

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:
 - looking after self.

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 could Grant do by himself and what did he need support with?
- How did the organisation monitor if Grant was looking after himself?
- What evidence could be collected to demonstrate that this was occurring?
- What other areas of life does this story relate to?
- What does looking after self mean to each person you support? What practices exist in your organisations to ensure that people are supported to look after themselves?

Life area – Looking after self

This activity focuses on the life area *13. Looking after self* contained in the *Life areas practice guide* of the Quality Framework Resource Guide.

Key outcome question - How does Grant experience the best possible physical, mental, emotional and social health and wellbeing?

Indicators	Provide evidence from either the digital story or within your own organisation to support this indicator?
13.1 People with a disability are supported to participate in physical activity.	
13.2 People with a disability are supported to access, prepare and consume nutritious food.	
13.3 People with a disability are supported to participate in activities to regularly monitor and review their health and wellbeing.	
13.4 People with a disability are supported to identify and realise personal goals to promote health and wellbeing.	
13.5 People with a disability are supported to understand about health and wellbeing issues, such as tobacco-related illness, the use of alcohol and other drugs, diabetes, sexual and reproductive health, nutrition and emotional wellbeing.	
13.6 People with a disability are supported to access information about health professional services and supports, such as dentists, counselling, dieticians, allied health therapists and medical specialists.	
13.7 People with a disability are satisfied with the support they receive to experience the best possible physical, mental, emotional and social health.	

Further questions for consideration:

- What other measures could organisations take to ensure that this life area is met?
- How does your organisation ensure that your planning processes support this outcome for people in this life area?
- How can your organisation learn more about how you can support people to look after themselves?
- How does your organisation promote rights and responsibilities about looking after self and what can be improved?
- What could your organisation use as evidence of good practice for 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 to be looking after self.
- What do you do at an individual level to support the support users to be looking after self?