

## Part 7: Activity specifications

### 7.1 Activity specification companion

This section provides an overview of Disability Services outputs, eligibility information, monitoring and review processes, key documents, cultural and linguistic diversity strategy and funding guidelines that are relevant to funded activities.

**Note:** This section is to be used in conjunction with individual activity specifications that provide information specific to each activity.

#### 7.1.1 Outputs

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

##### Information, Assessment and Planning

Information and assessment of eligibility, referrals and provision of advice regarding availability of support and service options. This includes services to people who require assistance with the planning, coordination of services and accessing necessary resources to maximise their independence and participation. Quality assurance and improvement activities are provided to all aspects of service delivery.

- 17028 Case Management
- 17033 Information Services
- 17044 Intake and Response
- 17080 Sector Development and Innovation
- 17064 Training and Development

##### Primary Support

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
- 17010 Respite
- 17042 Therapy

### **Community Participation and Inclusion**

Services aimed at addressing individual needs and promoting community building to further independence, community participation and inclusion. Provision of support to facilitate transition from the school system to the community is also included in this output.

- 17024 Advocacy Services
- 17061 Building Inclusive Communities
- 17082 Community Options
- 17022 Day Programs
- 17201 Futures for Young Adults
- 17035 Recreation

### **Individual Support**

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

- 17034 Flexible Support Packages
- 17200 HomeFirst
- 17081 Individualised Support Packages
- 17008 Outreach Support

### **Residential Accommodation Support**

Accommodation support services provided to groups of people in community-based settings and residential institutions.

- 17017 Congregate Care
- 17016 Shared Supported Accommodation

### **7.1.2 Eligibility**

Eligible people under the *Intellectually Disabled Persons' Services Act 1986*, the *Disability Services Act 1991* or the *Disability Act 2006* when it comes into operation. It is expected that all sections of the *Disability Act 2006* will come into operation on 1 July 2007 unless proclaimed earlier. The Disability Act will repeal the *Intellectually Disabled Persons' Act* and the *Disability Services Act*.

Eligibility and priority of access to services varies between activities, as detailed in individual activity specifications.

### 7.1.3 Cultural and linguistic diversity (CALD) strategy

The targeting and development of services and programs should include and respond to the cultural, religious and linguistic backgrounds of people living with a disability, their families and carers. To develop, plan and provide services that are culturally appropriate involves:

- using cultural diversity demographic data of local catchment areas to inform service planning
- providing information and promoting services in relevant community languages, formats and media so it is accessible to people from culturally diverse backgrounds
- strengthening partnerships with CALD organisations/service providers, communities and networks to inform service planning and provision
- providing access to professional interpreters (including Auslan) and translated information
- encouraging the participation of people from culturally diverse backgrounds in service and organisational planning/reviews, consultation forums and governance structures
- using a community development model in which staff are encouraged to work with local CALD families/groups to obtain referrals, inform service plans and resource specific services
- strengthening and supporting the cultural competencies of staff.

Service providers are required to report on how they plan and provide culturally appropriate supports through annual quality plans (see Part 6.8 for more information). The *Cultural and linguistic diversity strategy* provides further guidance and examples of good practice. The strategy and accompanying resources are available on the Disability Services website at:

[http://hnb.dhs.vic.gov.au/ds/disabilitysite.nsf/sectiontwo/cultural\\_diversity?open](http://hnb.dhs.vic.gov.au/ds/disabilitysite.nsf/sectiontwo/cultural_diversity?open)

### 7.1.4 Monitoring and review

Monitoring and review processes apply to activities funded by Disability Services Division. The department and the funded sector are required to participate in the monitoring and review processes that are relevant to their funded activities. Table 7.1 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 may be updated from time to time to ensure relevance to program direction or practice.

Refer to Part 6, Supplementary information, for specific information in relation to the abovementioned accountabilities and reporting requirements.

Table 7.1 Disability Services Monitoring and review requirements

Monitoring and review requirements applicable to Disability Services activities	Monitoring and review requirements																						
	Case Management	Information Services	Intake and Response	Sector Development and Innovation	Training and Development	Aids and Equipment	Behaviour Intervention Services	Criminal Justice Services	Independent Living Training	Respite	Therapy	Advocacy Services	Building Inclusive Communities	Community Options	Day Programs	Futures for Young Adults	Recreation	Flexible Support Packages	HomeFirst	Individualised Support Packages	Outreach Support	Congregate Care	Shared Supported Accommodation
Annual certification of fire risk management may be required – refer to key documents section and consult with your program and service advisor (PASA)							F	F	F	F				F	F	F	F		F	F	F	F	F
Comply with all laws relating to privacy, collection and handling of personal information, fire protection, health and general safety	DF	F	D	DF	DF	F	DF	DF	F	DF	DF	F	F	DF	DF	DF	F	DF	DF	DF	DF	DF	DF
Develop and submit an annual plan				DF									F										
Familiarise and be compliant with the key documents for adherence specified for each activity	DF	F	D	DF	DF	F	DF	DF	F	DF	DF	F	F	DF	DF	DF	F	DF	DF	DF	DF	DF	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							
Participate in quarterly and annual funding reconciliation						F													DF	DF			
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	F	F	F
Register service details in the Service Directory on the Disability Online website	F	F	D	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F
Submit a biannual and/or annual report		F		DF									F										
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 Employment Safety Screening Compliance Policy annual declaration of compliance to your Program and Service Advisor (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	F	F	F
Submit data required as per the Quarterly Data Collection (QDC) data guide regardless of reporting mechanism (CRISSP, QDC tool or other)	DF	F	D	DF	DF		DF	DF	F	DF	DF	F	F	DF	DF	DF	F	DF	DF	DF	DF	DF	DF
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	F	F	F	F	F
Undertake an annual organisational self-assessment against the Victorian Standards for Disability Services to develop, implement and self-verify a quality plan at outlet level, including at least two new quality improvement activities	DF		D				DF	DF	F	DF	DF			DF	DF	DF	F	DF	DF	DF	DF	DF	DF

### 7.1.5 Key documents

Disability Services Division has identified key documents for each activity and these are for use by the department and community service organisations. Please note this listing is not exhaustive.

Key documents are correct at time of publication and may 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 on the Internet through [www.dhs.vic.gov.au/disability](http://www.dhs.vic.gov.au/disability)





### 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

	Key documents																						
	Case Management	Information Services	Intake and Response	Sector Development and Innovation	Training and Development	Aids and Equipment	Behaviour Intervention Services	Criminal Justice Services	Independent Living Training	Respite	Therapy	Advocacy Services	Building Inclusive Communities	Community Options	Day Programs	Futures for Young Adults	Recreation	Flexible Support Packages	HomeFirst	Individualised Support Packages	Outreach Support	Congregate Care	Shared Supported Accommodation
<i>Family Intervention Support Services (FISS) guidelines</i>	D		D																				
<i>Financial hardship guidelines</i>									D													D	D
<i>Fire and emergency response procedures and training framework, December 2001</i>				i			DF		DF					i							i	DF	DF
<i>Fire awareness in housing options arising from individualised support arrangements</i>	i																	i	i	i	i		
<i>Fire indicator panel during an evacuation drill, The use of a</i>									DF													D	D
<i>Fire risk – clients and fire risk behaviour – checklist for accommodation services, 1997</i>							D		D													D	D
<i>Fire risk – clients and fire risk behaviour – policy statement and procedures for client services, 1997</i>	D	D					D		D												D		
<i>Fire risk management tool for short term accommodation</i>																						D	D
<i>Fire safety checklist – weekly checklist for fire safety equipment in a residential unit</i>																							DF
<i>Fire safety evacuation packs, December 1998, revised May 2003</i>				i			DF		DF					i								DF	DF
<i>Flexible support package (assistance with community living guidelines)</i>																		F					
<i>Flexible support package (family options policies and procedures, October 1997)</i>																		F					
<i>Flexible support package (incorporating Making a Difference, Early Choices, Continuity of Care and Family Choice), September 2003</i>																		F					
<i>Futures for Young Adults existing participants (years 1–8) guidelines, 2005</i>														DF	DF	DF							
<i>Futures for Young Adults guidelines, new directions, March 2005</i>														DF	DF	DF							
<i>Guide to maintenance and repairs – Singleton Equity Housing Limited properties</i>																							DF
<i>Guidelines for chronic illness case management</i>	F																						
<i>Guidelines for regional disability support initiatives</i>	D	D																					
<i>Health care policy, June 2000</i>	i	i	i				i	i	F	i	i			F							F	F	F
<i>Health Records Act 2001</i>																		DF					DF
<i>Health, safety and wellbeing policy</i>	D	i	D	D	D		D	D	i	D	D	i	i	D	D	D	i	D	D	D	D	D	D
<i>HIV positive guidelines for Disability Services, August 2000</i>	DF		D				DF	DF	DF					DF	DF	DF		DF	DF	DF	DF	DF	DF
<i>HomeFirst guidelines 2001, July 2003, Revised December 2003</i>																		DF					
<i>HomeFirst guidelines business rules, 2002</i>																		DF					



### 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

	Key documents																						
	Case Management	Information Services	Intake and Response	Sector Development and Innovation	Training and Development	Aids and Equipment	Behaviour Intervention Services	Criminal Justice Services	Independent Living Training	Respite	Therapy	Advocacy Services	Building Inclusive Communities	Community Options	Day Programs	Futures for Young Adults	Recreation	Flexible Support Packages	HomeFirst	Individualised Support Packages	Outreach Support	Congregate Care	Shared Supported Accommodation
<i>Protocol with Police</i> , March 2001	D		D																				
<i>Public Records Office Victoria: general disposal schedule for common administrative records Class No. 4.2.1</i>						F																	
<i>Quarterly Data Collection (QDC) data guide</i> , October 2002, revised 2004	F	F	i	F	F		F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F
<i>Quarterly Data Collection (QDC) privacy guidelines</i> , 2002, revised 2004 Checklist for consent	i	i	i	i	i		i	i	i	i	i	i	i	i	i	i	i	i	i	i	i	i	i
<i>Quarterly Data Collection (QDC) privacy guidelines</i> , 2002, revised 2004 Client Information Brochure	i	i	i	i	i		i	i	i	i	i	i	i	i	i	i	i	i	i	i	i	i	i
<i>Quarterly Data Collection (QDC) privacy guidelines</i> , 2002, revised 2006 Service Provider Guidelines	i	i	i	i	i		i	i	i	i	i	i	i	i	i	i	i	i	i	i	i	i	i
<i>Resolving claims of unacceptable behaviour policy and procedures</i>										D											D	D	D
<i>Respite services policies and procedures guidelines (fees)</i>										D													
<i>Restraint and seclusion – joint practice instruction</i> December 2001	i		i			F	DF	DF		DF				DF	DF	DF		F			DF	DF	DF
<i>Restraint and seclusion policy</i> , January 2001, amended September 2002	i		i			F	DF	DF		DF				DF	DF	DF		F			DF	DF	DF
<i>Roster roster</i> , June 2002																						i	i
<i>Rural Access guidelines and information kit</i> , 2001 (Draft)													F										
<i>Service agreement information kit for funded organisations 2006-09</i>	F	F	i	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F
<i>Shared Family Care Program description and guidelines</i> , 2004			D																				
<i>Statewide Forensic Service policy and guidelines</i> , 1997	D						D	D															
<i>Support and Choice guidelines</i>																					DF		
<i>Sure protection against infection</i> , March 1998, revised June 2000	D						D	D		D	D			i	D	i	i		D		D	D	D
<i>Training centres admissions policy</i> , 1997, under review	D																					D	
<i>Tube feeding: a guide for direct support workers</i>																						D	D
<i>Undertaking client related manual handling tasks with safety policy</i>										D												D	D
<i>Vacancy coordination policy and practice guidelines for Shared Supported Accommodation</i> , March 2006	D		D																			F	DF
<i>Victorian Standards for Disability Services</i> , August 1997	DF	F	D	DF	DF	F	DF	DF	F	DF	DF	F	F	DF	DF	DF	F	DF	DF	DF	DF	DF	DF
<i>Victorian State Disability Plan 2002-2012</i>	DF	F	D	DF	DF	F	DF	DF	F	DF	DF	F	F	DF	DF	DF	F	DF	DF	DF	DF	DF	DF
<i>W3C Web Accessibility Initiative (WAI) web content guidelines at: www.w3c.org/WAI/GL/</i>		F																					
<i>Working with Children Act 2005</i>	DF		D				DF	DF		DF	DF							DF	DF	DF	DF		D

## 7.1.6 Funding guidelines

Disability Services activities are typically unit funded or block funded. Increasingly, funding reflects an individualised funding approach.

- **Unit pricing** includes components for salaries, allowances, WorkCover and superannuation. The unit prices also include provision for long service leave, recreation and staff sick leave, roster backfill, public holidays, annual leave loading, employment safety screening, operating and other administrative overhead costs.

Funds for training are incorporated at 1.5 per cent of the salary component.

Over time, the rates have been adjusted to reflect variations in awards and safety net adjustments. Since 2003–04, unit prices have been adjusted in accordance with an annual price index.

Refer to current unit prices as per Part 5 of this plan or in the most recent Annual Update.

- **Block funding** is where a broad range of services are provided within an activity, making it inappropriate to fund on the basis of a standard unit, or for historical reasons, which applies to some services.
- **Project funding** may be negotiated and agreed with organisations as per a project proposal and may be based on once-off, fixed price, time limited, milestone based or on an hourly rate basis.
- **Individualised packages** are allocated based on each client's person-directed plan and assessed need for support. The funding amount is attached to the client and is portable.

## 7.2 Activity specifications

Activity specifications for each Disability Services funded activity have the following standard components:

- Objective
- Description
- Target group
- Service delivery
- Performance measures
- Funding guidelines
- Legislative impact

Activity specifications are arranged by output group, as shown in the table below, and are to be read in conjunction with the Activity specification companion (Part 7.1).

**Table 7.3**  
**Disability Services**  
**Chart of accounts**  
**2006-07**

<b>Output and Component Name</b>	<b>Activity Code and Name</b>	
Information, Assessment and Planning	17028	Case Management
	17033	Information Services
	17044	Intake and Response
	17080	Sector Development and Innovation
	17064	Training and Development
Primary Support	17025	Aids and Equipment
	17026	Behaviour Intervention Services
	17006	Criminal Justice Services
	17023	Independent Living Training
	17010	Respite
	17042	Therapy
Community Participation and Inclusion	17024	Advocacy Services
	17061	Building Inclusive Communities
	17082	Community Options
	17022	Day Programs
	17201	Futures for Young Adults
	17035	Recreation
Individual Support	17034	Flexible Support Packages
	17200	HomeFirst
	17081	Individualised Support Packages
	17008	Outreach Support
Residential Accommodation Support	17017	Congregate Care
	17016	Shared Supported Accommodation

## Training and Development

**Activity Code:** 17064

**Output:** Information, Assessment and Planning

**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 living with a disability.

### Description

Disability Services Division provides funding for implementation of the Disability Services learning and development strategy in department operated services, including accommodation services, disability client services and statewide forensic services; and to community service organisations, including through the Disability In-Service Training Support Services Inc., to access information and learning and development opportunities.

Disability Services Division and regions share responsibility to ensure that staff are equipped with the knowledge, skills and competence to safeguard the rights of people living with a disability, to provide high quality support that improves their health and wellbeing and to drive safer work practices.

The learning and development strategy outlines a sustainable learning culture in the government and community service organisation disability sectors. It also outlines an ongoing and valued process of learning and professional development that is being integrated into quality management processes and enhanced human resource practice that includes recruitment and induction.

### Internal

Commencing in 2006–2007, learning and development coordinators will be located within regions. Learning and development activities will be planned, managed and monitored through a Partnering Agreement. The Partnering Agreement recognises that both Disability Services Division and regions have complementary leadership and management responsibilities and accountabilities in learning and development to realise the objectives of the State Disability Plan in directly operated services.

The Partnering Agreement provides the framework for the next stage of implementation of the learning and development strategy. It acknowledges that the division and regions have critical roles in leading and developing the internal workforce to improve service quality for people living with a disability in receipt of directly operated services.

Key performance indicators are contained within the Partnering Agreement and reporting will be against statewide and regional specified essential and developmental key performance indicators. Key priorities will include the continued emphasis on essential (mandatory) training. There will also be increased emphasis on developmental performance indicators that reflect building capacity in relation to Disability Services operational leadership and management and support approaches that respond to the diverse needs of clients in accommodation services.

Additionally, it is anticipated that:

- data recording is ongoing and quality control mechanisms are in place to ensure that it is accurate and timely, in particular, that information relevant to essential training
- 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 forms part of Disability Services Balanced Scorecard reporting.

### **External**

The Disability In-Service Training Support Service Inc. is funded via the Disability Services Division to establish a base that community service organisations within the disability sector can access for a range of information and learning and development opportunities to support the development of a skilled workforce.

A key component of this is that the Disability In-Service Training Support Service Inc. will facilitate the delivery of fire emergency and evacuation training for accommodation services within the community service organisation disability sector.

For further information refer Part 6.9.

### **Target group**

Existing staff or people who are training for employment within organisations that provide supports for people with physical, sensory, neurological and intellectual disabilities, including those with an acquired brain injury.

### **Service delivery**

- Community service organisations.
- Department of Human Services.

### **Performance measures**

#### Performance measure 1

##### *Percentage of staff receiving refresher fire safety training*

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

Data source: Attendance sheets collected by Disability Learning and Development Unit, acquittal auditing process completed by Disability In-Service Training Support Service

Reporting cycle: Biannual

Target: Community service organisations – 70 per cent/Department of Human Services – 90 per cent

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

**Performance measure 2**

*Percentage of accommodation direct support staff that have successfully completed their pre service induction training prior to their first shift – Department of Human Services only*

Rationale:	To track and help 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 once

**Performance measure 3**

*Percentage of new staff eligible for traineeship undertaking Certificate IV in Community Services (Disability Work) – Department of Human Services only*

Rationale:	To track and help ensure that all new staff who are eligible to undertake a traineeship commence the Certificate IV within six months of commencement
Data source:	Department of Human Services Human Resources data and Disability Learning and Development Unit traineeship database
Reporting cycle:	Biannual
Target:	90 per cent
Instructions:	Compare new starters with traineeship database

**Funding guidelines**

- Project funding.
- Project funding on the basis of either a once-off, fixed price or time limited activity, or on an hourly rate basis.

**Legislative impact**

In May 2006, the Victorian Government enacted the *Disability Act 2006*. Sections 1 and 2, dealing with the purpose and commencement of the Act, have come into operation. The remaining sections of the Disability Act will come into operation on 1 July 2007 unless proclaimed earlier. When the Act comes into operation, it will repeal the *Intellectually Disabled Persons' Services Act 1986* and the *Disability Services Act 1991*. The commencement of the Disability Act and the repeal of the current legislation may result in changes to this activity.

**Further information**

This activity specification is to be used in conjunction with the Activity specification companion (Part 7.1), which provides important information, including key documents and monitoring and review requirements, for this activity.