations

DSQ have been conducting workshops across the State on the regulations of the Disability Services Act 2005. Some of these regulations may have an impact on your Quality System including some required policies & procedures:

- Election Policy for Governing Body
- Induction Policy for Executive Officers of Governing Body
- Financial Delegations Policy
- Budget Policy
- Eligibility Policy
- Conflicts of Interest Policy
- Abuse, Neglect & Exploitation Policy
- Complaints Policy

Required records include:

- Financial Delegations & Internal Controls
- Accounting & Financial Record Keeping
- Data Collected for National Minimum Data Set
- Financial Records required by Funding Agreement
- Criminal History Screening Applications & Notices
- Written Complaints
- Conflicts of Interest (details and management)
- Departmental Reported Incidents

## 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.

# Service User Participation Snapshot

CEOs of recurrently-funded service providers have received their copy of the Service User Participation Snapshot and Guide in relation to the DSQS service development grant for 2006/07.

DSQ is committed to providing financial assistance to services during implementation of the DSQS. In 2004–05 the payment was dependent upon completion of a “Readiness Reckoner” and in 2005–06 the payment was dependent on the completion of the “Detailed Implementation Plan”.

Payment of the grant for 2006–07 will be dependent on the completion and lodgement of the Service User Participation Snapshot. The snapshot opens the opportunity for service providers to reflect on the needs and preferences of their service users, look back at the work they have done so far to engage and foster relationships and plan for future strategies to build an environment for participations.

All snapshots must be submitted via email by end January 2007 to the School of Human Services at Griffith University on [n.clements@griffith.edu.au](mailto:n.clements@griffith.edu.au). Any issues in relation to the completion of the snapshot should be directed to Natalie Clements on 3382 1201 or the above email.

All payment queries should be directed to DSQ’s Grants Management Branch on 3224 5055.

# Resources

ACROD Western Australia – has posted a Policies & Procedures Manual for Social Participation Services that includes a range of templates. See [www.acrod.org.au/divisions/wa/default.htm](http://www.acrod.org.au/divisions/wa/default.htm)

The Department of Communities “Community Door” resource website is user friendly and include topics on service standards, management, funding, reporting and networks. See [www.qld.gov.au/ngo](http://www.qld.gov.au/ngo)

Some valuable tools include;

- Online Management Support – includes organisation improvement assessments, development & training programs, establishing and reviewing systems, resources (tools, info sheets, checklists, procedures, templates) and a message board/chat room
- Workforce Planning Kit – online version allows you to capture your information in a secure database for workforce planning and/or historical records
- People Management Tool Kit – includes guidelines, checklists and resources
- Community Bookkeeper

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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