

Standards for Disability Services

Better services, better outcomes, stronger communities
Quality Framework for Disability Services in Victoria



The Quality Framework for Disability Services in Victoria is a structure that brings together three important components of quality:

- measurement
- monitoring
- improvement.

First implemented in 1997, the Quality Framework has now been revised to better support the goals of the State Disability Plan 2002–2012 and the principles of the *Disability Act 2006*.

The revised Framework builds on the processes and activities that started in 1997, by introducing three new elements that will help us to further improve services:

- Outcomes Standards
- outcomes measurement
- a framework for independent quality monitoring.

The revised Quality Framework recognises the fact that ‘one size does not fit all’ when providing supports, so allows each support provider to harness their expertise in a way that ensures better outcomes for people with a disability, their families and carers.

A focus on outcomes

The **Standards for Disability Services** are at the heart of the Quality Framework. We use these Standards to assess services and ensure support provider accountability. As part of the revised Framework, we have now shifted the focus of the Standards—from processes to outcomes.

This shift in focus away from processes and towards outcomes will assist people with a disability, and the organisations that support them to focus on what really matters—good outcomes.

The three new elements in the revised Framework mean that these outcomes can be measured and verified, while safeguarding the rights of people with a disability, and ensuring your organisation meets its funding and legislative requirements.

Outcome Standards for Disability Services

The Quality Framework introduces Outcome Standards for Disability Services. The Outcome Standards help us to determine whether services and supports really make a difference in the lives of people.

The Outcome Standards relate to:

• Individuality

Each individual has goals, wants, aspirations and support needs, and makes decisions and choices about their life.

• Capacity

Each individual’s abilities and potential are identified and encouraged.

• Participation

Each individual is able to access his or her community.

• Citizenship

Each individual has rights and responsibilities as a member of the community.

• Leadership

Each individual has the opportunity to inform the way that supports are provided.

Industry Standards for Disability Services

The Quality Framework maintains the nine Industry Standards for Disability Services that were first introduced in 1997.

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The Industry Standards are used to measure systems and processes, and ensure that organisations are meeting legislative and funding obligations.

The Industry Standards relate to:

- **Service Access**

Fair and equitable practices that are consistent with funding obligations, applicable legislation and purpose of the service are applied when managing and allocating resources.

- **Individual Needs**

Planning and support is tailored, flexible, responsive and appropriate to the individual.

- **Decision-Making and Choice**

Support options are planned, developed, implemented and reviewed in a manner that are responsive to the decisions, choices, and aspirations of individuals.

- **Privacy, Dignity and Confidentiality**

Privacy, dignity and confidentiality is respected and maintained.

- **Participation and Integration**

Support options are planned, developed, implemented and reviewed in a manner that build opportunities for individuals to participate in the life of the community.

- **Valued Status**

Support options are planned, developed, implemented and reviewed in a manner that recognise the skills, abilities and potential of individuals and enables the achievement of valued roles in the community.

- **Complaints and Disputes**

Complaints and disputes are addressed promptly, fairly and respectfully without compromising services to the individual.

- **Service Management**

Management and governance practice is sound, accountable and consistent with current disability policy and practice.

- **Freedom from Abuse and Neglect**

Supports are provided in safe and healthy environments that support individuals to exercise their legal and human rights.

Implementation of the Standards

Department-managed and community service organisations in receipt of funding for Disability Services are expected to progressively comply with the Standards from July 2007.

As part of a staged approach to implementation, independent quality monitoring for compliance against the Standards will be introduced from 2009.

Both department-managed and community service organisations will be subject to independent monitoring.

Further information

For more information about the Quality Framework for Disability Services in Victoria, visit our Improving Supports – Quality and Continuous Improvement web page at:

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