

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

Learning and development activity



Newscast No. 3 – Quality in Practice: My culture, my life!

Overview:

Using interview style and re-enactment, this newscast presents two stories of how culture may be expressed to inform quality improvement. The individuals involved in the newscast have complex communication requirements.

Adam 'Boz' enjoys going to the football and demonstrates how he learnt to utilise public transport to get himself to the football matches to support the St Kilda Football Club. For Linda, the colour yellow is very important and is an integral part of her identity.

Justin and Laura work at the SCOPE community residential unit where Adam and Linda reside. They discuss the impact of Adam and Linda's complex communication requirements and how it relates to their ability to express culture and make changes in their life.

Elements of the Quality Framework:

- Areas of Life Important to individual:
 - communicating.

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 DVD and consider the following:

- What supports are in place for Adam and Linda to achieve their identified goals?
- What do the disability support workers do in their daily role to support outcomes measurement?

Life area - Communicating

This activity focuses on the life area 7. *Communicating* contained in the *Life areas practice guide* of the Quality Framework Resource Guide.

Key outcome question - How do Adam and/or Linda seek, receive and impart information, ideas, opinions and feelings through their preferred communication style?

Indicators	Provide evidence from either the digital story or within your own organisation to support this indicator?
7.1 People with a disability are supported to convey their ideas and opinions.	
7.2 People with a disability are supported to express their feelings.	
7.3 People with a disability are supported to use their preferred style, method or language when communicating.	
7.4 People with a disability are supported to access an accessible, transparent and documented system to lodge and resolve complaints and appeals.	
7.5 People with a disability are supported to access information in formats that facilitate their understanding.	
7.6 People with a disability are supported to access technology, aids, equipment and services that facilitate their preferred communication style.	
7.7 People with a disability are supported to access advocacy organisations or individual advocates to assist them with communication.	
7.8 People with a disability are satisfied with the support they receive to seek, receive and impart information, ideas and opinions through their preferred communication style.	

Further questions for consideration:

- What other measures could organisations take to meet the communicating life area outcome?
- How does your organisation ensure that your planning processes support the life area about communicating?
- How can your organisation learn more about supporting people to communicate?
- How does your organisation promote rights and responsibilities about communicating and what can be improved?
- What does your organisation have as evidence of good practice about communicating?
- How is Adam and/or Linda being supported to communicate?
- What do the support providers discuss or do regarding communicating with Adam and Linda?
- Provide an example of how you support one of your support users to communicate.
- What do you do at an individual level to support the support users to communicate?

For further information refer to the *Accessible information guide* and *Supporting communication rights guide* in the *Guides and useful tips* section contained in the Quality Framework Resource Guide.