

# Understanding the Quality Framework for Disability Services in Victoria (2007)

## Learning and development activity



### 'Quality Matters' Stories – Support Worker Perspective

#### Overview:

Sheree lives in a self-contained flat that is part of a community residential unit. This story demonstrates the power of relationships and how through commitment and perseverance people's lives can be improved. It demonstrates that if we take the time to listen and act on what we hear, a greater meaning and purpose can form part of those lives.

Sheree tells the story of her relationship with a couple of staff and how they have helped to shape her life and assist her to achieve her goals. Her story delivers a clear message relating to the value of the support worker role in the lives of people with a disability and the importance of building genuine relationships with people to find out what a quality service and a good life means from the individual's perspective.

#### Elements of the Quality Framework:

- Areas of life that are important to people:
  - where to live.

#### Learning outcomes:

An increased understanding by disability support workers of the Outcome Standards for Disability Services in Victoria, and how the areas of life important to the individual can be used to develop outcomes measurement tools.

#### Resources required:

DVD player or laptop (with facility to play a DVD) and data projector (for group session).  
Butcher's paper, pens, textas.

#### Target audience:

This activity sheet has been developed for managers and staff responsible for monitoring and improving service quality, including:

- implementing the Quality Framework for Disability Services in Victoria (2007)
- organisational learning and development, training, orientation or induction.

You are encouraged to use this activity sheet:

- to reflect on your own understanding of one of the life areas
- as a training resource for direct support workers to increase their understanding of quality practice.

#### Suggested time:

Allow 30 to 45 minutes.

## Instructions

### Setting the context

Possible individual or group discussion questions:

- What are the five Outcome Standards of the Quality Framework for Disability Services in Victoria (2007)? Refer to *Elements of the Quality Framework for Disability Services in Victoria (2007)* contained in section 3 of the Handbook in the Quality Framework Resource Guide.
- What are the 16 life areas of the Quality Framework for Disability Services in Victoria (2007)? Refer to *Elements of the Quality Framework for Disability Services in Victoria (2007)* contained in section 3 of the Handbook in the Quality Framework Resource Guide and the *Life areas practice guide* contained in the Toolkit section in the Quality Framework Resource Guide.
- What is the relationship between the Outcome Standards evidence indicators, the life areas and the Outcome Standards? Refer to *Measuring outcomes* contained in section 5.4 of the Handbook in the Quality Framework Resource Guide.
- What is outcomes measurement and what tools can be used to plan, measure, monitor and improve outcomes for people with a disability. Refer to *Consumer Assessment Guide* and the *Life areas practice guide* in the Toolkit section in the Quality Framework Resource Guide.

### View DVD and consider the following:

- What was important to Sheree and what life areas does this story relate to?
- How was Sheree supported to achieve what was important to her?
- What were Sheree's identified goals and what outcomes could you identify as a result of being supported to achieve them?
- What do you do to support people with a disability, their families and other organisations to explore, plan and develop the skills and supports required to make choices about where to live?
- How do you support people to exercise this right and responsibilities associated with this life area?

## Life area – Where to live

This activity focuses on the life area *16. Where to live* contained in the *Life areas practice guide* of the Quality Framework Resource Guide.

**Key outcome question** - How does Sheree experience an adequate standard of living through access to adequate and appropriately located housing?

Indicators	Provide evidence from either the digital story or within your own organisation to support this indicator?
16.1 People with a disability are supported to identify and realise priorities and goals in relation to housing and accommodation.	
16.2 People with a disability are supported to access a range of affordable housing options, including private rental, public housing programs and supported accommodation.	
16.3 People with a disability are supported to understand and access appropriately designed and located housing that enhances their independence.	
16.4 People with a disability are not isolated or segregated from the community.	
16.5 People with a disability are satisfied with the support they receive to access adequate and appropriately located housing.	

Further questions for consideration:

- What other measures could organisations take to ensure that they address this life area?
- How does your organisation ensure that your planning processes support this life area outcome?
- How can your organisation learn more about supporting people to work towards this life area?
- How does your organisation promote rights and responsibilities about this life area?
- What does your organisation have as evidence of good practice about this life area? Refer to *Evidence of good organisational practice* in the *Life areas practice guide* contained in the Quality Framework Resource Guide.
- Provide an example of how you support one of your support users in working towards achieving this life area outcome.
- What can you do at an individual level to support the support users in this outcome?