

Sample Invitation to Workshop

Workshop Outline

Tips for Facilitators

Workshop Handouts

Standards Based Policy Review

Or.....

*Where do we start with the new Disability
Sector Quality System?*

22nd September 2004

Dear.....

As you may be aware, there is a new quality system (the Disability Sector Quality System) for all organisations who receive funding from Disability Services Queensland. There are three main parts to the system

1. a set of 10 disability service standards that arise from the Disability Services Act (1992). These are about:
 - people being treated with dignity and respect
 - people having choices in the services they receive
 - people having a say in the service itself
 - people being able to give feedback and expecting to have problems fixed
 - the service running well
2. a continuous improvement program, developed and run by the organisation which includes input from service users, families and carers, and a self-assessment every three years
3. an external certification system which involves a full certification audit every three years and a maintenance visit by the audit team every year.

All organisations need to be certified by June 2008 if they are to continue receiving funding from Disability Services Queensland.

The first step in getting ready for the new quality system is to ensure everyone is familiar with the standards. The second step is to make sure that the organisation's systems and policies and procedures address all of the standards.

The workshop you have been invited to is about both of these steps.
The program will be as follows:

1. Look at the standards and what they mean for the organisation from the perspective of
 - people who use the service and their families and carers
 - people who work for the organisation
 - people who are responsible for running the organisation

2. Once we've decided what the standards mean for the organisation, we'll work out what systems – what policies and procedures need to be in place to ensure we have more examples of the standards in practice.

3. We'll come up with a list of gaps or areas that need some work. We'll also come up with a plan of action to address the gaps.

We may or may not get all of this done in the one workshop but we can make a good start.

The workshop is at.....on..... A light lunch will be provided so please RSVP toby no later than.....

We're looking forward to seeing you.

Yours sincerely,

Good HR Practice

- Recruitment and selection
- Induction (Committee, staff, management.
- Training and development.

Effective Engagement

- Service users, families and carers.
- Staff
- Management Committee
- Participation in service planning, delivery and review.

Continuous Improvement and Certification

- Refer to DSQ website
- Refer to DSQ resources and advice.
- Refer to Awareness Raising Workshop Package.

Our reason for being

- Quality outcomes for people with a disability.
- Organisation's core values & mission.
- Disability Service Standards.
- Ethical, sustainable service delivery.

Systems, Policies & Procedures

- Standards driven approach.
- Risk Management driven approach.
- Legislative compliance.
- DSQ.

Strategic Alliances

- Networking, mentoring and peer support/ review.
- Partnerships (eg: Commerce QLD, Government Departments, ATO, AIM, RTO's)

Standards Based Policy Review

Purpose of workshop

- To start work on implementing the new Disability Sector Quality System
- To bring people together at the “ideas” stage
- The first step in working together to achieve better and more consistent outcomes for people who use the service and their families & carers

Question to start the day.....

How can we become (and stay) aligned as a
group?

Overview of the Day

- What do you know about the new quality system already?
- What are the Disability Service Standards?
- What do they mean for us?
- What systems & policies should we have in place to make sure our good practices are consistent?

**What do we know about the
Disability Sector Quality System
already?**

The Disability Sector Quality System

- Consistent quality in service provision across all service types and locations
- Certification will be linked to funding by June 2008
- Needs to involve the WHOLE organisation
- Consists of three main components

Components of the System

- Disability Service Standards
- Continuous improvement system (internal)
- Certification audit (external)

Every three years and a maintenance visit by auditors yearly

The DSQS and the Standards

What are the Disability Service Standards?

The Disability Service Standards

- Ten standards arising from the Disability Services Act (1992)
- Standards reflect the values and underpinning principles of service delivery
- Standards apply irrespective of service type, location or size
- Standards are relevant irrespective of our relationship to the service (service user, family member, board member, staff or management)

Standard One: Service Access

Each person with a disability seeking a service has access to the service on the basis of relative need and within available resources

This is about the rules for entering and leaving the service

Standard Two: Individual needs

Individual needs and personal goals are met in the least restrictive way possible and within available resources

This is about the service being flexible and meeting your needs

Standard Three: Decision-making and choice

Participation as fully as possible, in decision-making, choice of activities and events in daily life in relation to the services received.

*This is about having a say in the service
you receive*

Standard Four: Privacy, dignity and confidentiality

Recognition of the right to privacy, dignity and confidentiality in all aspects of life

This is about being treated with dignity and respect in all aspects of your life

Standard Five: Participation and integration

Support and encouragement to participate and be included in the life of the community

This is about supporting you to be a part of the community of your choice

Standard Six: Valued status

Providing opportunities to develop skills to participate in and achieve valued roles within the community

This is about supporting you to be a valued member of your community

Standard Seven: Complaints and disputes

A proactive approach to complaints and disputes management that safeguards service users/supports from retributive action when raising complaints

This is about feeling comfortable with making complaints and feeling confident that problems will be fixed

Standard Eight: Service management

Effective corporate governance through
sound and visible management systems
and practices

*This is about services running well and
giving you the service you need*

Standard Nine: Protection of legal and human rights and freedom from abuse

Upholding the legal and human rights of each person with a disability and taking action to prevent and/or respond to allegations of abuse and neglect

This is about you being safe and your rights being protected

Standard Ten: Staff recruitment, employment and development

Recruitment, selection and development of paid and unpaid staff that ensures they have the relevant values, skills, knowledge and competencies to support service delivery to service users

This is about the service having good staff who know how to do their job

Main Themes

- Being treated with dignity and respect
- Having choices
- Having a say
- Being able to complain and have problems fixed
- Services running well

**What do the standards
mean for us?**

*What are some examples of the
standards in practice?*

Linking Standards to practice...

**What systems and policies should
we have in place to make sure
our good practices are
consistent?**

Remember to include.....

- HR systems and policies
- Consumer engagement policies
- Induction & ongoing training and development of staff and committee
- Strong alliances with organisations like Commerce Qld
- Grievances and appeals

What's next?

1. What needs to be done?
2. By when?
3. By whom?

Tips for Facilitators

Preparation

- Arrange a venue that is neutral to all parties and provide refreshments on arrival and half way through (maximum one hour content at a time)
- Give people information to read (or a verbal explanation) and a chance to ask questions prior to the session
- Give consideration to timing of the workshop e.g. does a late afternoon or early evening time slot suit families or board members best?
- Give consideration to covering associated costs for participants with disabilities eg. Transport, childcare, attendant carers etc.

During the Session

- Take care to validate *all* contributions
- Be flexible with timing and frequency of breaks. Aim for a break every hour. Allow more time for breaks if the interactions are flowing freely (relationship building is the best outcome and worth sacrificing time spent on workshop content)
- Don't start knowing the answers – the participants will pick this up. The intention is to explore the possibilities, not confirm solutions you have already identified.

After the Session

- Always thank and acknowledge all participants (including staff)
- Make sure feedback is provided within two weeks of the workshop (so be realistic when you give a timeframe at the end of the workshop)