
Key concept illustrations

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Introduction


The illustrations in this booklet have been developed to assist people with a disability who access services, their family members and carers to gain greater knowledge of the Standards and what they mean in practice.

It should be noted that the ordering of the illustrations contained in the booklet does not reflect the importance of each illustration.

Who may find these illustrations useful

These illustrations should be used by disability service providers to support people with a disability, their family members and carers in a range of service settings. For example, you may like to use these illustrations in your role as a:

- support worker
- support provider
- case manager
- advocate
- planning facilitator
- health professional.

Standards for Disability Services in Victoria

The Standards for Disability Services in Victoria (the Standards) consist of both Outcome Standards and Industry Standards.

Outcome Standards

The Outcome Standards describe what is important for people with a disability as citizens of Victoria. These Standards prompt us to consider the influence and impact that we have upon the political, social, cultural, economic and physical wellbeing of people with a disability.

Industry Standards

The Industry Standards describe how systems and processes should function in order to:

- support people with a disability to achieve the outcomes they want
- safeguard the rights of people with a disability, family members and carers
- inform practice so it can be improved
- support compliance with legislative requirements and funding obligations.
Measuring quality

Disability service providers will measure the quality of their practice by gathering data against evidence indicators that describe areas of life that are important to people (Outcome Standards) and areas of good practice that are important to organisations (Industry Standards).

Areas of life important to people

The areas of life important to people are:

1. Always learning – people with a disability experience lifelong learning and education.
2. Being part of a community – people with a disability participate in the life of the community.
3. Being independent – people with a disability experience individual choice and control over their life.
4. Being safe – people with a disability experience physical and emotional safety and are free from abuse, neglect and avoidable injury.
5. Building relationships – people with a disability experience healthy, constructive and respectful relationships.
6. Choosing supports – people with a disability choose their own supports and contribute to determining the manner in which supports are provided.
7. Communicating – people with a disability seek, receive and impart information, ideas, opinions and feelings through their preferred communication style.
8. Doing valued work – people with a disability experience meaningful and rewarding employment with just and reasonable conditions.
11. Having fun – people with a disability experience a sense of social wellbeing through enjoyment of life and time for leisure and recreation.
12. How to live – people with a disability experience an adequate standard of living through exercising control over their living circumstances.
13. Looking after self – people with a disability experience the best possible physical, mental, emotional and social health.
14. Moving around – people with a disability move freely in their environments and in the community.
15. Paying for things – people with a disability experience an adequate standard of living through exercising control over finances.
16. Where to live – people with a disability experience an adequate standard of living through access to adequate and appropriately located housing.
Areas of good practice important to organisations

The Quality Framework defines six organisational practice areas. These practice areas cover the things that organisations have defined as important to the day-to-day operations of a disability service provider.

The organisational practice areas are:
1. organisational culture and governance
2. policies and practice
3. support options
4. working with the individual
5. working with personal networks
6. working collaboratively.

The organisational practice areas can be used to develop tools to measure the quality of the systems, processes and practices that disability service providers have in place to support people with a disability to experience outcomes.

The diagram below depicts how the areas of life important to people and the organisational practice areas work together to support outcomes for people with a disability.
How to use the illustrations

The illustrations in this booklet are not prescriptive. They depict a range of concepts that the Standards represent. Each illustration is intended to facilitate and build capacity for increased understanding rather than to portray a specific concept or idea.

A single illustration represents multiple concepts. People with a disability are encouraged to interpret the concepts to gain an understanding of what the Standards mean to them.

People are encouraged to use the illustrations to support people with a disability, their family members and carers in a variety of activities including but not limited to:

- choosing services and supports
- understanding their rights
- developing an individual plan
- choosing daily routines
- developing communication tools
- enhancing choice and decision making.

Below is a guide to assist illustration discussion.

- Use open-ended questions. Do not lead the person to a particular idea.
- Present up to four pictures at a time and ask the person to choose which ones they would like to explore.
- Allow the person to explore the illustration at their own pace. Do not correct the person.
- If the person talks about incidental things follow the conversation.
- Use the pictures in everyday activities i.e. take the pictures with you on outings.
- Use complementary materials e.g. magazine pictures, personal photos, etc.

Further information

The illustrations are available to download from the enclosed CD-ROM or from the Quality Framework for Disability Services in Victoria website at www.dhs.vic.gov.au/ds/qualityindisability
Key concept illustrations
Disability Service Provider A
Disability Service Provider B