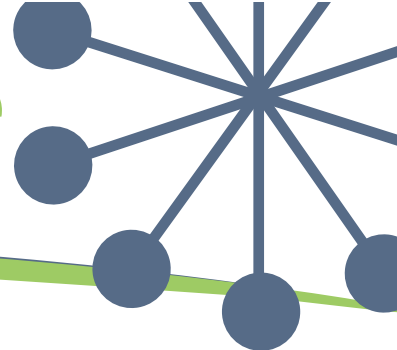


NDS Qld Quality Update

October 2007



Emerging themes

National Disability Services (NDS) have spent some time visiting services throughout Queensland over the last few months to gain a deeper understanding of the issues that services are dealing with at the moment. Some of the emerging themes that have come from these visits include:

The critical need for services to obtain quotes from Certification Bodies and to make a booking ASAP

There are approximately 60 services who have completed their external audit which means there are another 190 services that need to be Certified by June 2008. We are recommending that you leave time to address any non-conformities should they arise so we suggest no later than early March for your audit dates. There are currently seven Certification Bodies that you are able to use for your external audit and we strongly recommend, if you have not already, to book in a date now. The list of accredited Certified Bodies can be found at <http://www.disability.qld.gov.au/quality/validation/certification.html> Services have already reported that it is getting difficult to book dates they wanted at the end of the year.

The importance of tailoring the system to work for your organisation

The system does not need to be complex...make it simple and work for your organisation. If engaging with a consultant, work closely with them to ensure Policies and Procedures reflect your organisation's mission and value base.

There has still been some confusion about who needs to undergo Criminal History Screening

NDS has received confirmation from DSQ that all staff, volunteers and management committees/ Boards need to undergo Criminal History Screening whether they meet on the service site or not. Please contact Valmae Rose, State Manager, NDS on 3357 4188 if you receive different advice.

Capacity issues

NDS continue to support service providers in a monitoring, reporting and problem solving capacity. Specific objectives include:

1. supporting the establishment of a culture within the service sector where quality improvement is embraced
2. support service providers to gain the knowledge, skills and confidence to develop and maintain internal quality improvement mechanisms
3. maximise ownership of quality improvement processes by service providers
4. opportunities to allow connection between service providers
5. ensuring DSQ and service providers work positively and collaboratively towards continuous improvement, user participation and the implementation of the quality system.

Services are encouraged to establish a quality system that reflects their own organisation's mission and value base.

NDS encourages services to call us if you need further help.

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NDS
National Disability Services

Queensland