



## Quality System Self-Assessment 2014/2015

### Key outcomes

#### Background

The Commission's enhanced Quality System commenced on 1 July 2014. The Quality System applies to all services delivered or funded by the Commission and is underpinned by the National Standards for Disability Services (National Standards).

The Quality System evaluates service quality in two ways:

- Quality Evaluations – incorporating independent evaluation of each organisation's compliance with the National Standards.
- Self-assessment – enabling organisations to review their policies and procedures and report on their progress towards implementing the National Standards. The self-assessment is undertaken every April (commencing 2015).

#### Self-assessment 2014/2015

The Quality System self-assessment online survey was sent to 111 disability service organisations (109 external and two internal) in late March 2015, with a completion date of 30 April 2015. A reminder notice was sent two weeks before the due date and a follow-up reminder was sent one week before the due date. Organisations were required to complete the self-assessment at whole of organisation level (ie. one self-assessment per organisation).

All responses except one were received by the Commission on time, representing a 99 per cent response rate.

#### Key outcomes

The Commission's Quality and Evaluation team conducted an analysis of the sector response to the 2014/2015 self-assessment, which revealed the following:

- The self-assessment positively increased the sector's knowledge of the National Standards. After completing the survey, organisations provided feedback indicating there was a 19 per cent increase in the level of 'high' knowledge of the Standards from 54 per cent to 73 per cent.
- Under **Standard One: Rights**, more than 90 per cent of organisations reported they had policy and procedure in place to address the key indicators of the Standard. Policy and procedure were either 'existing' (currently in place) or 'under review' (in place but scheduled for review within the period).
- Under **Standard Two: Participation and inclusion**, 18 per cent of organisations reported they did not have policy or procedure related to respecting Aboriginal and Torres Strait Islander culture.
- Under **Standard Three: Individual outcomes**, 88 per cent of organisations reported that policy and procedure supporting 'person-centred individual service planning' were either 'existing' (currently in place) or 'under review' (in place but

scheduled for review within the period). However, nine per cent of organisations reported they did not have policy and procedure specifically related to respecting culturally and linguistically diverse cultures.

- 72 per cent of organisations reported they had policy and procedure for ‘recording and reporting the development and review of individual plans.’ However 14 per cent of organisations reported that ‘recording and reporting the development and review of individual plans’ was not applicable, predominately due to their block funding arrangement. The non-applicable rate therefore impacts on the overall figures of organisations reporting that policy and procedure was ‘in place’ or ‘under development’ for this indicator.
- Individual plan reporting and evidence of individual plans are an area of continuing liaison and support between the Commission and services. It is expected that these issues will be resolved during 2015/2016.
- Under **Standard Four: Feedback and complaints**, a total of 519 complaints were received, at an average of 4.8 per organisation. Of the 519 complaints received, 483 (93 per cent) were resolved and of those that had been resolved, 434 (90 per cent) had a satisfactory resolution for both parties. One hundred per cent of organisations had policy and procedure for encouraging and managing feedback and complaints.
- Under **Standard Five: Service access**, 95 per cent of organisations reported they had policy and procedure in place to promote and support fair and transparent service access.
- Under **Standard Six: Service management**, over 90 per cent of organisations reported that policy and procedure were in place supporting seven of the nine key indicators of service management, including human resource and financial management. In relation to the other two key indicators, 83 per cent of organisations reported they had policy and procedure for ‘risk management’ and 73 per cent of organisations reported they had policy and procedure for ‘administration of medication’. Upon investigation, it was found that a number of organisations did not administer medication to individuals. However, they do require a policy for this indicator of practice so that the organisation’s policy is clearly stated, either Medication Policy – No involvement or Medication Policy – Medication support and administration.

## Results

In general, the results reflect a commitment to the National Standards across the sector. In many instances, policies and procedures are under review, as might be expected in response to the revised National Standards. Priority areas for further sector development are:

- policy and procedure related to respecting Aboriginal and Torres Strait Islander culture and culturally and linguistically diverse cultures.
- policy and procedure related to the administration of medication.
- recording and reporting the timely development and review of individual plans as required by the Commission in 2014/2015 (for individualised services).

These results will be used as a baseline for future assessment to establish trends across the sector. Additionally, at the end of 2015/2016, the results of the 2014/2015 self-assessment will be combined with findings of independent evaluations conducted under the Quality System. The analysis will guide strategic planning for quality for the future.