

7.3.3 Disability Services

Introduction

This section provides an overview of disability services outputs, funding guidelines relevant to funded activities, monitoring and review processes and key documents.

Outputs

The Department of Human Services funds at the activity level. Within the Disability Services Division, activities are grouped under the following four outputs.

Information, planning and capacity building

The provision of information and advice regarding the availability of support and service options is involved. This includes determination of whether a person is within the target group for disability services and the provision of support with planning and referral to community or disability-specific services. Services are aimed at addressing individual needs, supporting families and carers, and promoting independence and participation.

- 17044 Access
- 17061 Building inclusive communities
- 17028 Case management
- 17080 Industry development and innovation
- 17033 Information services
- 17064 Training and development

Targeted services

A range of programs and services aimed at maintaining and increasing the functional independence of people and supporting primary care-giving relationships by providing supports for families and carers. This includes support with intervention services for people with highly complex and challenging behaviours.

- 17025 Aids and equipment
- 17026 Behaviour intervention services
- 17006 Criminal justice services
- 17023 Independent living training
- 17042 Therapy

Individual support

Individually-tailored supports and services enabling people living with a disability, and families and carers of people living with a disability, to access support based on choice.

- 17022 Day services
- 17034 Flexible support packages
- 17201 Futures for Young Adults
- 17081 Individual support packages
- 17206 ISP – Funding administration options
- 17008 Outreach support
- 17035 Recreation
- 17010 Respite

Residential accommodation support

Accommodation support provided to groups of people in community-based settings and centre-based residential institutions which is responsive to individual needs and promotes community participation, relationship building and skill development.

17017 Residential institutions
 17016 Shared supported accommodation

Activity descriptions

This section contains a specification outlining each funded activity within the Disability Services output groups. Activity specifications for each Disability Services-funded activity have the following standard components:

- objective
- description
- target group
- service delivery
- performance measures
- quality measures
- funding guidelines.

The activities are arranged in alphabetical order as per the following index:

Index of activities in alphabetical order

Activity	Activity code
Access	17044
Aids and equipment	17025
Behaviour intervention services	17026
Building inclusive communities	17061
Case management	17028
Criminal justice services	17006
Day services	17022
Flexible support packages	17034
Futures for Young Adults	17201
Independent living training	17023
Individual support packages ISP – funding administration options	17081 17206
Industry development and innovation	17080
Information services	17033
Outreach support	17008
Recreation	17035
Residential institutions	17017
Respite	17010
Shared supported accommodation	17016
Therapy	17042
Training and development	17064

The following table groups each of the activities into their output group:

Activities within their output group

Output name	Activity code and name	
Information, planning and capacity building	17044	Access
	17061	Building inclusive communities
	17028	Case management
	17080	Industry development and innovation
	17033	Information services
	17064	Training and development
Individual support	17022	Day services
	17034	Flexible support packages
	17201	Futures for Young Adults
	17081	Individual support packages
	17206	ISP – funding administration options
	17008	Outreach support
	17035	Recreation
Targeted services	17010	Respite
	17025	Aids and equipment
	17026	Behaviour intervention services
	17006	Criminal justice services
	17023	Independent living training
Residential accommodation support	17042	Therapy
	17017	Residential institutions
	17016	Shared supported accommodation

Access (17044)

Output: Information, planning and capacity building

Objective

Access provides a visible and integrated service for people living with a disability, and their families and carers, by providing information and advice, and assistance to link people into community supports and disability services.

Description

Self-directed responses

Self-directed responses assist people living with a disability, and their family and carers, to navigate and access community and specialist disability supports and services by:

- providing a contact point for people requiring information or assistance to access supports and services
- receiving and considering requests for access to specialist disability services under the *Disability Act 2006* and identifying and referring to alternative or complementary supports
- determining access for disability services, which includes determining if someone is within the target group and meets the priority of access criteria under the *Disability Act 2006*
- collecting and analysing information for initial needs identification (including risk assessment) and priority of access determination
- providing information about disability-related issues, and relevant community supports and services
- referring to community supports and services
- responding to enquiries regarding the Disability Support Register, including individual planning, completing and processing disability support requests as per the *Disability Support Register (DSR) registration guidelines*. (Some of these functions may sit within the broader Disability Client Services area)
- providing, where applicable, short-term, time-limited or task-focused interventions, based on the initial needs identification and risk assessment that will result in positive outcomes or reduced problem escalation. This is generally provided to people who do not have alternative support networks and where the lack of immediate intervention may lead to an escalation of need.

Community responses

Community responses support the participation and inclusion of people living with a disability, identify unmet needs and service gaps and inform service system planning and development, for example, through:

- community education, including promoting community awareness of the disability service system and the role of Access services
- facilitating partnerships with local community supports and services, including generic and specialist disability services and supports as well as other government programs (for example, aged care, early intervention, education) within regions
- maintaining accurate support and service information locally and on the central service directory
- assisting in identifying unmet needs and service gaps to inform service planning and development at a regional and statewide level. Unmet needs should be separately identified, based on volume, type or geography.

Access services are currently only provided within the Regional Disability Client Services teams in the eight departmental regions. While some funded organisations may undertake some of the functions outlined above when responding to the needs of individuals on their waiting lists, they are not funded as Access services.

Contacting Access services

Regional Department of Human Services Disability Access services are available between 9.00 am and 5.00 pm, Monday to Friday (excluding public holidays).

To be directly connected to your local regional Access service, call 1800 783 783 from within Victoria or use the statewide TTY number 1800 008 149. Alternatively, you can contact your local Access service through the relevant regional office:

Eastern Metropolitan

Telephone: (03) 9843 6312, Fax: (03) 9843 6575, TTY: (03) 9843 6638

Email: Eastern.Disability@dhs.vic.gov.au

North and West Metropolitan

Telephone: (03) 9412 2741, Fax: (03) 9412 5466, TTY: (03) 9412 2647

Email: NorthandWest.Disability@dhs.vic.gov.au

Southern Metropolitan

Telephone: 1300 131 079, Fax: (03) 8585 6005, TTY: 1800 008 149

Email: Southern.Disability@dhs.vic.gov.au

Barwon-South Western

Telephone: 1800 675 132, Fax: (03) 5226 4566, TTY: (03) 5226 4062

Email: Barwon.Disability@dhs.vic.gov.au

Gippsland

Telephone: (03) 5136 2474, Fax: (03) 5136 2520, TTY: (03) 5136 2494

Email: Gippsland.Disability@dhs.vic.gov.au

Grampians

Telephone: 1800 670 143, Fax: (03) 5333 6505, TTY: (03) 5333 6815

Email: Grampians.Disability@dhs.vic.gov.au

Hume

Telephone: 1300 650 152, Fax: (03) 5722 0541, TTY: (03) 5722 0623

Email: Hume.Disability@dhs.vic.gov.au

Loddon Mallee

Telephone: (03) 5434 5888, Fax: (03) 5434 5890, TTY: (03) 5434 5669

Email: Loddon.Disability@dhs.vic.gov.au

If you need an interpreter, you can contact the Translating and Interpreting Service by phoning 13 14 50 and ask to be connected to the relevant regional number. If you are deaf, have a hearing impairment or complex communication need, you can contact the National Relay Service on 13 36 77, or the Speech to Speech Relay Service on 1300 555 727 and ask to be connected to the relevant regional number.

Service delivery

Department of Human Services

Performance measures

Performance measure 1

Number of clients

Definition: Number of service users receiving support from an Access outlet during the reporting period

Data source: CRIS

Reporting cycle: Quarterly

Target: Set by region

Instructions: Ensure information recorded in CRIS is timely, accurate and current

Quality measures

Quality measure 1

Percentage of outlets that report a minimum of two planned quality improvement activities in the forthcoming year

Definition: Undertake an annual self-assessment against the standards *for disability services in Victoria, 2007* to develop and implement a quality plan at outlet level that includes at least two quality improvement activities

Rationale: To identify the level of quality planning and promote commitment to continuous improvement of the service system so that positive outcomes can be achieved for people with a disability

Data source: CRIS

Reporting cycle: Annual

Target: 90 per cent

Instructions: The data is collected in Quarter 4 of each financial year via the CRIS/QDC information systems. Descriptions of the quality improvement activities will be collected through the *annual IQMA Organisational quality planning and improvement report* for service providers that have not participated in independent monitoring (see Section 5.16).

Access is an activity provided by the Department of Human Services only.

Aids and equipment (17025)

Output Targeted services

Objective

Aids and equipment services assist people with permanent or long-term disabilities, and the frail aged to enhance independence in their own home, facilitate their participation in the community and support families and carers through the provision of information regarding, and access to, a range of functional aids and equipment.

Description

The aids and equipment activity comprises a number of programs:

- Aids and Equipment Program
- Domiciliary Oxygen Program
- Continence Aids
- Supported Accommodation Equipment Assistance Scheme (SAEAS)
- Vehicle Modification Subsidy Scheme
- Electronic Communication Devices Scheme (ECDS)

Other assistive technology programs and schemes under the A&EP activity that coordinate equipment purchase and provision include;

- Equipment advisory and information services

- Equipment libraries
- Specialist design and aids and equipment services
- Lymphoedema Compression Garment Program (LCGP)

Aids and Equipment Program (A&EP), Domiciliary Oxygen Program, Contenance Aids, Supported Accommodation Equipment Assistance Scheme and the Vehicle Modification Subsidy Scheme

These programs and schemes provide people with a permanent or long-term disabilities with subsidised aids, equipment and home and vehicle modifications to enhance independence in their own home, facilitate their participation in the community and support families and carers.

The Electronic Communication Devices Scheme provides people with a permanent or long term disability to communicate for example, with the aid of computerised voice.

These programs and schemes subsidise the cost of appropriate functional aids, equipment, communication devices, home and vehicle modifications for people who meet the eligibility of the program. Support is based on an individual's assessed need and with the objectives of increasing or maintaining independence, enhancing quality of life, maximising participation within the community and enhancing a carer's capacity to maintain care arrangements.

The A&EP is a statewide equipment network that provides the platform for the provision of aids and equipment.

Other assistive technology services and programs

A range of other assistive technology services are funded by the Disability Services Division to provide information to, and support for, people with a disability and the frail aged to remain living in the community. Services include information, advice, assessment and the provision of specialist aids or equipment. These services are based on the individual's need for assistance and provide equipment to enable them to live more independently and assist carers to care for the person. They include the following:

Equipment advisory and information services: The Independent Living Centre and the Disability Equipment Information System provide a range of equipment advisory and information services, including display centres, telephone advisory services, aids and equipment assessments, internet information, product evaluation and educational services.

Equipment libraries: The Independent Living Centre provides a library of equipment for hire, trial or loan to individuals for a nominated short-term period. The Motor Neurone Disease Association provides an equipment library service for people who have been diagnosed with Motor Neurone Disease.

Specialist design and aids and equipment services: Technical Aid to the Disabled (TADVIC) provides technical information and specialist design or modified equipment that is custom made to suit the special needs of individuals, where such design is not commercially available. Vision Australia provides specialist low cost aids and equipment for people who have vision impairment, and Vicdeaf provide specialised smoke alarms for adults who are profoundly deaf.

The Lymphoedema Compression Garment Program (LCGP), provides financial assistance to eligible people for the purchase of lymphoedema compression garments. The program operates as a statewide specialist service and is subject to means testing.

Target group

Aids and equipment program, Domiciliary Oxygen Program, Contenance Aids, Supported Accommodation Equipment Assistance Scheme, the Vehicle Modification Subsidy Scheme, and the Electronic Communication Devices Scheme (ECDS)

People of all ages with a permanent or long-term disability or the frail aged living in their own or rented accommodation in the community. Applicants to the A&EP must be permanent residents of Victoria or hold a

permanent protection visa or be an asylum seeker. Priority of access will be according to assessed need and determined on the three categories of:

- no wait
- high urgency
- low urgency.

These categories are detailed in the *Victorian Aids and Equipment Program Guidelines* available at: www.dhs.vic.gov.au/ds/aep

Additional eligibility for the Domiciliary Oxygen Program

People of all ages who meet the A&EP eligibility criteria, which are based on clinical indicators set in accordance with the guidelines established by the Thoracic Society of Australia and New Zealand (TSANZ). Funding for oxygen is provided under a no wait policy. Therefore priority access does not apply for this program.

Additional eligibility for the Supported Accommodation Equipment Assistance Scheme (SAEAS)

People with a permanent or long-term disability who receive accommodation services from government or funded organisation accommodation support services funded by the department under one of the following Acts:

- *Disability Act 2006*
- *Children, Youth and Families Act, 2005.*

Other assistive technology services and programs

Equipment advisory and information services

Provision of advisory services for people of all ages with a disability, the general public, assessing therapists, individuals and their carers and can be accessed in person, over the telephone or on the internet. They primarily provide advice on equipment that enhances independence and communication, or are technologically-based.

Equipment libraries

People of all ages with a permanent, long-term or short-term disability who require short-term hire, trial or loan of equipment. Priority of access will be according to assessed need and should be determined with the following considerations:

- the trial of equipment is required as part of the process of accessing funding of equipment on a permanent basis
- whether the aid or piece of equipment is essential to carry out basic living activities in a safe and independent manner.

Specialist design and aids and equipment services

People with a disability who require specialised equipment that is not commercially available. Priority of access will be determined by the service providers, taking into account the assessed need. People who are vision impaired and require specialised vision aids, or adults who are profoundly deaf and require specialised smoke alarms.

Lymphoedema compression garment program

People with lymphoedema who are permanent residents of Victoria, hold a Health Care Card and meet the means testing criteria of the program.

Service delivery

Funded organisations and health services

Performance measures

Performance measure 1

Number of clients

Definition: Number of individuals within the target group who received supports funded through the Aids and Equipment activity during the reporting period. An individual is counted only once, regardless of the number of supports received during the reporting period

Rationale: To track service provision and provide a quantitative measure against budget

Data source: ASSIST/A&EP data

Reporting cycle: Quarterly

Target: Set by Disability Services Division

Instructions: Submit all specified data

Performance measure 2

Percentage of clients responded to within 10 working days

Definition: From the total number of applications received during the reporting period, the proportion of applications responded to within 10 working days – either delivery of equipment or written acknowledgement.

Rationale: Timely processing of an application aims to reassure individuals that their application has been received and provide them with a contact for further enquiries on the application's progress

Data source: ASSIST/A&EP data

Reporting cycle: Quarterly

Target: 90 per cent

Instructions: Submit all specified data

Performance measure 3

Percentage of clients satisfied

Definition: Proportion of individuals surveyed who expressed satisfaction with the A&EP

Rationale: Ascertains clients' satisfaction with the aids and equipment service

Data source: Department of Human Services A&EP client satisfaction survey

Reporting cycle: Annual

Target: 85 per cent

Instructions: Department of Human Services-run client satisfaction survey – no additional reporting requirements are necessary

Performance measure 4

Percentage of reissued items supplied

Definition: From the total number of items ordered the proportion of items that are reissued (items that are returned by individuals and can be used again)

Rationale: Reissuing of items enables a larger number of individuals to receive the service. This measure encourages reuse of returned items

Data source: ASSIST/A&EP data reporting cycle

Reporting cycle: Quarterly

Target: 10 per cent

Instructions: Submit all specified data

Funding guidelines

All recurrent and non-recurrent funding for the A&E activity is classified as a 'conditional grant' with any unspent funding or uncommitted funding (taking account of items ordered but not yet received/paid for) being subject to recall.

Funding allocations

Funding allocations include an administration component comprising 12.5 per cent of the external activity budget to cover the salary and administration costs of operating the program. Funding is also allocated for training at 1.5 per cent of 80 per cent of the 12.5 per cent salary and administration component of the budget.

Domiciliary Oxygen Program

Funding for the Domiciliary Oxygen Program is based on actual usage and may be adjusted in accordance with periodic reconciliations. Funding for other equipment programs may be varied according to availability of funds following the determination of the oxygen requirements.

SAEAS

Funding allocations are based on the SAEAS formula.

Service redevelopment

The Department of Human Services commissioned a review of the sustainability of the current A&EP and the final report of the review was released in November 2007. A number of the themes and high-level recommendations contained in the report have been considered and were implemented during the reconfiguration of the A&EP. Following a competitive selection process Ballarat Health Services have been appointed as the new statewide service provider for the Victorian A&EP and the program is known as the Statewide Equipment Program (SWEP). SWEP administers the following programs and schemes:

- Aids and Equipment Program
- Domiciliary Oxygen Program
- Continence Aids
- Supported Accommodation Equipment Assistance Scheme (SAEAS)
- Vehicle Modification Subsidy Scheme

Behaviour intervention services (17026)

Output: Targeted services

Output Group: Disability Services

Objective

Behaviour intervention services include a range of client-focused services that may be directly delivered by the Department of Human Services or be provided by funded organisations or private practitioners. The types of services provided include assessment, implementation and review of specialist 'therapeutic interventions' (which relate to addressing the individual's challenging behaviours or the need for human relations training), counselling or support.

The objective of a behaviour intervention service is to provide an appropriate level of client-focused advice, assessment, intervention or consultation for individuals, families, carers and service providers.

Description

Behaviour intervention services include assessment, intervention, consultation and education services to individuals, families, carers and service providers. Therapeutic intervention services may include group programs and assistance to service providers and regions to improve the services delivered to individuals. All behaviour intervention services must have positive outcome-based therapeutic goals for the individual defined, with discrete timeframes. Service types and definitions are as follows.

Direct intervention (short term)

This involves providing direct services to an individual. An intervention would usually include a comprehensive assessment, intervention or treatment plan, direct intervention and regular monitoring. It may include counselling, especially on human relations issues. Where people are seen in a group, direct intervention should be recorded against each individual. Duration is up to six months.

Direct intervention (long term)

The same definition as above, the difference being the duration is greater than six months.

Consultation (secondary)

This involves discussion between a specialist and other staff, family members or carers, to develop strategies to meet an individual's needs.

Consultation (brief)

A secondary consultation of short duration. Duration is up to three hours over four to six weeks.

Tertiary consultation

This involves providing advice or information to a service provider, with the aim of improving outcomes for individuals who come into contact with that provider. The focus is on the system for the delivery of services, rather than an individual person. The consultation is specific to the particular environment and may include involvement in service review, non-government organisation or regional planning or workshops.

Education and training

This involves providing advice or information to a broad audience, with the aim of improving outcomes for individuals. It may be to families or staff from a range of organisations and is not environment-specific.

Target group

The target group for behaviour intervention services comprises:

- funded organisations funded or managed under the Disability Act
- families, carers or service providers caring for, supporting or providing services to people as outlined
- other services, only where they are integral to the implementation of behaviour support strategies for an individual.

Priority for accessing intensive therapeutic intervention services will be for individuals who display behaviours of concern that are of such intensity and severity that they present serious consequences for the individual or serious challenges to families, carers, service providers and the community. The behaviours of concern may be demonstrated as, but not limited to, the following: high-level aggression, self-injury, dangerous anti-social behaviour, inappropriate sexual behaviours or severe mental health issues.

Additional factors determining priority include those situations that could have immediate and serious consequences for the person's care and safety, or for the community, and include situations that place the person's community living at risk.

Service delivery

- Funded organisations
- Department of Human Services

Performance measures

Performance measure 1

Number of clients

Definition: Number of individuals within the target group who received supports funded through behaviour intervention services during the reporting period. An individual is counted once, regardless of the number of supports received during the reporting period

Rationale: To track service provision and provide a quantitative measure against budget

Data source: CRIS/QDC

Reporting cycle: Quarterly

Target: Set by region

Instructions: Submit data required as per the QDC data guide regardless of reporting mechanism (QDC tool or other)

Performance measure 2

Percentage of clients waiting less than one month for specialist services – Department of Human Services only

Definition: From the total number of individuals who started to receive behaviour intervention services during the reporting period, the proportion who waited less than 31 days

Rationale: To better ensure clients receive timely support to minimise the incidence and impact of challenging behaviour

Data source: CRIS

Reporting cycle: Quarterly

Target: 60 per cent

Instructions: Ensure information recorded in CRIS is timely, accurate and current

Quality measures

Quality measure 1

Percentage of outlets that report a minimum of two planned quality improvement activities in the forthcoming year

Definition: Undertake an annual self assessment against the *Standards for disability services in Victoria, 2007*, to develop and implement a quality plan at outlet level that includes at least two quality improvement activities

Rationale: To identify the level of quality planning and promote commitment to continuous improvement of the service system so that positive outcomes can be achieved for people with a disability

Data source: CRIS

Reporting cycle: Annual

Target: 90 per cent

Instructions: The data is collected in Quarter 4 of each financial year via the CRIS/QDC information systems. Descriptions of the quality improvement activities will be collected through the *annual IQMA Organisational quality planning and improvement report* for service providers that have not participated in independent monitoring.

Funding guidelines

Behaviour intervention services are funded via unit pricing.

Building inclusive communities (17061)

Output: Information, planning and capacity building

Output Group: Disability Services

Objective

Building inclusive communities:

- mobilises and supports people with a disability to increase their participation and inclusion in local communities
- builds and strengthens the community's capacity to support people with a disability
- facilitates integrated local community planning and coordination that engages and involves people with a disability and their families, disability service providers and funded organisations
- works with existing disability service providers to enhance their capacity to provide relevant and appropriate supports in the community
- improves access to information about relevant services and community activities available to people with a disability in their communities.

Description

Building inclusive communities has been designed to provide a comprehensive response to the key issues experienced by people living with a disability in local communities. Based on the principles of community development, it works to bring together the strengths, resources and creativity of individuals, communities

and government to increase community membership and participation opportunities for people living with a disability.

MetroAccess, RuralAccess and DeafAccess are key community building initiatives of the *Victorian State Disability Plan, 2002–12*. These initiatives aim to build the capacity of local communities across Victoria so they are more welcoming and inclusive of people living with a disability.

Key strategies associated with the community building initiatives include:

- increasing community awareness about the needs and aspirations of people living with a disability
- developing a framework for integrated and coordinated planning in local communities
- developing local projects that respond to identified community needs and priorities
- developing strategic partnerships between disability support providers, local and state government, community organisations and local communities
- providing assistance to families and individuals, which improves access to relevant services and supports
- improving access to information regarding relevant services and community activities available to people living with a disability.

The community building initiatives have been implemented in partnership with local government, community health services and other local funded organisations. This builds on the strengths of local organisations to promote equal access and inclusion of people living with a disability. These initiatives provide the opportunity for the state government, local government and the funded organisation sector to create a coordinated approach to building capacity and supporting change in local communities for people living with a disability.

Target group

The target group for building inclusive communities comprises:

- people with a disability as defined by the Disability Act
- service providers within the disability and generic service systems
- mainstream community providers.

Service delivery

Funded organisations

Performance measures

Performance measure 1

Development and submission of a Community Building Directions Report

Definition: An annual planning report which provides an overview of emerging and evolving trends and issues, three to five major priorities for the local area, and a brief description of the planned responses. See the *Community Building Program Planning and Reporting Framework* for more information.

Rationale: The development of an annual directions report will help ensure that community building initiatives focus on local community needs, issues and potential.

Data source: Community Building Directions Report

Reporting cycle: Annual

Target: 100 per cent

Instructions: Auspice organisations are required to submit the directions report to the community building project officer at their Department of Human Services regional office by the last Friday in January each year.

Performance measure 2

Submission of a Community Building Outcomes Report

Definition: Produce an annual report against the five program objectives, describing outcomes and evidence. See the *Community Building Program Planning and Reporting Framework* for more information.

Rationale: To help ensure that the program objectives are met.

Data source: Community Building Outcomes Report

Reporting cycle: Annual

Target: 100 per cent

Instructions: Each auspice is required to submit the outcomes report to the community building project officer at their Department of Human Services regional office by the last Friday in July each year.

Performance measure 3

Completion and submission of community building project achievement reporting system (CBPARS)

Definition: CBPARS is a database that provides the capacity to record a range of details on all projects that local (Access programs) and regional community building programs are involved with, whether current or completed

Rationale: To help ensure that community building strategies outlined in the Community Building Directions Report are undertaken. To facilitate the sharing of resources and ideas across the community building program and promote effective collaboration and professional development

Data source: CBPARS

Reporting cycle: Quarterly

Target: 100 per cent

Instructions: Each auspice is required to update the CBPARS and submit the updated database to the appropriate Department of Human Services regional office on a quarterly basis. Submission dates are provided for each financial year. The regional office is then required to provide a consolidated regional database to Disability Services central office.

Funding guidelines

Building inclusive communities is funded via block funding.

Case management (17028)

Output: Information, planning and capacity building

Output Group: Disability Services

Objective

Case management services are targeted to individuals who require assistance for a period of time to achieve their goals, become more independent and active in community life and deal with problems they may be encountering. Case managers establish a positive collaborative relationship with the person and their support network, such as family members, to assist them to identify, link with and organise the supports they require.

Description

Best practice case management is based on self-directed planning and support principles. A self-directed planning and support approach is about self-determination, community membership and citizenship, and involves:

- individuals directing the planning process to the greatest extent possible and making their own choices about how they wish to live their life
- assisting the person to identify their goals, aspirations and needs and ways that these may be achieved and the supports required
- exploring supports that are flexible, wide ranging and may include, but are not limited to, those that may be available from the existing disability service system
- planning that is respectful of the needs of family members and carers and their role in the life of the person
- family-focused planning and support for children and young people living with a disability
- inclusion and participation of people living with a disability in community life.

Case management involves:

- addressing immediate needs and risks where required and undertaking tasks and responsibilities as set out in the self-directed plan
- planning with people living with a disability and their chosen support network and developing a plan that specifies, at minimum:
- the goals identified by the person, strategies to achieve these goals, along with details of supports that may assist and how these may be accessed
- who is responsible for implementing the strategies
- potential sources of funding, if any.
- family-focused planning and support for children and young people living with a disability
- working in partnership with people living with a disability and their families, and having respect for their culture, values and priorities
- empowering people to coordinate their supports from different sources and, where appropriate, carrying out support coordination activities
- monitoring implementation of, and regularly reviewing, a person's plan and support.

Service delivery

- Funded organisations
- Department of Human Services

Performance measures

Performance measure 1

Number of clients

Definition: Number of individuals within the target group who received supports funded through case management during the reporting period. An individual is counted once, regardless of the number of supports received during the reporting period

Rationale: To track service provision and provide a quantitative measure against budget

Data source: CRIS/QDC

Reporting cycle: Quarterly

Target: Set by region

Instructions: Submit data required as per the QDC data guide, regardless of reporting mechanism (QDC tool or other)

Performance measure 2

Average number of days waiting for service – Department of Human Services only

Definition: Of the total number of individuals who began receiving case management support during the reporting period, the average number of days they waited to access case management supports

Rationale: To better ensure timely provision of service

Data source: CRIS

Reporting cycle: Quarterly

Target: 50 days

Instructions: Ensure information recorded in CRIS/DISCIS is timely, accurate and current

Quality measures

Quality measure 1

Percentage of outlets that report a minimum of two planned quality improvement activities in the forthcoming year

Definition: Undertake an annual self assessment against the *Standards for disability services in Victoria, 2007*, to develop and implement a quality plan at outlet level that includes at least two quality improvement activities

Rationale: To identify the level of quality planning and promote commitment to continuous improvement of the service system so that positive outcomes can be achieved for people with a disability

Data source: CRIS

Reporting cycle: Annual

Target: 90 per cent

Instructions: The data is collected in Quarter 4 of each financial year via the CRIS/QDC information systems. Descriptions of the quality improvement activities will be collected through the *annual IQMA Organisational Quality planning and improvement report* for service providers that have not participated in independent monitoring (see Section 5.16).

Criminal justice services (17006)

Output: Targeted services

Output Group: Disability Services

Objective

Criminal justice services:

- Implement and review a range of specialist support and evidence based therapeutic interventions to people with an intellectual disability, aimed at minimising the risk of serious offending behaviours
- provide a range of specialist services to individuals who display dangerous anti-social behaviour and to minimise risks to the person, to others and to the community

- enhance the capacity of regions to support individuals involved, or at risk of involvement, in the criminal justice system who are being maintained in their local area through the provision of information, education, training, consultancy and specialist services.

Criminal justice services include the following components:

- supported accommodation
- outreach
- offender treatment
- crisis or emergency accommodation
- residential treatment facility
- prison and youth program support for people with a disability
- program support

Description

A range of specifically designed and targeted services including accommodation support, treatment and outreach, for people with disabilities who are, or are at risk of, coming in contact with the criminal justice system. Services include:

- assistance to function more independently in the community and reduce offending behaviours
- consultation and training to regional and funded organisation staff
- time-limited accommodation and support while on bail
- crisis or emergency accommodation
- intensive treatment programs provided in a highly supervised and structured environment
- direct support and programs for people in a range of settings
- individual and group program interventions.

Target group

The target group for criminal justice services comprises people with disabilities who are in contact with the criminal justice system, or who are at risk of coming into contact with the system.

Priority access should be in accordance with the nature of the specific group targeted for an individual service – as identified in the service agreement. Criteria include:

- people who demonstrate dangerous anti-social behaviour that places themselves, their carers or the community at risk of harm or injury
- individuals supervised by community correctional services including youth justice or subject to a custodial sentence
- individuals involved in the criminal justice system who require specialised services that are not available at a regional level, and who would otherwise be placed in a more restrictive environment.
- Individuals subject to orders issued by courts or statutory bodies established under legislation

Service delivery

- Funded organisations
- Department of Human Services

Performance measures

Performance measure 1

Number of clients

Definition: Number of individuals within the target group who received supports funded through criminal justice during the reporting period – an individual is counted once, regardless of the number of supports received during the reporting period

Rationale: To track service provision and provide a quantitative measure against budget

Data source: CRIS/CRISSP/QDC

Reporting cycle: Quarterly

Target: Set by region

Instructions: Submit data required as per the QDC data guide regardless of reporting mechanism (CRISSP, QDC tool or other)

Performance measure 2

Percentage of support plans prepared within 60 days for new clients

Definition: Support plans are required to outline each individual's goals and strategies for achieving these goals

Rationale: It is a legislative requirement that disability service providers must, in consultation with the person with a disability, ensure that a support plan is prepared within 60 days of the person commencing in order to regularly access the disability services

Data source: CRIS/QDC

Reporting cycle: Annual

Target: 100 per cent

Instructions: Submit data as specified in the QDC data guide, addendum 2

Performance measure 3

Percentage of support plans reviewed within the last three years

Definition: Support plans are required to outline each individual's goals and strategies for achieving these goals

Rationale: It is a legislative requirement that disability service providers must, in consultation with the person with a disability, ensure that support plans are reviewed at least once during each period of three years commencing from when the support plan is first prepared

Data source: CRIS/QDC

Reporting cycle: Annual

Target: 100 per cent

Instructions: Submit data as specified in QDC data guide, addendum 2

Quality measures

Quality measure 1

Percentage of outlets that report a minimum of two planned quality improvement activities in the forthcoming year

Definition: Undertake an annual self assessment against the *Standards for disability services in Victoria, 2007*, to develop and implement a quality plan at outlet level that includes at least two quality improvement activities

Rationale: To identify the level of quality planning and promote commitment to continuous improvement of the service system so that positive outcomes can be achieved for people with a disability

Data source: QDC

Reporting cycle: Annual

Target: 90 per cent

Instructions: The data is collected in Quarter 4 of each financial year via the QDC information systems. Descriptions of the quality improvement activities will be collected through the *annual IQMA organisational quality planning and improvement report* for service providers that have not participated in independent monitoring.

Funding guidelines

Criminal justice services are funded via unit pricing.

Day services (17022)

Output: Individual support

Output Group: Disability Services

Objective

Day services organisations aim to provide high-quality group or tailored support and activities that meet individual needs and enhance independence, choice making, abilities, community participation/social inclusion and quality of life.

As of 1 January 2010 people supported through the day services activity code 17022 have their funding allocation individually attached and portable which is referred to as an individual support package. Individually attached packages allow people to purchase services and supports according to their needs and preferences.

Description

Day Services organisations should work within a self-directed approach that enables people with a disability to identify the support they require to the greatest extent possible and provide support to people in a range of areas including further education and training, recreation, and support to access and be included in activities in their local community.

Day Service models of support:

- should be underpinned by self-directed approaches
- should be flexible and responsive to the individual's needs and interests, and maximise independence
- should link people into activities that are offered in the community
- should provide a range of self-directed supports that may include the following: skill acquisition, behaviour of concern intervention, independent living skills, continuing education, pre-vocational training, recreation and leisure and socially inclusive community activities
- should develop partnerships between disability and non-disability specific services, local organisations and local communities to increase the participation and inclusion of people with a disability in their local community
- should support the person to pursue work options as a powerful and valued option where possible and to the fullest extent for each person, via relevant vocational pathways
- may have a core facility base (with services provided in a range of other community settings), or provide or coordinate supports across a range of locations, including the individual's home

- should recognise that people with different types of disability and at different stages in their lives may require different supports to realise their physical, social, emotional, cultural and intellectual capacities.

Day service providers will continue to be supported to transition to self-directed approaches to supports as part of the overall reorientation of disability supports, which aims to increase flexibility, choice and control for Victorians with a disability.

Target group

Priority will be given to those adults who will benefit from the supports offered through a Day Service, and who face significant challenges to access services independently due to factors such as:

- having significant or multiple disabilities
- geographic or social isolation
- lack of informal support networks.

Reallocation of day service activity code 17022 funding

As a result of funding being attached to individuals rather than service providers, there will no longer be 'vacancies' in Day Service organisations as of 1 January 2010.

When an individually attached package is no longer required, the person or their nominated person has a responsibility to inform the relevant Department of Human Services regional office, via intake and response, within 14 days.

The same responsibility applies to a registered disability service provider, facilitator, or case manager working with the person if/when they become aware of the change in circumstances.

From 1 January 2011, when someone no longer requires their allocated individually attached package the funding will be made available via usual DSR procedures.

Service delivery

- Funded organisations
- Department of Human Services

Performance measures

Performance measure 1

Number of people

Definition: Number of people within the target group that received Day Services during the reporting period using any of the following funding sources:

- individually attached funding via the Day Services activity - 17022
- a three-year Futures for Young Adults (FFYA) package - 17201
- all or part of a person's Individual Support Package (ISP) that is used to purchase a place in a Day Service - 17081

An individual is counted only once

Rationale: To track support provision and provide a quantitative measure against budget

Data source: CRIS/QDC

Reporting cycle: Quarterly

Target: Set by region

Instructions: Submit data required as per the QDC data guide regardless of reporting mechanism (QDC tool or other)

Performance measure 2

Percentage of new support plans prepared within 60 days

Definition: Support plans are required to outline each individual's goals and strategies for achieving these goals

Rationale: It is a legislative requirement that disability service providers must, in consultation with the person with a disability, ensure that a support plan is prepared within 60 days of the person commencing to regularly access the disability service

Data source: CRIS/QDC

Reporting cycle: Annual

Target: 100 per cent

Instructions: Submit data as specified in the QDC data guide, addendum 2

Performance measure 3

Percentage of support plans reviewed within the last three years

Definition: Support plans are required to outline each individual's goals and strategies for achieving these goals.

Rationale: It is a legislative requirement that disability service providers must, in consultation with the person with a disability, ensure that support plans are reviewed at least once during each period of three years commencing from when the support plan is first prepared.

Data source: CRIS/QDC

Reporting cycle: Annual

Target: 100 per cent

Instructions: Submit data as specified in the QDC data guide, addendum 2

Performance measure 4

Number of EFTs

Definition: An equivalent fulltime (EFT) place is defined as 30 hours attendance per week, with a minimum of 22.5 hours per week of structured support activities, for 46 weeks in the year. Individuals may choose to tailor their supports to meet their goals.

Rationale: As a number of people receive part-time services; this measure aims to convert number of people to a comparable unit of measurement

Data source: CRIS/QDC

Reporting cycle: Quarterly

Target: Set by region

Instructions: Submit data required as per the QDC data guide regardless of reporting mechanism (QDC tool or other)

Quality measures

Quality measure 1

Percentage of outlets that report a minimum of two planned quality improvement activities in the forthcoming year

Definition: Undertake an annual self assessment against the *Standards for disability services in Victoria, 2007*, to develop and implement a quality plan at outlet level that includes at least two quality improvement activities

Rationale: To identify the level of quality planning and promote commitment to continuous improvement of the service system so that positive outcomes can be achieved for people with a disability

Data source: CRIS

Reporting cycle: Annual

Target: 90 per cent

Instructions: The data is collected in Quarter 4 of each financial year via the CRIS/QDC information systems. Descriptions of the quality improvement activities will be collected through the *annual IQMA organisational quality planning and improvement report* for service providers that have not participated in independent monitoring.

Funding guidelines

Refer to Day Services Guidelines - February 2011. (link: http://www.dhs.vic.gov.au/disability/supports_for_people/being_part_of_my_community/day_services) -

These guidelines apply to disability service providers that provide Day Services for people who:

- have been allocated individually attached funding; **and**
- choose to use this funding to purchase a place in a Day Service.

The funding source may either be:

- individually attached funding via the Day Services activity (as per the *Disability Services Policy and Funding Plan 2010-2012*)
- a three-year Futures for Young Adults (FFYA) package
- all or part of a person's Individual Support Package (ISP) that is used to purchase a place in a Day Service

Regardless of the source, the funding package is individually attached and portable, and Day Services must be provided on the basis of a self-directed and tailored approach to the greatest extent possible.

These guidelines are an addendum to the Individual Support Package (ISP) Guidelines. They describe the requirements that apply where a person elects to purchase a place in a Day Service.

Day Service organisations may also receive capacity building and developmental grants for projects to support the transition of the organisation to self-directed approaches to support provision.

Flexible support packages (17034)

Output: Individual support

Output Group: Disability Services

Objective

Flexible support packages are developed in partnership with people with a disability, and their families and carers, to plan for and implement flexible supports tailored to individual needs and priorities.

Description

Flexible support packages provide case management or discretionary funding to support individuals, families and carers on a short or long-term basis.

Planning in partnership with individuals and families is characterised by:

- planning based on interests, strengths, needs and goals
- sharing ideas, knowledge, skills and strategies to support individuals and families making choices and decisions
- respect for the culture, values and priorities of individuals and families.

Supports provided will complement informal and other community supports and assist individuals to maintain and develop informal networks and participate in their community.

Case management services (activity code 17028) may also assist in the implementation of an individual's plan and coordination of supports, where required.

Target group

The target group for flexible support packages comprises:

- people with a disability as defined by the Disability Act
- children under school age who have a disability and high support needs.

Service delivery

- Funded organisations
- Department of Human Services

Performance measures

Performance measure 1

Number of clients

Definition: Number of people within the target group who received supports funded through flexible support packages during the reporting period. An individual is counted only once, regardless of the number of services received during the reporting period.

Rationale: To track service provision and provide a quantitative measure against budget

Data source: CRIS/QDC

Reporting cycle: Quarterly

Target: Set by region

Instructions: Submit data required as per the QDC data guide regardless of reporting mechanism (QDC tool or other)

Performance measure 2

Percentage of new support plans prepared within 60 days

Definition: Support plans are required to outline each individual's goals and strategies for achieving these goals

Rationale: It is a legislative requirement that disability service providers must, in consultation with the person with a disability, ensure that a support plan is prepared within 60 days of the person commencing to regularly access the disability services

Data source: CRIS/QDC

Reporting cycle: Annual

Target: 100 per cent

Instructions: Submit data as specified in QDC data guide, addendum 2

Performance measure 3

Percentage of support plans reviewed within the last three years

Definition: Support plans are required to outline each individual's goals and strategies for achieving these goals

Rationale: It is a legislative requirement that disability service providers must, in consultation with the person with a disability, ensure that support plans are reviewed at least once during each period of three years commencing from when the support plan is first prepared

Data source: CRIS/QDC

Reporting cycle: Annual

Target: 100 per cent

Instructions: Submit data as specified in QDC data guide, addendum 2

Quality measures

Quality measure 1

Percentage of outlets that report a minimum of two planned quality improvement activities in the forthcoming year

Definition: Undertake an annual self assessment against the *Standards for disability services in Victoria, 2007* to develop and implement a quality plan at outlet level that includes at least two quality improvement activities

Rationale: To identify the level of quality planning and promote commitment to continuous improvement of the service system so that positive outcomes can be achieved for people with a disability

Data source: CRIS

Reporting cycle: Annual

Target: 90 per cent

Instructions: The data is collected in Quarter 4 of each financial year via the CRIS/QDC information systems. Descriptions of the quality improvement activities will be collected through the *annual IQMA organisational quality planning and improvement report* for service providers that have not participated in independent monitoring (see Section 5.16).

Funding guidelines

Flexible support packages are funded via:

- unit pricing
- block funding (applies to some components of flexible support packages).

In some instances, funding amounts are attached to the individual and are portable.

Futures for Young Adults (17201)

Output: Individual support

Output Group: Disability Services

Objective

The Futures for Young Adults (FFYA) program provides information, advice and support for up to three years to eligible young school leavers with a disability to assist them to make a successful post school transition.

FFYA provides funding that is portable and flexible to encourage and support individual choice.

FFYA incorporates the *Transition to Employment Initiative*, which provides intensive support to build school leavers work skills, capacity and experience in the pathway toward employment and further education.

Description

Futures for Young Adults:

- provides funding to support young people with a disability aged 18 to 21 years in their transition from school to a range of post-school options
- supports young people to explore a range of post-school options, including further education and training, employment and community-based activities or specialist disability supports aimed at greater community inclusion and skill acquisition
- aims to work in partnership with individuals and provide tailored support to respond as best as possible to unique needs and goals, and maximise independence.
- supports, where possible and to the fullest extent, the pursuit of paid work as a powerful and valued option
- is underpinned by the self-directed planning and support framework
- may consist of a package of services for an individual in relation to their needs
- links people into activities that are offered in the community.

Note that people assessed as requiring ongoing supports at the end of their three-year period of eligibility may be considered for an individual support package under activity 17081.

Target group

The target group for the Futures for Young Adults program is school leavers who must be:

- currently receiving support through the Department of Education and Early Childhood Development's Program for Students with Disabilities or equivalent in the Catholic and independent sector
- 18 years of age before 31 December in their final year of school
- a permanent resident of Victoria.

Application process

Students seeking support for the Futures for Young Adults program must complete a registration form. These forms are distributed through schools, available on the Disability Services website and through the disability intake and response teams in the regions.

Service delivery

- Funded organisations
- Department of Human Services

Performance measures

Performance measure 1

Number of clients

Definition: Number of individuals within the target group who received supports funded through the Futures for Young Adults program during the reporting period. An individual is counted only once, regardless of the number of activities received during the reporting period

Rationale: To track service provision and provide a quantitative measure against budget

Data source: CRIS/QDC

Reporting cycle: Quarterly

Target: Set by region

Instructions: Submit data required as per the QDC data guide, regardless of reporting mechanism (QDC tool or other)

Quality measures

Quality measure 1

Percentage of outlets that report a minimum of two planned quality improvement activities in the forthcoming year

Definition: Undertake an annual self assessment against the *Standards for disability services in Victoria, 2007*, to develop and implement a quality plan at outlet level that includes at least two quality improvement activities

Rationale: To identify the level of quality planning and promote commitment to continuous improvement of the service system so that positive outcomes can be achieved for people with a disability

Data source: CRIS

Reporting cycle: Annual

Target: 90 per cent

Instructions: The data is collected in Quarter 4 of each financial year via the CRIS/QDC information systems. Descriptions of the quality improvement activities will be collected through the *annual IQMA organisational quality planning and improvement report* for service providers that have not participated in independent monitoring.

Funding guidelines

Futures for Young Adults is funded via:

- unit pricing – funding is subject to individual choice and may be adjusted in accordance with periodic reconciliations
- individual packages – based on an agreed support plan, and funding is attached to the individual and is portable.

Independent living training (17023)

Output: Targeted services

Objective

Independent living training:

- provides goal-oriented training to people living with a disability to increase their independence in the activities of daily living
- enables people living with a disability to move to more independent living arrangements.

Description

Independent living training involves the provision of self-directed training in activities of daily living in such areas as mobility and orientation, using public transport and the use of adaptive equipment. Services are provided using clearly defined entry and exit criteria including:

- screening of applicants against eligibility and priority of access criteria
- assessing skills training required and prioritising needs
- developing a training plan with clearly defined goals and timeframes
- implementing and reviewing training plans
- exiting the program when skills are acquired.

Staff with appropriate qualifications and experience should undertake development of independent living training programs. The delivery and review of programs should be conducted under the direction of qualified staff and should be delivered in the environment in which the individual will use the skill.

Target group

The target group for Independent living training comprises people with a disability as defined by the Disability Act.

Priority of access will be given to those people in the target group who require intensive time-limited training in activities of daily living in order to:

- maintain their current living arrangements
- successfully move into more independent living arrangements
- access community activities, education or employment options.

Service delivery

Funded organisations

Performance measures

Performance measure 1

Number of clients

Definition: Number of individuals within the target group who received supports funded through Independent living training program during the reporting period. An individual is counted only once, regardless of the number of supports received during the reporting period

Rationale: To track service provision and provide a quantitative measure against budget

Data source: QDC

Reporting cycle: Quarterly

Target: Set by region

Instructions: Submit data required as per the QDC data guide regardless of reporting mechanism (QDC tool or other)

Quality measures

Quality measure 1

Percentage of outlets that report a minimum of two planned quality improvement activities in the forthcoming year

Definition: Undertake an annual self assessment against the *Standards for disability services in Victoria, 2007*, to develop and implement a quality plan at outlet level that includes at least two quality improvement activities

Rationale: To identify the level of quality planning and promote commitment to continuous improvement of the service system so that positive outcomes can be achieved for people with a disability

Data source: CRIS

Reporting cycle: Annual

Target: 90 per cent

Instructions: The data is collected in Quarter 4 of each financial year via the CRIS/QDC information systems. Descriptions of the quality improvement activities will be collected through the annual *IQMA organisational quality planning and improvement report* for service providers that have not participated in independent monitoring (see Section 5.16).

Funding guidelines

Independent living training is funded via unit pricing.

Individual support packages (17081)

Activity Code: 17081 Individual support packages

Activity Code: 17206 ISP – Funding administration options

Output: Individual support

Objective

Individual support packages are designed to enable people with a disability to meet their goals and to exercise choice in obtaining support that assists them to pursue their own lifestyles.

Description

Individual support packages are based on a self-directed approach that enables people with a disability to identify, design and oversee the support and resources they require.

The core elements of the self-directed approach are self-directed planning, self-directed funding and self-directed support.

Using these core elements, people with a disability can:

- direct the planning process to the greatest extent possible and make their own choices about how they wish to live their life
- identify their goals and ways that these can be achieved and the supports required
- identify supports that are flexible and wide ranging, and which may be obtained through the existing disability service system or community services available to all other members of the community
- identify the most appropriate mechanism for managing their funding allocation
- work within the *Individual support package guidelines* and a consistent process for development and approval of their funding allocation.

Activity 17206 is used for payment of individual support package funding administered through a financial intermediary.

The financial intermediary service provides an accounts payable function, which includes payment of invoices at the direction of the person and in accordance with an agreed funding plan, reporting and reconciling of expenditure to the person and the Department of Human Services.

Target group

Target group priority will be given to those individuals who meet the criteria specified in the department's *Resource coordination and allocation guidelines*.

Service delivery

- Funded organisations
- Department of Human Services

Performance measures

The following performance measures apply to Individual support package funding that is paid directly to a registered disability service provider via a service agreement as nominated by the individual.

Note: This funding is specific to the individual and is portable should the individual wish to change disability service provider.

Performance measure 1

Number of clients

Definition: Number of individuals within the target group who received supports funded through Self-directed support packages during the reporting period. An individual is counted only once, regardless of the number of supports received during the reporting period

Rationale: To track service provision and provide a quantitative measure against budget

Data source: Regional ISP system (currently under development). Proposed future redevelopment of QDC

Reporting cycle: Quarterly

Target: Set by the division

Instructions: The department's regions to supply data extract from the Regional ISP system for the current financial year

Performance measure 2

Percentage of new support plans prepared within 60 days

Definition: Support plans are required to outline each individual's goals and strategies for achieving these goals

Rationale: It is a legislative requirement that disability service providers must, in consultation with the person with a disability, ensure that a support plan is prepared within 60 days of the person commencing to regularly access the disability services

Data source: CRIS/QDC

Reporting cycle: Annual

Target: 100 per cent

Instructions: Submit data as specified in QDC data guide, addendum 2

Performance measure 3

Percentage of support plans reviewed within the last three years

Definition: Support plans are required to outline each individual's goals and strategies for achieving these goals

Rationale: It is a legislative requirement that disability service providers must, in consultation with the person with a disability, ensure that support plans are reviewed at least once during each period of three years commencing from when the support plan is first prepared

Data source: CRIS/QDC

Reporting cycle: Annual

Target: 100 per cent

Instructions: Submit data as specified in QDC data guide, addendum 2

The financial intermediary service is contracted through a project specific agreement. The key performance measures and service standards are outlined in the project specific agreement.

Quality measures

Quality measure 1

Percentage of outlets that report a minimum of two planned quality improvement activities in the forthcoming year

Definition: Undertake an annual self assessment against the *Standards for disability services in Victoria, 2007*, to develop and implement a quality plan at outlet level that includes at least two quality improvement activities

Rationale: To identify the level of quality planning and promote commitment to continuous improvement of the service system so that positive outcomes can be achieved for people with a disability

Data source: CRIS

Reporting cycle: Annual

Target: 90 per cent

Instructions: The data is collected in Quarter 4 of each financial year via the CRIS/QDC information systems. Descriptions of the quality improvement activities will be collected through the annual *IQMA organisational quality planning and improvement report* for service providers that have not participated in independent monitoring (see Section 5.16).

Funding guidelines

Refer to Disability Services Individual support package guidelines.

Funding is in accordance with an individual's agreed funding plan, is subject to individual choice and may be adjusted in accordance with periodic reconciliation.

Activity 17206 is used for payment of individual support package funding administered through a financial intermediary.

Industry development and innovation (17080)

Output: Information, planning and capacity building

Objective

Industry development and innovation supports initiatives that improve the ability and capacity of service providers to provide support to people living with a disability in line with the vision of the *Victorian State Disability Plan 2002–12*. This applies to funding that invests in service-wide benefits across two or more outputs.

Description

This activity is used for funding that increases capacity within the industry that supports people with a disability or invests in projects that extend benefits across a range of outputs. It includes minor capital and sectoral support that does not clearly relate to any single activity type. Funding is primarily one-off or time-limited in nature. It is expected that any ongoing projects would migrate to another activity if piloted through this one initially.

Typically, funding might support an organisation or group of organisations to introduce changed processes, improve their capacity to provide more or better support to people living with a disability, or improve administration and governance.

This activity captures expenditure on projects that assist the industry to more effectively provide support to people living with a disability and incorporates key areas such as funding for peak organisations, research and accommodation innovation grants.

Peak organisations

Peak organisations are funded by the Disability Services Division to support the disability service sector. Peak organisations aim to improve the quality of management and operation of the service sector through:

- regular dissemination of information
- organisation of statewide and regional forums
- development of effective statewide communication processes
- promotion of educational and skill development activities
- promotion of quality improvement and assurance strategies, incorporating the active participation of people living with a disability.

Peak organisations effectively solicit and represent the interests and views of funded organisations and they also reflect these views in negotiations with government and other peak bodies.

Research

The State Disability Plan innovation grants encourage innovative approaches to implementing its goals. The grants aim to develop new and creative examples of policy, practice and partnerships that fulfil the vision of the State Disability Plan.

PhD scholarships are also funded to advance the goals of the plan by encouraging the development of new knowledge and understanding of disability through rigorous and high calibre research.

Accommodation innovation grants

Accommodation innovation grants fund projects that enable people living with a disability to live in a range of housing options that are available to other members of the community. These projects aim to provide stable and sustainable housing options that promote peer support and link people living with a disability to existing community groups and services. The projects focus on accommodation support in addition to formal and informal disability supports.

Disability Housing Trust

The Disability Housing Trust, an independent, not-for-profit, charitable trust, has been established to promote, develop and expand the range of housing choice available to people living with a disability, increase accessibility to new housing options and encourage new investment in housing for people living with a disability. The trust will develop innovative housing models that are affordable, appropriate and allow people living with a disability to live and participate in the community. With capital seed funding of \$10 million, the trust will work in partnership with people living with a disability, their families, housing providers, support services and other interested parties to create new housing opportunities and plan for the development of sustainable housing for future generations.

Target group

The target group for industry development and innovation comprises:

- funded organisations
- other funded organisations and individuals for innovation grants.

Service delivery

- Funded organisations
- Department of Human Services
- Other community organisations and agencies

Performance measures

Performance measure 1

Development and submission of a plan

Definition: Develop a detailed plan outlining planned activities and objectives for the following 12-month period of the project

Rationale: The development of an annual plan will help ensure funded organisations are represented and supported to achieve positive outcomes for people living with a disability in Victoria

Data source: Annual plan

Reporting cycle: Annual

Target: 100 per cent

Instructions: Funded organisations are required to submit their plan by 30 September or three months after the end of the initial twelve-month funding period.

Performance measure 2

Submission of a report

Definition: Produce an annual report against the current twelve month plan outlining the activities and outcomes for people living with a disability

Rationale: To help ensure that initiatives outlined in the annual plan are met and that planned outcomes are achieved

Data source: Annual report

Reporting cycle: Annual

Target: 100 per cent

Instructions: Funded organisations are required to submit an Annual report against the Annual plan by 31 August or two months at the end of the initial twelve-month funding period

Funding guidelines

Industry development and innovation is funded via project funding.

Information services (17033)

Output: Information, planning and capacity building

Objective

Information services:

- provide people living with a disability, their carers and families, with up-to-date and accessible, independent and objective information that supports self-management and individual choice
- provide advice and assistance in using the information
- promote community awareness of general or specific disability issues.

Description

All services are required to provide people living with a disability, their families and carers, service providers and the general public with up-to-date and accessible information, which includes:

- information about services targeted for people living with a disability as well as generic community-based services
- information on specific disabilities that aims to assist people living with a disability, as well as their families and carers, to best use available supports to promote independence and enhance the capacity to self-navigate service systems
- support to use existing information sources or relevant organisations to access and acquire information – the service directory on the Disability Online website provides regional and statewide disability service contact information
- addressing the needs of culturally and linguistically diverse communities
- developing strategies to distribute information efficiently.

Information services that share the same or similar target groups should ensure their services are coordinated and attempt to minimise duplication in providing disability-specific information.

The funded service must provide information using the following three methods:

1. A centralised telephone information service

This service must be provided during weekday business hours (9 am to 5 pm, Monday to Friday). For information about service options, people should be advised of the range of regional and statewide services that relate to their query. This information can be accessed on the service directory on the Disability Online website www.disability.vic.gov.au

2. Develop and maintain a website on the internet

The website will publish:

- information about any specialist services that may be useful for the specific client group and details of how they can be contacted
- information on a specific disability or condition, and any latest research
- information for self-help purposes
- links to the Department of Human Services website (access to this site should be clearly identified on information services websites)
- links to other appropriate internet sites pertaining to the disability or the needs of the target group, including state and international websites and generic disability information websites.

The website will be updated at least half-yearly, be accessible to the organisation's target group and comply with any appropriate guidelines.

Funded organisations may also supplement their information services activities to meet the needs of the primary target group using any of the following methods:

- fact sheets on the Disability Online and Better Health Channel websites
- information sessions designed to improve the responsiveness of the service system to the needs of people living with a disability
- publications on a regular or as required basis (for example, newsletters, booklets)
- participation in, or organisation of, information expos/weeks, publicity campaigns and conferences.

Target group

The target group for Information services comprises:

- people with a disability as determined under the *Disability Act 2006*
- families and carers of people living with a disability, funded organisations and the community.

Service delivery

Funded organisations

Performance measures

Performance measure 1

Number of clients

Definition: Number of service users receiving support from an information services outlet during the reporting period

Rationale: To track service provision and provide a quantitative measure against budget

Data source: CRISSP/QDC

Reporting cycle: Quarterly

Target: Set by region

Instructions: Report number of clients via CRISSP/QDC

Funding guidelines

Information services are funded via unit pricing.

Outreach support (17008)

Output: Individual support

Output Group: Disability Services

Objective

Outreach support provides self-directed supports that enhance the skills and opportunities for people with a disability to live in their choice of housing and participate in their community.

Description

Outreach support comprises a flexible combination of services provided in the home or community. These services provide supports to assist individuals to enhance activities of daily living; access and participate in their chosen community and strengthen personal relationships.

Funded activities may include the following:

- Community access
- Support to link with community recreation, leisure and cultural activities.
- Support and education to build skills in using local facilities and services (banks, shops, public transport, recreational facilities).
- Support to link with natural supports and generic services used by an individual to enable them to remain in the housing of their choice (for example, home nursing, general health care, dental care).
- Support to become involved with others in their chosen community, to experience a variety of activities and relationships.
- Travel training.
- Other support
- Skill development.
- Support to build household management skills (cooking, menu planning, laundry, budget planning).
- Support in mobility and orientation and use of adaptive equipment for individuals with vision impairments.
- Support to build skills in decision making, problem solving and conflict resolution.
- Support to develop and access advocacy groups.
- Support to develop skills in managing emotions or personal responses (for example, anger management, behaving within accepted limits, or coping with feelings).
- Support and education in developing human relationship skills including protective behaviours.

The provision of outreach support services incorporates assessment of support needs and the development of an individual support plan, which is regularly reviewed and monitored. Some informal case coordination support may also be provided. Services are to be provided to individuals on the basis of their assessed need for support.

Target group

Priority of access will be given to people in the target group who require this service because they are:

- at risk of their current accommodation and support arrangements breaking down
- homeless
- exiting, or at risk of entering the justice system
- from a culturally and linguistically diverse or Indigenous background

- experiencing social isolation
- with a primary carer who is experiencing difficulty providing support at the level
- required to maintain their current living arrangements
- able to move to more independent living arrangements.

Service delivery

- Funded organisations
- Department of Human Services

Performance measures

Performance measure 1

Number of clients

Definition: Number of individuals within the target group receiving outreach support during the reporting period. An individual is counted only once, regardless of the number of supports received during the reporting period

Rationale: To track service provision and provide a quantitative measure against budget

Data source: CRIS/QDC

Reporting cycle: Quarterly

Target: Set by region

Instructions: Submit data required as per the QDC data guide regardless of the reporting mechanism (QDC tool or other)

Performance measure 2

New support plans prepared within 60 days

Definition: Proportion of support plans prepared within 60 days of outreach services being assessed.

Rationale: It is a legislative requirement that disability service providers must, in consultation with the person with a disability, ensure that a support plan is prepared within 60 days of the person commencing to regularly access the disability services

Data source: CRIS/QDC

Reporting cycle: Annual

Target: 100 per cent

Instructions: Submit data as specified in the QDC data guide, addendum 2

Performance measure 3

Percentage of support plans reviewed within the last three years

Definition: Individuals receiving outreach support must have plans completed that outline each individual's goals and strategies for achieving these goals.

Rationale: It is a legislative requirement that disability service providers must, in consultation with the person with a disability, ensure that support plans are reviewed at least once during each period of three years commencing from when the support plan is first prepared

Data source: CRIS/QDC

Reporting cycle: Annual

Target: 100 per cent

Instructions: Submit data as specified in QDC data guide, addendum 2

Quality measures

Quality measure 1

Percentage of outlets that report a minimum of two planned quality improvement activities in the forthcoming year

Definition: Undertake an annual self assessment against the *Standards for disability services in Victoria, 2007*, to develop and implement a quality plan at outlet level that includes at least two quality improvement activities

Rationale: To identify the level of quality planning and promote commitment to continuous improvement of the service system so that positive outcomes can be achieved for people with a disability

Data source: CRIS

Reporting cycle: Annual

Target: 90 per cent

Instructions: The data is collected in Quarter 4 of each financial year via the CRIS/QDC information systems. Descriptions of the quality improvement activities will be collected through the annual *IQMA organisational quality planning and improvement report* for service providers that have not participated in independent monitoring.

Funding guidelines

Outreach support is funded via:

- unit pricing – funded organisations
- block funding – Department of Human Services.

Recreation (17035)

Output: Individual support

Output Group: Disability Services

Objective

Recreation builds and strengthens the capacity and responsiveness of mainstream sport and recreation organisations and community organisations to respond to the needs and aspirations of people with a disability.

Facilitates and supports people with a disability to participate in a range of recreation and leisure opportunities.

Description

Funded organisations are funded to support the development of leisure and recreational opportunities for people with a disability. These opportunities range from inclusive sport and recreation options to specialist recreation programs for people with a disability.

The two key focus areas for recreation include:

1. Community development

Community development focuses on strengthening the capacity of mainstream sport and recreation organisations to assume responsibility for the provision of sport and recreation activities and services for people with a disability.

2. Direct support/service provision

Direct support/service provision includes:

- providing people with a disability access to existing sport and recreation services through specific facilities and programs
- developing and providing specific sport and recreation programs targeting people with a disability
- coordinating and providing direct support (for example, attendant care, transport to and from activities) to people with a disability, to help them access and participate in mainstream sport and recreation options
- networking of services to develop programs for people with a disability.

Target group

The target group for recreation comprises people with a disability as defined by the Disability Act.

Note, however, that direct support or service provision will only be provided to people who are over the age of 16. People aged 65 years and over are only included when their needs are more appropriately met in the specialist disability support system than in the aged care system.

Priority access for direct support/service provision will be given to people within the target group, who have the least ability to access services independently, due to such factors as:

- having severe or multiple disabilities
- geographic or social isolation
- lack of personal support networks.
- Within this group, priority will be given to those:
 - who are not currently employed or do not participate in any full-time or part-time training or attend a day service
 - whose support arrangements are in jeopardy.

Service delivery

Non-government organisations

Performance measures

Performance measure 1

Number of clients

Definition: Number of individuals within the target group who received supports funded through the Recreation activity during the reporting period. An individual is counted only once, regardless of the number of activities received during the reporting period

Rationale: To track service provision and provide a quantitative measure against budget

Data source: QDC

Reporting cycle: Quarterly

Target: Set by region

Instructions: Submit data required as per the QDC data guide regardless of reporting mechanism (QDC tool or other)

Quality measures

Quality measure 1

Percentage of outlets that report a minimum of two planned quality improvement activities in the forthcoming year

Definition: Undertake an annual self assessment against the *Standards for disability services in Victoria, 2007*, to develop and implement a quality plan at outlet level that includes at least two quality improvement activities

Rationale: To identify the level of quality planning and promote commitment to continuous improvement of the service system so that positive outcomes can be achieved for people with a disability

Data source: CRIS

Reporting cycle: Annual

Target: 90 per cent

Instructions: The data is collected in Quarter 4 of each financial year via the CRIS/QDC information systems. Descriptions of the quality improvement activities will be collected through the annual *IQMA organisational quality planning and improvement report* for service providers that have not participated in independent monitoring (see Section 5.16).

Funding guidelines

Recreation is funded via block funding.

Residential institutions (17017)

Output: Residential accommodation support

Output Group: Disability Services

Objective

The objective of residential institutions is to provide people with an intellectual disability with a high-quality, responsive and specialised residential support service that promotes individual choice, human rights, community inclusion, the development of skills and opportunities that reflect the person's aspirations and needs and that addresses the requirements of people with intensive and specialised support requirements.

Description

Residential institutions provide accommodation and intensive and specialised support in premises proclaimed to be a residential institutions under the *Disability Act 2006*. This assistance is provided to people on the basis of their identified need for intensive specialised support.

Skilled specialist support is provided to use every available daily opportunity to actively promote a person's:

- participation in household and community activities
- relationship building with other people
- choice in all aspects of decision making that affects them
- dignity and respect in all aspects of their lives

- skills that are used and developed to create achievement.

The nature of the skilled support provided is identified through a person-centred planning process.

Target group

Services in residential institutions are available on a limited statewide basis to people with an intellectual disability who require the type of intensive and specialised support that can be provided in this setting and who meet the criteria for admission under the Disability Act.

Entry to residential institutions is in accordance with relevant Disability Services policy:

- Admissions to Colanda and Sandhurst are governed by the *Colanda and Sandhurst admission policy*.
- Admission to the long-term residential program of the Statewide Forensic Program is in accordance with the *Long-term rehabilitation program admission policy and practice guidelines, May 2009*.

Service delivery

Department of Human Services

Performance measures

Performance measure 1

Number of clients

Definition: Number of people living in a residential institution during the reporting period

Rationale: To track service provision and provide a quantitative measure against budget

Data source: CRIS

Reporting cycle: Quarterly

Target: Set by region

Instructions: Submit data required as per the QDC data guide

Performance measure 2

Percentage of support plans prepared within 60 days for new admissions

Definition: Support plans are required to outline each person's goals and strategies for achieving these goals

Rationale: It is a legislative requirement that disability service providers must, in consultation with the person with a disability, ensure that a support plan is prepared within 60 days of the person commencing to regularly access the disability services

Data source: CRIS

Reporting cycle: Annual

Target: 100 per cent

Instructions: Submit data as specified in QDC data guide, addendum 2

Performance measure 3

Percentage of support plans reviewed within the last 12 months

Definition: Support plans are required to outline each person's goals and strategies for achieving these goals

Rationale: It is a legislative requirement that support plans are reviewed at least once during each period of 12 months commencing from when the support plan is first prepared for people residing in a residential institution

Data source: CRIS

Reporting cycle: Annual

Target: 100 per cent

Instructions: Submit data as specified in QDC data guide, addendum 2

Quality measures

Quality measure 1

Percentage of outlets that report a minimum of two planned quality improvement activities in the forthcoming year

Definition: Undertake an annual self assessment against the *Standards for disability services in Victoria, 2007*, to develop and implement a quality plan at outlet level that includes at least two quality improvement activities

Rationale: To identify the level of quality planning and promote commitment to continuous improvement of the service system so that positive outcomes can be achieved for people with a disability

Data source: CRIS

Reporting cycle: Annual

Target: 90 per cent

Instructions: The data is collected in Quarter 4 of each financial year via the CRIS/QDC information systems. Descriptions of the quality improvement activities will be collected through the annual *IQMA organisational quality planning and improvement report* for service providers that have not participated in independent monitoring (see Section 5.16).

Funding guidelines

Residential institutions are funded via block funding – Department of Human Services.

Respite (17010)

Output: Individual support

Output Group: Disability Services

Objective

Respite services aim to support the individual with a disability and their family and carers through the provision of short-term and time-limited breaks on a regular, occasional or emergency basis by providing the individual with a disability with positive and meaningful experiences. The provision of respite support is a key element in sustaining family care arrangements. The needs of families and people living with a disability are

diverse and require different support options to enhance family functioning and maintain positive family and care giving relationships.

Description

Assistance for families and carers to access respite support options is provided through information, referral, planning and coordination services. Support is provided through a range of respite services, which form a continuum of support and include the following:

Community participation

Participation in mainstream activities, such as after-school care and school holiday programs, one-to-one partnerships, friendship programs, or participation in other community recreational or social activities.

In-home respite options

Support in the individual's home by trained staff so that all family members have the opportunity to pursue their own interests.

Out-of-home options

Out-of-home respite encompasses a range of day and overnight supports for people with a disability and their families and carers. It aims to support and strengthen family relationships and includes:

- support within the extended family or friendship network
- camps, holidays or weekends away
- support in an alternative family environment
- facility-based overnight stays
- weekend and holiday community-based day activities
- social groups and evening activities.

Note: When considering support for children, a family environment is the preferred option. This support can include a shared-care arrangement with a volunteer family.

Self-directed approach

A self-directed approach underpins a range of options that provide a respite effect to support families, carers and the individual with a disability. This enables people with a disability and their carer to identify, design and oversee the support and resources they require, including:

- access to information about the broad range of mainstream community and specialist respite options
- assistance with referral to appropriate support providers
- assistance and support with respite planning and coordination
- access to flexible respite support, based on the needs of the individual with a disability, their family and carers.

Respite service providers engaged in providing respite information, planning and coordination services aim to:

- develop information, planning and coordination systems that support families, parents, carers and the individual with a disability to participate in mainstream community and specialist respite options
- engage and form partnerships with mainstream and specialist services to increase participation for people with varying disabilities
- provide feedback to service planners from individuals and their carers about the supports provided and unmet needs
- participate in a network of support providers, carers or persons with a disability and the department to strengthen the respite service system.

Target group

The target group for respite comprises people with a disability, as defined by the Disability Act, and their primary carers.

High priority will be given to:

- primary carers of children and adults with fragile health and highly complex support needs
- primary carers of adolescents and young adults with high behavioural support needs
- people who are Aboriginal and their families, carers and communities
- people from a culturally and linguistically diverse background
- people in circumstances where there is an impending breakdown of support arrangements
- ageing carers of people with a disability
- carers who are under 25 years of age.

Service delivery

- Funded organisations
- Department of Human Services

Performance measures

Performance measure 1

Number of episodes

Definition: An episode is a period of time during which an individual, family or informal carer receives respite support from an organisation. The period of respite, which can vary from an hour to an entire year, depends on the arrangement for support between the organisation and the individual, family or informal carer. An individual, family or informal carer can have more than one episode of respite per reporting period.

Rationale: To track service provision and provide a quantitative measure against budget

Data source: CRIS/QDC

Reporting cycle: Quarterly

Target: Set by region

Instructions: Submit data required as per the QDC data guide regardless of the reporting mechanism (QDC tool or other)

Performance measure 2

Percentage of households satisfied

Definition: This is based on the results of a survey that uses the average score on a scale to assess the level of satisfaction with the quality of respite provided

Rationale: To ascertain carers' satisfaction with the respite service

Data source: *Disability Services carer satisfaction survey*

Reporting cycle: Annual

Target: 80 per cent

Instructions: Complete the department-run client satisfaction survey

Quality measures

Quality measure 1

Percentage of outlets that report a minimum of two planned quality improvement activities in the forthcoming year

Definition: Undertake an annual self assessment against the *Standards for disability services in Victoria, 2007*, to develop and implement a quality plan at outlet level that includes at least two quality improvement activities

Rationale: To identify the level of quality planning and promote commitment to continuous improvement of the service system so that positive outcomes can be achieved for people with a disability

Data source: CRIS

Reporting cycle: Annual

Target: 90 per cent

Instructions: The data is collected in Quarter 4 of each financial year via the CRIS/QDC information systems. Descriptions of the quality improvement activities will be collected through the annual *IQMA organisational quality planning and improvement report* for service providers that have not participated in independent monitoring.

Funding guidelines

Respite is funded via unit pricing.

Long-term accommodation or crisis accommodation should not be funded through this activity.

Shared supported accommodation (17016)

Output: Residential accommodation support

Output Group: Disability Services

Objective

The objective of shared supported accommodation is to enrich the quality of life of people with a disability living in group homes and other community-based residential services.

Description

Enriching people's quality of life is achieved by providing high-quality housing tailored to meet the household needs and skilled support to use every available daily opportunity to actively promote a person's:

- participation in household and community activities
- relationship building with other people
- choice in all aspects of decision making that affects them
- dignity and respect in all aspects of their lives
- skills that are used and developed to create achievement.

The nature of the skilled support provided is identified through a person-centred planning process.

Shared supported accommodation is provided to people living in a variety of environments, notably group homes, formerly referred to as community residential units (CRUs)³. Supports are linked to the funded residential service provided to one or more people with a disability on a long-term basis by staff employed by disability service providers.

Other residential services included under this activity are:

- transitional accommodation
- crisis accommodation.

It excludes outreach supports, residential respite services and residential treatment facilities. In some instances, support may be provided as self-directed home and community-based support that assists people with a disability to live as independently as possible.

A community residential unit (CRU) is now a community-based residential service that has been declared as such under S64, Disability Act. The policy criteria for declaration as a CRU are:

- the facility, or part thereof, is established for the purpose of providing long-term accommodation and support for people with a disability
- the support services are funded by Disability Services
- the support services are linked to the accommodation facility (that is, the supports are not attached to, or transferable with, any individual)
- access is determined by the department's vacancy coordination process or similar process managed by the disability service provider funded to deliver supports at the facility target group.

All vacancies will be filled in accordance with the department's *Resource coordination and allocation guidelines*.

Service delivery

- Funded organisations
- Department of Human Service

Performance measures

Performance measure 1

Number of clients

Definition: Number of people living in a disability-funded residential service in the general community during the reporting period

Rationale: To track service provision and provide a quantitative measure against budget

Data source: CRIS/QDC

Reporting cycle: Quarterly

Target: Set by region

Instructions: Submit data required as per the QDC data guide, regardless of reporting mechanism (QDC tool or other)

³ A community residential unit (CRU) is now a community-based residential service that has been declared as such under S64, Disability Act.

Performance measure 2

Percentage of support plans prepared within 60 days for new residents

Definition: Support plans outline each person's goals and strategies for achieving these goals

Rationale: It is a legislative requirement that disability service providers must, in consultation with the person with a disability, ensure that a support plan is prepared within 60 days of the person commencing to regularly access the disability services

Data source: CRIS/QDC

Reporting cycle: Annual

Target: 100 per cent

Instructions: Submit data as specified in QDC data guide, addendum 2

Performance measure 3

Percentage of support plans reviewed within the last three years

Definition: Support plans outline each person's goals and strategies for achieving these goals

Rationale: It is a legislative requirement that disability service providers must, in consultation with the person with a disability, ensure that support plans are reviewed at least once during each period of three years commencing from when the support plan is first prepared.

Data source: CRIS/QDC

Reporting cycle: Annual

Target: 100 per cent

Instructions: Submit data as specified in the QDC data guide, addendum 2

Quality measures

Quality measure 1

Percentage of outlets that report a minimum of two planned quality improvement activities in the forthcoming year

Definition: Undertake an annual self assessment against the *Standards for disability services in Victoria, 2007*, to develop and implement a quality plan at outlet level that includes at least two quality improvement activities

Rationale: To identify the level of quality planning and promote commitment to continuous improvement of the service system so that positive outcomes can be achieved for people with a disability

Data source: CRIS

Reporting cycle: Annual

Target: 90 per cent

Instructions: The data is collected in Quarter 4 of each financial year via the CRIS/QDC information systems. Descriptions of the quality improvement activities will be collected through the annual *IQMA organisational*

quality planning and improvement report for service providers that have not participated in independent monitoring.

Funding guidelines

Shared supported accommodation is funded via:

- unit pricing – funded organisations
- block funding – Department of Human Services.

Therapy (17042)

Output: Targeted services

Output Group: Disability Services

Objective

Therapy provides access to support aimed at developing and maintaining the skills and functional independence of people living with a disability.

Description

Therapy services include a range of services supporting people living with a disability that may be directly delivered by the department or provided by funded organisations or private practitioners.

Disability therapy supports:

- respond to barriers relating to mobility, social interaction or occupation that may prevent community inclusion of people living with a disability
- assist people living with a disability to maintain skills or enhance their quality of life in their existing environment
- increase the availability of local supports for people living with a disability
- assist carers to continue to care and support people living with a disability.

Disability therapy supports should be regarded as a bundle of supports, without distinction between specific disciplines. Identifiable professions included in the provision of therapy supports are occupational therapists, physiotherapists, speech pathologists and therapy aides.

Therapy assessment, consultation and support are provided to people living with a disability, their families and carers and service providers. Supports may include group programs and assistance to service providers and regions to improve the services delivered to people living with a disability. Individual and group supports include outcome-oriented program plans, determined through ongoing consultation with key stakeholders, and assessment outcomes.

Target group

The target group for therapy comprises people assessed as having complex needs.

Service delivery

- Funded organisations
- Department of Human Services Performance measures

Performance measure 1

Number of clients

Definition: Number of individuals within the target group who received supports funded through Therapy during the reporting period. An individual is counted only once, regardless of the number of supports received during the reporting period

Rationale: To track service provision and provide a quantitative measure against budget

Data source: CRIS/QDC

Reporting cycle: Quarterly

Target: Set by region

Instructions: Submit data required as per the *Quarterly data collection (QDC) data guide* regardless of reporting mechanism (for example, QDC tool or other).

Quality measures

Quality measure 1

Percentage of outlets that report a minimum of two planned quality improvement activities in the forthcoming year

Definition: Undertake an annual self assessment against the *Standards for disability services in Victoria, 2007*, to develop and implement a quality plan at outlet level that includes at least two quality improvement activities

Rationale: To identify the level of quality planning and promote commitment to continuous improvement of the service system so that positive outcomes can be achieved for people with a disability

Data source: CRIS

Reporting cycle: Annual

Target: 90 per cent

Instructions: The data is collected in Quarter 4 of each financial year via the CRIS/QDC information systems. Descriptions of the quality improvement activities will be collected through the annual *IQMA organisational quality planning and improvement report* for service providers that have not participated in independent monitoring.

Funding guidelines

Therapy is funded via unit pricing.

Training and development (17064)

Output: Information, planning and capacity building

Output Group: Disability Services

Objective

That the disability workforce is trained, qualified, competent and responsive in providing quality supports, based on individual needs, for people with a disability.

Description

The Disability Services Division provides funding for implementation of the *Disability Services workforce development and learning strategic plan* in department-operated services, including accommodation services, disability client services and statewide forensic services; *field* is also funded to provide an advisory role to community-managed disability organisations around staff learning and development approaches.

The Disability Services Division and regions share the responsibility of ensuring staff are equipped with the knowledge and skills to provide high-quality support to people with a disability.

The Workforce development and learning strategic plan outlines an ongoing process of learning and professional development that is integrated into quality management processes and human resource practice, including recruitment and induction.

Internal

Each region has at least one regional learning and development coordinator responsible for managing and supporting learning activities for disability accommodation services (DAS) and client services (DCS) staff across the region. Learning and development activities are planned, managed and monitored through a regional *learning plan and a partnering agreement*. The partnering agreement recognises that both the Disability Services Division and regions have complementary leadership and management responsibilities and accountabilities in learning and development to realise the objectives of the *Victorian State Disability Plan 2002–12*.

Key performance indicators are contained within the *partnering agreement* and regions are required to report against these indicators. Additionally, it is a requirement that:

- data recording is ongoing and quality control mechanisms are in place to ensure that it is accurate and timely
- the Disability Services Division and regions agree to notify the other party if emerging issues are identified that impact on performance and budget
- a six-monthly report will be developed in consultation with regions and presented to the central training consultative and implementation committee
- quarterly reporting is undertaken as part of Disability Services balanced scorecard reporting.

External

field is funded via the Disability Services Division to support funded organisations within the disability sector around learning and development.

Service delivery

- Funded organisations
- Department of Human Services

Performance measures

Performance measure 1

Staff receiving refresher fire safety training

Definition: Number of staff who have received refresher fire safety training

Rationale: To track and help ensure staff have refresher fire safety training

Data source: Attendance sheets collected by Workforce development and learning and *field*.

Reporting cycle: Biannual

Target: Funded organisations – 70 per cent / Department of Human Services – 100 per cent

Instructions: Count each person attending fire safety training only once and compare this to the estimated number of staff who required the training

Performance measure 2

Department of Human Services only staff who have completed their pre-service induction training

Definition: Number of departmental accommodation direct support staff who have completed pre-service induction training prior to their first shift

Rationale: To ensure all new staff receive entry level preparation for working in the disability field

Data source: Department of Human Services Human Resources data

Reporting cycle: Biannual

Target: 100 per cent

Instructions: Count each person attending induction training only once

Performance measure 3

Department of Human Services only percentage of new ongoing DAS staff eligible for traineeship undertaking Certificate IV in Community Services (Disability Work)

Definition: Proportion of new ongoing staff commencing Certificate IV in Community Services (Disability Work)

Rationale: To track and help ensure that all new ongoing staff that are eligible to undertake a traineeship commence the Certificate IV within six months of commencement of employment

Data source: Department of Human Services Human Resources data and Disability Workforce development and learning traineeship database

Reporting cycle: Biannual

Target: 100 per cent

Instructions: Compare new ongoing staff numbers with traineeship database

Performance measure 4

Department of Human Services only staff receiving first aid training

Definition: Number of staff who have received first aid training

Rationale: To track and ensure staff current first aid competency

Data source: Department of Human Services data (SAP)

Quarterly regional reports submitted to Workforce development and learning (WDL)

Reporting cycle: Quarterly to WDL and Biannual to DSD

Target: 100 per cent

Instructions: Count each person attending first aid training only once and compare this to the estimated number of staff who required the training

Performance measure 5

Department of Human Services only staff receiving cardio-pulmonary resuscitation (CPR) training

Definition: Number of staff who have received CPR training

Rationale: To track and ensure staff current CPR competency

Data source: Department of Human Services data (SAP) and Quarterly regional reports submitted to Workforce development and learning (WDL)

Reporting cycle: Quarterly to WDL and Biannual to DSD

Target: 100 per cent

Instructions: Count each person attending CPR training only once and compare this to the estimated number of staff who required the training

Funding guidelines

Training and development is funded via project funding on the basis of either a once-off, fixed price or time-limited activity, or on an hourly-rate basis.

7.3.3.1 Monitoring and review

Monitoring and review processes apply to activities funded by the Disability Services program. The department and the funded sector are required to participate in monitoring and review processes relevant to their funded activities. The table below – **Disability Services monitoring and review requirements** lists the monitoring and review requirements and identifies which activities they relate to. Please note this listing is not exhaustive.

Monitoring and review requirements are correct at time of publication and will be updated from time-to-time to ensure relevance to program direction or practice.

Disability Services monitoring and review requirements

	Monitoring and review requirements																					
	Information, planning & capacity building					Individual support					Targeted services					Residential accommodation support						
	Access	Building inclusive communities	Case management	Information services	Industry development and innovation	Training and development	Day services	Flexible support packages	Futures for Young Adults	Individual support packages	ISP – funding administration	Outreach support	Recreation	Respite	Aids and equipment	Behaviour intervention services	Criminal justice services	Independent living training	Therapy	Residential institutions	Shared supported accommodation	
Monitoring and review requirements applicable to Disability Services activities DF = department and funded sector D = department F = funded sector			F				F	F	F	F		F	F	F		F	F	F	F		F	
Advise changes to details on the Register of Disability Service Providers within 14 days																						

Monitoring and review requirements applicable to Disability Services activities DF = department and funded sector D = department F = funded sector	Monitoring and review requirements																			
	Information, planning & capacity building						Individual support						Targeted services						Residential accommodation support	
	Access	Building inclusive communities	Case management	Information services	Industry development and innovation	Training and development	Day services	Flexible support packages	Futures for Young Adults	Individual support packages	ISP – funding administration	Outreach support	Recreation	Respite	Aids and equipment	Behaviour intervention services	Criminal justice services	Independent living training	Therapy	Residential institutions
Annual certification of fire risk management may be required – refer to key documents section and consult with your program and service adviser (PASA)						F		F	F		F	F	F		F	F	F		D	F
Annual report on complaints to the Disability Services Commissioner (<i>Disability Act 2006</i> , Section 105)	D		DF			DF	DF	DF	DF		DF	DF	DF		DF	DF	DF	DF	D	DF
Comply with all laws relating to privacy, collection and handling of personal information, fire protection, health and general safety		F	DF	F	DF	DF	DF	DF	DF		DF	F	DF	F	DF	DF	F	DF	D	DF
Develop and submit an annual plan		F			DF															
Familiarise and be compliant with the key documents for adherence specified for each activity	D	F	DF	F	DF	DF	DF	DF	DF		DF	F	DF	F	DF	DF	F	DF	D	DF
Notify Department of Human Services regional office of any person using more than 62 days of respite during one financial year													F							
Notify Department of Human Services regional office of placement participants and any changes to placements						F		F	F											
Notify the department of any Notice of Temporary Relocation/Notice to Vacate issued to residents in a declared CRU																				DF
Participate in annual funding reconciliation/acquittal									DF					DF						

Monitoring and review requirements applicable to Disability Services activities DF = department and funded sector D = department F = funded sector	Monitoring and review requirements																				
	Information, planning & capacity building						Individual support						Targeted services						Residential accommodation support		
	Access	Building inclusive communities	Case management	Information services	Industry development and innovation	Training and development	Day services	Flexible support packages	Futures for Young Adults	Individual support packages	ISP – funding administration	Outreach support	Recreation	Respite	Aids and equipment	Behaviour intervention services	Criminal justice services	Independent living training	Therapy	Residential institutions	Shared supported accommodation
Prepare a learning and development plan and review it annually with regional disability contacts		F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	D	F
Provide copies of all behaviour support plans within 48 hours prior to the proposed use of a restrictive intervention													DF							DF	DF
Register service details in the service directory on the Disability Online website	D	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	D	F
Report the use of all restrictive interventions to the Office of the Senior Practitioner by the 7 th day of every month via the Restrictive Intervention Data System (RIDS)													DF							D	DF
Submit a biannual and/or annual report		F		F	DF																
Submit all specified Community Building Project Achievement Reporting System (CBPARS) data		F																			
Submit all specified Program of aids for disabled people administration (PADMIN) and other aids and equipment Program (A&EP) data														F							
Submit annual report of expenditure for disability leasing model													F								F
Submit data required as per the Quarterly Data Collection (QDC) data guide regardless of reporting mechanism (CRISSP, QDC tool or other)	D	F	DF	F	DF	DF	DF	DF	DF	DF	DF	DF	F	DF		DF	DF	F	DF	D	DF

Monitoring and review requirements applicable to Disability Services activities DF = department and funded sector D = department F = funded sector	Monitoring and review requirements																				
	Information, planning & capacity building						Individual support						Targeted services						Residential accommodation support		
	Access	Building inclusive communities	Case management	Information services	Industry development and innovation	Training and development	Day services	Flexible support packages	Futures for Young Adults	Individual support packages	ISP – funding administration	Outreach support	Recreation	Respite	Aids and equipment	Behaviour intervention services	Criminal justice services	Independent living training	Therapy	Residential institutions	Shared supported accommodation
Submit Employment Safety Screening Compliance Policy annual declaration of compliance to your program and service adviser (PASA) by 31 July in the following financial year	F	F	F	F	F	F	F	F	F	F		F	F	F	F	F	F	F	F		F
Supply data specified in the financial accountability requirements	F	F	F	F	F	F	F	F	F			F	F	F	F	F	F	F	F	D	F
Undertake annual self-assessment against the standards for disability services including a consumer assessment	D		DF				DF	DF	DF	DF		DF	F	DF		DF	DF	F	DF	D	DF
Participate in Independent monitoring for compliance with the standards for disability services in Victoria or the One DHS Standards.	D		DF				DF	DF	DF	DF		DF	DF	DF		DF	DF	F	DF	D	DF

7.3.3.2 Key documents

The Disability Services Division has identified key documents for each activity and these are for use by the department and service providers – see the **Disability Services key documents** table below. Please note this listing is not exhaustive.

Key documents are correct at time of publication and will be updated from time to time to ensure relevance to program direction or practice.

Should an organisation wish to incorporate all or any part of the department's policies, guidelines and practice instructions into their own policies and procedures, it is necessary to apply to the department for a copyright licence.

Key documents and copyright application forms are available at:

www.dhs.vic.gov.au/disability/improving_supports/performance_reporting/policy_and_funding_plan

Disability Services key documents

Key documents applicable to Disability Services activities	Information, planning and capacity building						Individual support							Targeted services				Residential accommodation support				
	Access	Building inclusive communities	Case management	Industry development and innovation	Information services	Training and development	Day services	Flexible support packages	Futures for Young Adults	Individual support packages	ISP – funding administration	Outreach support	Recreation	Respite	Aids and equipment	Behaviour intervention services	Criminal justice services	Independent living training	Therapy	Residential institutions	Shared supported accommodation	
DF = department and funded sector for adherence D = department for adherence, funded sector for information F = funded sector for adherence, department for information I = for information only																						
Access policy June 2009	D		DF		F		DF	DF	F	DF		DF	DF	DF		DF	DF	F	DF			DF
Access policy implementation guide 2009	D		DF				DF	DF	F	DF		DF		DF		DF	DF	F	F			DF
Access to ongoing disability support resource coordination and allocation guidelines 2008	D		DF				DF	DF	F	DF		DF		DF		DF	DF	F	F			DF
Accommodation standards and design guidelines – shared supported accommodation March 2004														D								D
Acquired brain injury and mental illness: protocol between mental health and other services	D		DF							D		D		D								D
Aged care assessment services protocol: Younger people with a disability May 2009	D		DF																			DF
Agency training plan resource kit (<i>field</i>)		F	F	F	F	F	F	F	F	F		F	F	F		F	F	F	F			F
Aids and Equipment Program guidelines March 2009															F							
Australian Standard AS 1428.1 – 2001 Design for access and mobility , Part 1: General requirements for access – new building work															F							

Key documents applicable to Disability Services activities DF = department and funded sector for adherence D = department for adherence, funded sector for information F = funded sector for adherence, department for information I = for information only	Information, planning and capacity building					Individual support							Targeted services					Residential accommodation support			
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Behaviour intervention support teams (BIST) practice manual June 1994															D						
Capital development guidelines Series 7 – Fire risk management (Capital Management Branch September 2001) and/or relevant authorities fire safety standard (as amended)				I		I	I	I	I		I			DF		DF	I			D	
<i>Children, Youth and Families Act 2005</i>			DF					DF	DF		DF			DF	F	DF	DF	F	F		DF
Client expenditure recording system (CERS) policy manual December 2006																D				D	
Client expenditure recording system (CERS) Individuals Residing in Statewide Forensic Service, IRTP			I													D					
Client manual handling risk assessment tool (to be replaced by the Physical support assessment tool)	D		D			D			D		D			D	D				D	D	D
Colanda and Sandhurst admission policy and operating procedures	D																			D	
Community Building Program Guidelines 2010		DF																			
CBPARS guidelines		DF																			

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Funded organisations insurance guide book		F	F	F		F	F	F	F	F		F	F	F	F	F	F	F			F
Compensable clients guidelines Dec 2000	I						I	I	I	I		I	I	I	F			I	D		
<i>Crimes (Mental Impairment and Unfitness to be Tried) Act 1997 – Interim guidelines</i>	D		D														D				
Criminal justice practice manual 2007	D		D													D	D				
<i>Dangerous Goods Act 1985</i>	D	DF	DF	DF	DF	DF	DF	DF	DF	DF	DF	DF	DF	DF	DF	DF	DF	DF	DF	DF	D
Day services policy 2008							DF		DF	DF											
Department of Human Services Privacy Policy	D	F	DF	DF	F	DF	DF	DF	DF	DF		DF	F	DF	F	DF	DF	F	DF	D	DF
<i>Disability Act 2006 – A guide for disability service providers</i>	D	F	DF	DF	F	DF	DF	DF	DF	DF		DF	F	DF	F	DF	DF	F	DF	D	DF
Disability Assessment and Treatment Service Framework August 2009	D		D													D	D				
Disability leasing model September 2006														F							F
Complaints Policy – <i>Disability Act 2006</i> policy and information manual July 2009	D		DF				DF	DF	DF	DF		DF	DF	DF		DF	DF	DF	DF	D	DF

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Disability Services Cultural and Linguistic Diversity Strategy December 2004	D	I	D	D	I	D	D	I	D	D		D	I	D	I	D	D	I	D	D	D
Disability Services Employment Safety Screening Compliance Policy		F	F	F	F	F	F	F	F	F		F	F	F	F	F	F	F	F		F
Disability Services Code of Practice for the Prevention and Management of Occupational Violence in Disability Services	D	I	D				D	I	I	D		D		D	I	D	D	I	D	D	D
Disability Services Planning Policy	D		DF				DF	DF	DF	DF		DF		DF		DF	DF	F	F	D	DF
DSR guidelines March 2008	D		DF				DF	DF	F	DF		DF		DF		DF	DF	F	F		DF
DSR resource coordination and allocation guidelines March 2008							D			D											D
Fire and emergency response procedures and training framework December 2001				I						I				DF			DF			D	DF
Fire awareness in housing options arising from individualised support arrangements May 2006			I						I												
Fire indicator panel during an evacuation drill procedure September 2005														DF						D	D
Fire Risk – Fire risk behaviour – statement and	D		D							D				D							

Key documents applicable to Disability Services activities	Information, planning and capacity building					Individual support								Targeted services				Residential accommodation support				
	Access	Building inclusive communities	Case management	Industry development and innovation	Information services	Training and development	Day services	Flexible support packages	Futures for Young Adults	Individual support packages	ISP – funding administration	Outreach support	Recreation	Respite	Aids and equipment	Behaviour intervention services	Criminal justice services	Independent living training	Therapy	Residential institutions	Shared supported accommodation	
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procedures for client services May 1997																						
Fire risk management guidelines Series 7 September 2001																				D	D	
Fire safety evacuation packs May 2003				I										DF			DF			D	DF	
Fire safety weekly checklist																					DF	
Flexible support packages guidelines September 2003							F															
General manual handling risk assessment tool	D		D			D						D		D		D	D		D	D	D	
Guide to maintenance and repairs, Singleton Equity Housing Limited properties, Disability Services Division April 2004																					DF	
Guidelines for community residential units notice provision 2007			I																		DF	
Guidelines for setting and collection of residential charges – Funded Organisations			I											F							F	
Guidelines for setting and collection of residential charges – department managed services			I											D						D	D	
Health Records Act 2001							DF								F						DF	

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Health, Safety and Wellbeing Policy	D	I	D	D	I	D	D	D	D	D	D	I	D		D	D	I	D	D	D	
<i>Human Services (Complex Needs) Act 2003 – summary notes</i>	DF		DF																		
Improving work performance policy									D		D		D						D	D	
Incident reporting instruction 2008	D	F	DF	DF	F	DF	DF	DF	DF	DF		DF	F	DF	F	DF	DF	F	DF	D	DF
Independent Monitoring of Disability Service Providers Policy, January 2010	D		DF				DF	DF	DF	DF		DF	F	DF		DF	DF	F	DF		DF
Individual support package guidelines 2010									DF												
Long term rehabilitation program (LTRP) admission policy and practice guidelines May 2009	D																			D	
Multiple and complex needs initiative	DF		DF	DF																	
<i>Occupational Health and Safety Act 2004</i>	DF	DF	DF	DF	DF	DF	DF	DF	DF	DF	DF	DF	DF	DF	DF	DF	DF	DF	DF	DF	DF
Occupational health and safety regulations 2007																				D	D
Occupational violence risk assessment and management tool (OVRAMT)													D							D	D

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Planning resource kit and implementation guide 2007	D	DF	DF	DF	DF	DF	DF	DF	DF	DF		DF	DF	DF	DF	DF	DF	DF	DF	D	DF	
Practice advice on important information on medication prescribed for the primary purpose of the behavioural control on a person with a disability	I		I	I	I	I			I	I		I		I		I			I	I	I	
Practice advice on independent person	I		I	I	I	I			I			I		I		I			I	I	I	
Practice guide on behaviour support for people using respite services	I	I	I	I	I	I	I	I	I	I		I	DF	DF		DF			DF	D	DF	
Practice guide on behaviour support plan	I	I	I	I	I	I	DF		DF	DF		DF	DF	DF		DF	DF		DF	D	DF	
Practice improvement guide on partnerships for positive solutions		I		I		I	DF		DF	DF		DF	DF	DF		DF	DF		DF	D	DF	
Promoting better outcomes: Adverse events management policy 2008	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D
Promoting better outcomes: Adverse events management procedures 2008	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D
Protocol between Disability Services and Corrections Victoria	D		D																		D	
Protocol between Disability Services and Juvenile Justice and Guidelines for	D		D																			D

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workers May 2009																					
Protocol between Intellectual Disability and Psychiatric Services June 1994	D		D														D				
Protocol Disability Services and Child Protection 2008	D		D							D	D			D						D	D
Protocol between the Office of the Public Advocate, the department and National Disability Services November 2007														DF						D	DF
Protocol with Victoria police	D		D														D				
Provision of information <i>Disability Act 2006</i> Policy and information manual July 2009	F		DF		I		F	DF	F	F		F	F	DF		DF	DF	F	F	D	DF
Public Records Office Victoria: general disposal schedule for common administrative records Class No. 4.2.1	D		D												F	D	D	D		D	D
Quality framework for disability services in Victoria 2007 (Better services, better outcomes, stronger communities)	D	I	DF	I	I	I	DF	DF	DF	DF	I	DF	F	DF	I	DF	DF	F	DF	D	DF
Quarterly data collection client consent checklist (QDC)	I		F	F	F	F	F	F	F	F		F	F	F		F	F	F	F		F
Quarterly data collection data guide Version 1.2	I	I	I	I	I	I	I	I	I	I		I		I		I	I	I	I	I	I

Key documents applicable to Disability Services activities DF = department and funded sector for adherence D = department for adherence, funded sector for information F = funded sector for adherence, department for information I = for information only	Information, planning and capacity building						Individual support							Targeted services					Residential accommodation support		
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(QDC)																					
Quarterly data collection information system, client information brochure	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Quarterly data collection information system, service provider guidelines	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Registration of Disability Service providers policy June 2007	F	I	F	I	I	I	F	F	F	F		F	F	F	I	F	F	F	F		F
Residential Services practice manual 2009														D						D	D
Residential treatment facilities implementation guide																D					
Respite Services – Policy and procedures														D							
Restrictive interventions implementation guide	I	I	I	I	I	I	DF	F	DF	DF		DF	DF	DF		DF	DF		DF	D	DF
Rights and accountability – Management of money policy	I		I		I	I	DF	I	DF	I		I	I	DF		I	DF	I	I	D	DF
Roster coster, June 2002																				I	I
Service agreement information kit for funded organisations 2009–12	I	F	F	F	F	F	F	F	F	F		F	F	F	F	F	F	F	F		F
Standards for disability	D	I	DF	I	I	I	DF	DF	DF	DF		DF	F	DF	I	DF	DF	F	DF	D	DF

Key documents applicable to Disability Services activities	Information, planning and capacity building					Individual support								Targeted services				Residential accommodation support			
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services in Victoria 2007																					
Statewide short term accommodation and support guidelines 2007	D																				D
Strengthening rights in residential services policy 2007														DF						DF	DF
Undertaking client related manual handling tasks with safety policy	D		D				D		D		D		D		D	D		D	D	D	D
Undue financial hardship guidelines April 2007	I		I				F	I	I		I		DF							D	DF
Web content guidelines – W3C web accessibility initiative (WAI) located at: www.w3c.org/WAI/GL/					F																
Working with Children Act 2005	D		DF				DF	DF		DF		DF	DF	DF		DF	DF		DF	D	DF