

Our Quality Workshops

For certified organisations, the key focus is to maintain momentum of their quality management system and build a self-sustaining culture of quality and continuous improvement to enhance service delivery.

Our Quality Team continues to deliver a number of workshops throughout the state on an ongoing basis. Over the past year, coordinators and members of management committee have requested tailored quality system training and/or workshops to support the implementation of the Disability Sector Quality System framework.

The following list contains examples of workshops that NDS has delivered throughout the year. In each example, the workshop was tailored to suit a specific target audience and reflects the needs of service providers at that stage of development.

We invite service providers to consider the variety of supports that we have been able to offer this year and hope to hear from you if you would like a quality workshop tailored for your service in the New Year.

Continuous Improvement Workshop

The purpose of this workshop is to support an organisation to establish or revisit the *mandatory* requirement of the Disability Sector Quality System to have a continuous improvement system in place.

Who should attend?

- Members of the management committee.
- Staff of the service.
- Service users.

What is covered during the workshop?

- Discussion about organisational obstacles to quality and continuous improvement.
- Sharing ideas about what each other has tried.
- An exploration of tools and strategies that have been developed by the Disability Sector Quality System team in *Resource Kit 5 – Continuing quality*.

Standards to Practice Workshop

The purpose of this workshop is to remind people who work within services how what they do relates to quality.

Who should attend?

- Managers and staff.
- Service users.

What is covered during the workshop?

- Discussion about the relevant Disability Sector Quality System standards and what they mean for delivering a service.
- Exploration of internal auditing processes.
- Discussion about the issues surrounding quality and continuous improvement.
- Examination of the tools and strategies that have been developed by the Disability Sector Quality System team in *Resource Kit 5 – Continuing quality*.

Internal Audit Workshop

The purpose of this workshop is to explore the ways that an organisation can undertake self assessment and plan how their organisation will conduct their internal audit.

Who should attend?

- Management committee members
- Managers and staff

What is covered during the workshop?

- How to plan for your internal audit.
- What instructions are given to people in your organisation to participate.
- What activities will take place during your internal audit.
- How to report on your internal audit.

Organisational Planning – How ready is your organisation and what is your next step?

The purpose of this workshop is to identify with management committee members the organisation's readiness to begin/review strategic planning, and enhance

understanding of how organisational planning relates to quality and continuous improvement. This workshop is usually conducted as part of a management committee meeting.

Who should attend?

- Management committee members.
- Managers and staff.

What is covered during the workshop?

- The management committee will assess the organisation's readiness to review strategic planning.
- Connections between strategic planning and other internal monitoring and review processes and continuous improvement plans.
- How to begin strategic planning.

Engaging Stakeholders for Continuous Improvement

The purpose of the workshop is to enhance understanding of how an organisation can integrate the needs of individuals, families and carers with the broader organisational demands for service delivery and strategic planning. During the workshop, participants will have the opportunity to reflect, share and enhance knowledge around a needs-driven approach to service planning and delivery.

Who should attend?

- Management committee members.
- Managers and staff.

What is covered during the workshop?

- What is stakeholder engagement, the benefits of stakeholder engagement and who our stakeholders are.
- Understanding the level of engagement of stakeholders in their organisation and develop strategies for optimising the involvement of stakeholders.
- Developing a plan for ongoing engagement strategies as part of a continuous improvement approach.



- Sharing knowledge of what works well and how to overcome barriers to effective engagement.

Quality meeting

The purpose of this workshop is to support new organisations to implement the Disability Sector Quality System. Disability Services Queensland (DSQ) and NDS Queensland will support new organisations to develop and implement their quality management system to achieve certification. The local DSQ Community Resource Officer and NDS Queensland will arrange to meet with each new organisation soon after recurrent funding commences.

Who should attend?

- A Disability Services Queensland Community Resource Officer.
- Senior managers and staff of the organisation.

What is covered during the workshop?

- Benefits and processes involved in participating in the Disability Sector Quality System;
- The range of resources, tools and supports available to help organisations develop, implement and maintain their quality management system.
- The types of financial assistance available to new organisations.
- An implementation planning activity.

For more information or to arrange a quality workshop for your organisation, please contact Catherine Goodall in the NDS Brisbane office on (07) 3357 4188 or send her an email (catherine.goodall@nds.org.au).