

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

## Learning and development activity



### 'Quality Matters' Stories – Liz's story

#### Overview:

This story focuses on Liz who has a physical disability and is quite quickly becoming an advocate for the rights of young people with a disability. Liz works in an office environment and enjoys the company of her colleagues. She has recently completed a social work degree at RMIT which gave her great satisfaction and a reassurance that although she may have some limitations she also has a lot to contribute. Through the help of her support worker Liz swims regularly which has assisted her overall health and wellbeing.

In her story, Liz talks about what being safe means to her and describes what is important to her in relation to the support she receives.

#### Elements of the Quality Framework:

- Areas of life that are important to people:
  - being safe.

#### 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 outcome 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 the DVD and consider the following:

- What did being safe mean to Liz and what measures could you put in place to ensure that this was occurring for her?
- How would you know what being safe looked like in practice for the people you support?
- What was important to Liz regarding how she was supported in the services that she received?
- What did Liz expect from the service that supports her and how would you know if this outcome was achieved for her?
- What evidence could you collect to support this?
- How could you collect this evidence?
- What other life areas does this story relate to?

## Life area – Being safe

This activity focuses on the life area 4. *Being safe* contained in the *Life areas practice guide* of the Quality Framework Resource Guide.

**Key outcome question** - How does Liz experience physical and emotional safety, and is free from abuse, neglect and avoidable injury?

Indicators	Provide evidence from either the digital story or within your own organisation to support this indicator?
4.1 People with a disability are not verbally, physically, sexually or emotionally abused, threatened, neglected or exploited.	
4.2 People with a disability are supported to understand what abuse and neglect is.	
4.3 People with a disability are supported to stay safe according to their needs and wishes.	
4.4 People with a disability are supported to live in clean, safe and healthy home environments.	
4.5 People with a disability are supported to access clean, safe and healthy support options.	
4.6 People with a disability have their own space.	
4.7 People with a disability are supported to understand issues that relate to staying safe, such as how to report abuse and/or neglect and occupational health and safety requirements.	
4.8 People with a disability are satisfied with the support they receive to experience physical and emotional safety and be free from abuse, neglect and avoidable injury.	

Further questions for consideration:

- What measures could organisations take to meet the being safe life area outcome?
- How does your organisation ensure that your planning processes support the life area about being safe?
- How can your organisation learn more about supporting people to be safe?
- How does your organisation promote rights and responsibilities about being safe and what can be improved?
- What does your organisation have as evidence of good practice about being safe?
- What do the support providers discuss or do regarding being safe with Liz?
- Provide an example of how you support one of your support users to be safe.
- What do you do at an individual level to support the support users to be safe?
- How does your organisation plan, measure and improve outcomes for the individuals supported by your service?

For further information refer to *Promoting a healthy lifestyle* in the *Guides and useful tips* section contained in the Quality Framework Resource Guide.