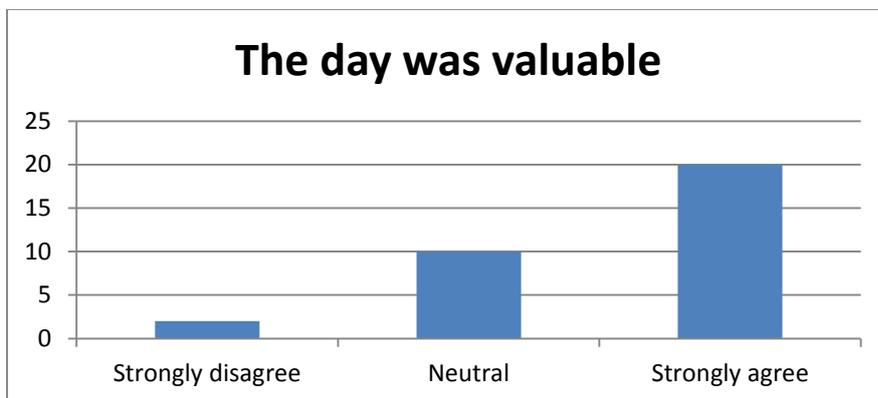


## Disability Services CEO Round Table Sector Forum Evaluation Summary

The Disability Services CEO Round Table Sector Forum was held on Monday 14 September 2015, at the UWA Club. 72 accepted to attend, 57 people were in attendance at the forum; 32 evaluation forms were received.

The following is a summary of the feedback received regarding the various presentations and sessions.

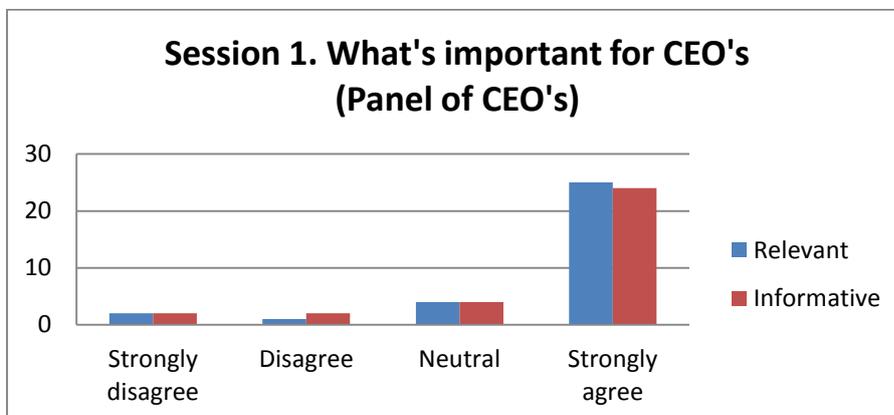
Overall, attendees believed the day was extremely valuable and the results are illustrated below.



Summary of comments received included the following:

- Input from various organisations is so valuable.
- One of the best CEO Round Table events we have had.
- Applaud the attempt to make the forum more interactive
- Good range of topics and opportunity to discuss issues around the topics.

**Session 1** - What's important for CEO's? (Panel of CEO's) this session was rated very highly. Most people felt it was extremely relevant and highly informative.



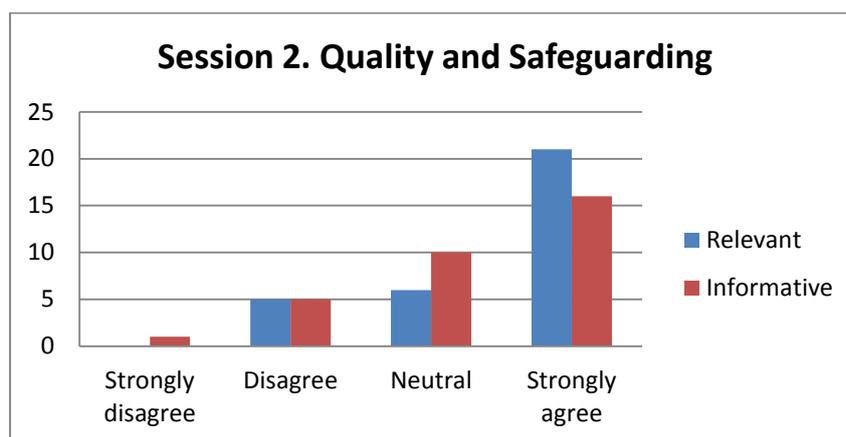
Comments received regarding the panel discussion were as follows:

- Learnt a great deal from other CEO's.
- Interesting for sharing and understanding positive and negative challenges.
- Panel responses did not cover the diversity of agencies in terms of size and other factors.
- Good range of topics covered.
- Maybe a for-profit on the panel next time.

The following is a summary of the issues raised and discussed during the panel discussion:

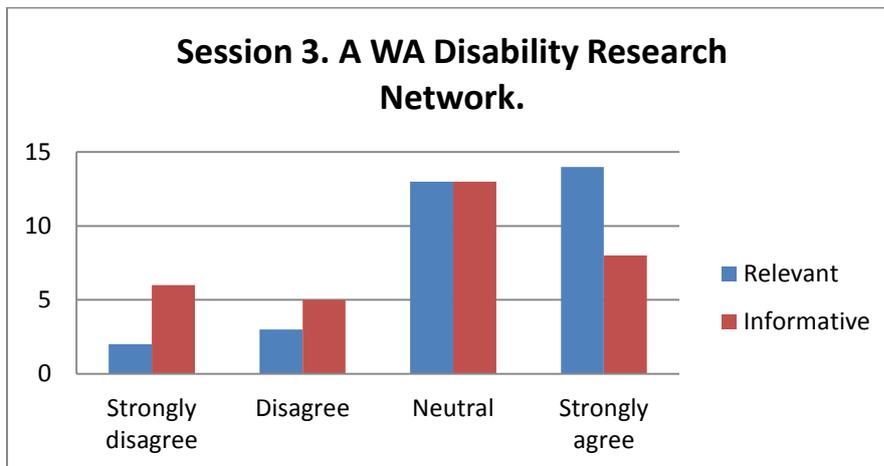
- Employment-NDSI interface
- The right balance of providers – large, medium and small
- Working capital
- Pricing
- Reasonable and necessary
- Travel costs
- In-kind
- Block funding
- Multiple providers supporting one person
- Market failure
- Workforce
- Responsive funding models
- Local decision making

**Session 2** - The session on Quality and Safeguarding was rated highly. Most people felt it was highly relevant and informative; however, people felt more time was needed to discuss this topic.



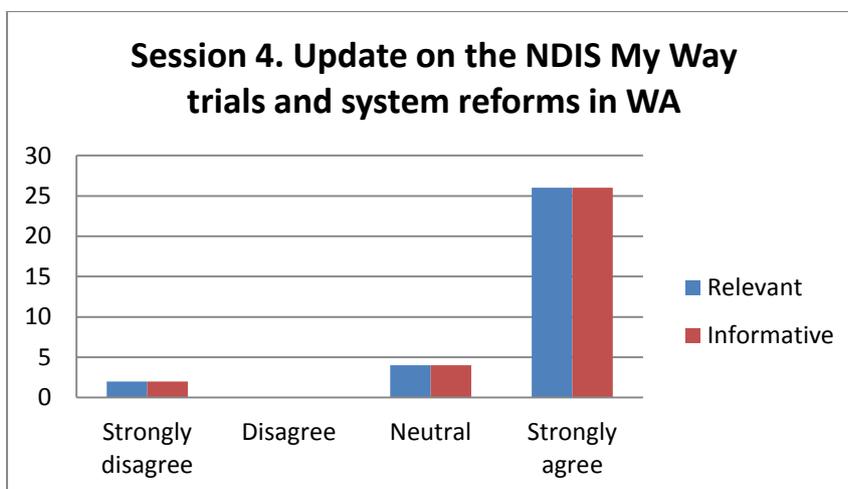
A summary of the feedback from the Quality and Safeguarding group discussion is outlined later in this paper.

**Session 3** – A WA Disability Research Network was well received. Most believed it was very relevant to their organisations.



A summary of the feedback from the WA Disability Research Network questions is outlined later in this paper.

**Session 4** – The update on the NDIS My Way trials and system reforms in WA was rated very highly. Most people felt it was extremely relevant and highly informative



Summary of comments received regarding the NDIS My Way trials update included the following:

- Always find information regarding the future prospects more useful than reporting on what has happened.
- Good update, very useful.

Suggested topics for future CEO Round Table Events:

- Due to time constraints this was not discussed at the forum.

## **Disability Services Commission - CEO Round Table Sector Forum**

The following information is a summary of feedback received from the group discussion / questions from the CEO Round Table Sector Forum on Monday 14 September 2015.

### **Quality and Safeguarding: How do organisations embed a culture of quality & safeguarding at all levels.**

#### **A Culture of Safety:**

- Know legislation requirements / relevant acts.
- Appropriate staff skills mix / targeted training.
- Recruit staff with the right values.
- Ongoing education and collaborative learning.
- Openness & trust – staff, families and carers.
- Board driven, values based and CEO commitment.
- Keep the conversations going to keep the topic alive.
- Reflective practice – champion in each service area.
- Focus on quality and not compliance.
- Everyday language key in conversations with staff.
- Review and analyse complaints on an ongoing basis.
- Induction, understanding what abuse & neglect is.
- Good code of conduct.
- Articulate and enforce the values of your organisation.
- Audit systems to control and track what is happening.

#### **Risk Management:**

- Make it easy with information and links to reports.
- Clear and transparent processes when incidents arise.
- Timely response and feedback.
- Good feedback loop for PWD and families.
- Advocacy available if required / clear complaints process.
- Services users are a priority.
- Benchmarks for performance.
- Ensure robust risk framework exists which is reviewed regularly.
- Take values approach to respond, not the legal one.
- Learn from mistakes (acknowledge them) be willing to say sorry.
- Appropriate staff training so they can report something if needed.
- Not just abuse, we need to be mindful of neglect.
- Risk challenges with casual workforce.
- Good leadership and management that will create a safe environment for people to disclose abuse and neglect.
- Continuous improvement and learning.

### **Stakeholder Collaboration:**

- Section 53, we need to use it and test it.
- Sharing information for development through reviews.
- Finalising and fully closing off incidents.
- Supporting whistle blowers.
- Stakeholder collaboration is consistent and continuous.
- Respond in a timely manner.
- System problems – portal to record gaps of these issues are actually picked up.
- Process of engagement with stakeholder group; genuinely & effectively obtain their input.
- Orientation and induction standardised.
- Separate accreditation / complaints – quality assessments independent of DSC.
- Broader collaboration beyond DSO's – eg.. sexuality specialist.

### **Best Practice:**

- Industry protocols and guidelines for universal understanding and response.
- Transparent service provision.
- Evaluation / feedback from service users.
- How will consumer know what they can ask for?
- Best practice benchmarking critical.
- Quality evaluations to have 'teeth' (showing systemic change if required).
- Board to question regularly management's practices on this. Review long term trend data 2-5 years.
- 360 degree feedback received & service improvement made.
- Standardisation of practice.
- Opportunity for community practices.
- Leadership and management structure that is able to create a safe working environment.
- Audit

### **A National Framework:**

- One framework that works and works well, either State or Federal.
- Needs to be a framework that can have relevance to the State.
- Provider registration and self/share management coverage.
- Greater vulnerability for self-managed recruitment.
- Partnerships with organisations that have capacity.
- Good case studies on where impact worked or not worked, and reasons why.
- Creates objectivity and independence.
- Sets standards and allows benchmarking.
- Critical to explore as could have very beneficial impact.
- Introduction of national quality and safeguarding.
- Need to ensure disparate aspects (mental, intellectual, and disadvantaged) are coordinated.

## **A Western Australian Disability Research Network.**

### **What if...?**

#### **What is the one thing that a disability research network should / could do that doesn't happen at the moment?**

- Increase mutual understanding of both mental health and disability agencies, and of dual diagnosis issues around mental health and disability.
- Better communication about what is being researched and the findings.
- Could the disability service sector drive the research agenda?
- Interface between mental health and disability.
- What can providers get from research around early intervention for children with disability – what works / what links?
- Proactive - the what if's
- Team of research fellows, with an interest in disability to research and raise funds.
- Challenge Universities focus / is it research for research sake?
- Shift the major policies decisions being informed by research.
- Investigate international best practice / what if we are the best practice.
- Applied research versus validity and reliability.
- Get the key information out to the stakeholders.
- Good research and interpretation of evidence.
- Longitudinal study of reforms.
- Setting the agenda; ensuring research is connected to people with disability and their families.
- Coordinate and prioritise research.
- Identify gaps; what is needed for a good life.
- Collaborative research – organisational changes, policy changes – action.

### **How does it work?**

#### **What are the essential features of the network?**

- CALD and indigenous disability needs good model of service. Need evidence of collaborative practice regarding person planning.
- Essential features of the network and model – Qualitative / quantitative; collaborative model; robust terms of reference and accessible to all stakeholders utilising a portal.
- Social inclusion versus medical model.
- Clarify evaluation versus research.
- Data collection; Information and knowledge hub.
- Ready access – transparent.
- Research principle must apply, but not necessarily be imbedded in academia.
- Broader stakeholder group than service providers and researchers, for example, consumers and family members.
- Independent Governance – not government, not academia. Include people with disability and service researchers.
- Enough resources to have clout.
- Coordination of research opportunities.
- Turn research into a practical tool.

- Action orientated research.
  - Inclusion.
  - Feedback.
  - Diverse stakeholders.
  - Relevance.
  - Contemporary.
  - Establish reliable metrics.
  - Stronger focus on client outcomes, involving clients.
  - Representative governing group.
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