



Quality System Self-Assessment 2015/2016

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 109 disability service organisations (108 external and one internal) in late March 2016, with a completion date of 30 April 2016. 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).

Ninety-two (92) responses were received by the Commission on time, representing an 84 per cent response rate in this regard.

Key outcomes

The Commission's Quality and Evaluation team conducted an analysis of the sector response to the 2015/2016 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 an 11 per cent increase in the level of 'high' knowledge of the Standards from 63 per cent to 74 per cent.
- Under Standard One: Rights, 98 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, 88 per cent of organisations reported they did have policy or procedure related to respecting Aboriginal and Torres Strait Islander culture.
- Under Standard Three: Individual outcomes, 94 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, five per cent of organisations reported they did not have policy and procedure specifically related to respecting culturally and linguistically diverse cultures.

- 81 per cent of organisations reported they had policy and procedure for 'recording and reporting the development and review of individual plans.' However, 12 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 for organisations reporting that policy and procedure was 'in place' or 'under development' for this indicator.
- Individual plan reporting and evidence of individual plans are areas of continuing liaison and support between the Commission and services. It is expected that these issues will be resolved during 2016/2017.
- Under Standard Four: Feedback and complaints, a total of 516 complaints were received, at an average of 4.8 per organisation. Of the 516 complaints received, 450 (87 per cent) were resolved and of those that had been resolved, 433 (96 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, 100 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 10 of the 11 key indicators of service management, including human resource and financial management. In relation to the other key indicator, 87 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 area of practice so that the organisation's policy is clearly stated.

Results

In general, the results reflect a commitment to implementing 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 available in accessible formats
- recording and reporting the timely development and review of individual plans as required by the Commission

All independent evaluators have been informed of the overall results of the annual self-assessment, which are used in future quality evaluations to verify implementation of standards. At the conclusion of the next self-assessment for 2016/17, there will be an analysis combining three years of results with a summary of findings from quality evaluation assignments completed, which will guide the strategic direction of quality assessment in the future.