

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

Learning and development activity



'Quality Matters' Stories – Grant's story

Overview:

Grant lived in an institution since he was a toddler and continued to live there for many years. One of Grant's life goals was to live independently. This story outlines how Grant is supported to achieve what is important to him and it highlights how disability services and support provision has changed over the years to reflect changes in community expectations.

Elements of the Quality Framework:

- Areas of life that are important to people:
 - how 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 the DVD and consider the following:

- What life areas does this story reflect?
- What is important to Grant in how he lives?
- How is Grant supported to achieve what is important to him?
- How does the organisation measure, monitor and continuously improve on the supports that Grant requires?
- What is Grant able to do for himself and what does he need support with?
- How could you involve Grant in planning, monitoring and measuring the outcomes that he receives from the supports that are provided to him?

Life area – How to live

This activity focuses on the life area *12. How to live* contained in the *Life areas practice guide* of the Quality Framework Resource Guide.

Key outcome question - How does Grant experience an adequate standard of living through exercising control over his living circumstances?

Indicators	Provide evidence from either the digital story or within your own organisation to support this indicator?
12.1 People with a disability are supported to identify and realise priorities and goals to assist them to exercise control over their living circumstances.	
12.2 People with a disability are supported to access adequate and affordable food, clothing, energy services, medical care and social services.	
12.3 People with a disability are supported to access personal assistance, in-home, residential or community supports to assist them to live as independently as possible.	
12.4 People with a disability are supported to access natural areas and public spaces.	
12.5 People with a disability are satisfied with the support they receive to experience an adequate standard of living.	

Further questions for consideration:

- What other measures could organisations take to meet the how to live life area outcome?
- How does your organisation ensure that your planning processes support the how to live life area outcome?
- How can your organisation learn more about supporting people to experience the how to live life area outcome?
- How does your organisation promote rights and responsibilities about how to live and what can be improved?
- What does your organisation have as evidence of good practice about how to live? Refer to *Evidence of good organisational practice* in the *Life areas practice guide* contained in the Quality Framework Resource Guide.
- How is Grant being supported in relation to how to live?
- What do the support providers discuss or do regarding how to live as it relates to Grant?
- Provide an example of how you support one of your support users regarding how to live.
- What do you do at an individual level to support the support users regarding how to live?