



National Disability Services

Quality Update

December 2007

New Sector Development staff

This month NDS Queensland welcomed Project Officer, Paul MacKay and Project Support Officer, Geoff Trappett to the Sector Development team. Paul has been working in the community and disability sectors since 1989, initially supporting people with intellectual and physical disabilities, and more recently, people with mental illness. Paul joined the NDS project team with experience in implementing quality systems in community organisations.

Geoff has been a strong advocate for the social inclusion for people with a disability for the last 10 years. He is a Gold Medal winning Paralympic athlete and, since retiring from sport, has held a range of positions in the disability sector.

Paul and Geoff join Jane Sampson and Catherine Goodall in the Sector Development team, which is available to assist funded disability services meet the Disability Sector Quality System standards.

Regional workshops

NDS Queensland will hold Regional Workshops throughout 2008, with a focus on:

- quality support;
- workforce strategies;
- creating healthy communities of practice; and
- organisational planning (both strategic and operational).

Keep an eye on the *NDS Queensland Projects* website for dates and more information on the workshops in your region (www.ndsqldprojects.net).

Reflecting on quality audits

NDS would like to acknowledge the hard work and commitment demonstrated by service providers as they work towards the implementation of their quality systems. While it is important to remember the benefits what will come with external audits (such as strengthening the credibility of the non-government sector), it is also important to remember the people who are making it happen. Certification bodies will be busy conducting audits over the next few months and services will be just as busy accommodating them. After that, NDS is requesting that services remember to return their post audit surveys and feedback about their experiences.

This is an important part of the process, which will inform our representation to government. It will also help us to document the additional effort services have gone to in implementing the Disability Sector Quality System.

Time running out

A number of services still have not booked an audit date for the DSQ Quality system.

It is critical at this stage for those services that have not booked a date for their audit to have a date confirmed with a certification body ASAP.

The certification bodies will be closed over the Christmas / New Year break so dates should be booked before this time so that the external audit process can be done before the end of March.

This will allow time if there are any major non conformances that need action before the 30 June 2008 deadline for certification.

Please contact Catherine Goodall on 3357 4188 or email catherine.goodall@nds.org.au for further information or support.

And please contact us if your contact details have changed recently.

www.ndsqldprojects.net