

Contents

New initiatives to improve quality in disability services1

Quality Reference Group1

My Support Advisor..2

Amendments to Service Agreements .2

Reporting serious incidents and client deaths4

Notification of serious complaints and incidents to HCSCC .4

Quality and Complaints Bulletin ..4

National Standards for Disability Services4

For more information on any of the content contained in the bulletin, please contact the Quality Team, Funds Management at quality@dcsi.sa.gov.au

New initiatives to improve quality in disability services

This bulletin has been released by the Funds Management directorate of Disability SA as a follow-up for service providers from the *Non-government Organisations Disability SA Forum* held in early May.

It provides an update of new initiatives designed to enhance the quality and safety of services available for people with disability. These initiatives aim to build the capacity of service providers to respond to the evolving needs of individuals and support broader developments, including:

- the South Australian launch of the National Disability Insurance Scheme (NDIS), now known as DisabilityCare Australia, for children aged five and under, in July 2013;
- stage two of Disability SA's Individualised Funding Program, people with disability who are clients of Disability SA and currently receive six or more hours a week of individual support services will receive a personal budget; and
- the revised National Standards for Disability Services to be released by the end of 2013, to support the development of a National Quality Framework.

Funds Management will be working with the disability sector and community stakeholders to strengthen South Australia's quality mechanisms to ensure that providers are able to deliver high quality personalised services based on principles of person-centredness, choice and control.

Quality Reference Group

Funds Management is establishing a Quality Reference Group to act as a consultative forum to provide advice and direction on key quality initiatives.

The group will be asked to consider quality in terms of outcomes for people with disability and in the changing environment of Individualised Funding and DisabilityCare Australia.

The Quality Reference Group will be chaired by Disability SA. Membership will comprise of representatives from Disability SA, Disability Services and non-government organisations (NGOs).

If you would like to be involved in the Quality Reference Group please contact quality@dcsi.sa.gov.au by 30 June 2013.

My Support Advisor

As more people with disability begin to manage their own support budgets, greater information about service providers is needed to assist them to make informed choices.

www.mysupportadvisor.sa.gov.au is an online tool designed to better connect disability service users and disability service providers in South Australia. People can use MySupportAdvisor to find, rate and review services.

Service providers can promote their services on MySupportAdvisor at no cost and are in control of the information on their individual profile page. Service provider profile pages and comments have already started to appear on the site.

Stage two of MySupportAdvisor will see the introduction of an Individualised Funding Portal. This will provide participants in the Disability SA Individualised Funding Program with the opportunity to use MySupportAdvisor as a tool to manage their supports online.

We encourage providers to contribute to developing MySupportAdvisor into a key source of specialised information in South Australia for people with disability.

For further information on MySupportAdvisor or for information about setting up your organisation's profile please contact MySupportAdvisor@dcsi.sa.gov.au

Amendments to Service Agreements

As of July this year, new Service Agreements will come into effect. A number of amendments have been made for the purpose of enhancing the quality and safety of disability services in South Australia. These amendments include:

National Criminal History Record Check

Service providers will be required to use the DCSI Screening Unit for Background Screening & National Criminal History Record Check (NCHRC) for all staff. These will be required at a minimum of every three years. Funds Management believes that this initiative is a critical step for enhancing the protection and safeguarding of people with disability.

This safeguarding initiative aligns requirements for NGOs with existing requirements for government providers in the disability sector.

Community Visitors Scheme

Another new initiative in the sector is the Disability Community Visitors Scheme (CVS). The establishment of a Disability CVS forms part of the Government's 2012-13 State Budget commitment to protect the rights and wellbeing of people with disability who live in disability accommodation or in Supported Residential Facilities (SRFs). The *Disability Services (Community Visitor Scheme) Regulations 2013* (the Regulations), made under the *Disability Services Act 1993*, came into operation in May 2013. A copy of the new Regulations that sets out the role and functions of Community Visitors can be accessed here [Regulations Disability Community Visitors Scheme](#)

The new Service Agreements support the Disability CVS by requiring service providers to permit Community Visitors to undertake regular visits to review services.

Provision of Quality Reports

Service providers will be required to provide Funds Management with a copy of their current certificate and any reports or plans arising from an accredited Quality Improvement Program throughout the term of their Service Agreements.

Safeguarding Policies

Four DCSI safeguarding policies will soon be formally introduced. These policies will provide direction for establishing and maintaining safeguarding systems for non-government and government providers.

The “*Safeguarding People with Disability – Overarching Policy*” aims to strengthen systems and mechanisms, and build a culture of empowerment, in order to provide effective and reliable safeguards for people with disability. The overarching policy is supported by a suite of three companion policies which deal with specific areas relevant to safeguarding, which are:

- Management of Care Concerns;
- Restrictive Practices; and
- Supported Decision Making and Consent to Service.

Service providers will be required to ensure their procedures, guidelines and services comply with these policies. The SA branch of National Disability Services (NDS) will be consulted regarding the introduction and implementation of these new policies across the NGO sector.

The new Service Agreements will also clearly list all relevant Department for Communities and Social Inclusion (DCSI) policies to which NGOs are required to comply. A list of these policies, information about new quality initiatives and other useful resources will soon be made available in one location on the **sa.gov** website, which is currently being updated.

Reporting serious incidents and client deaths

Funds Management is currently revising the 2010 “*Guideline for Reporting Incidents to SA Police by Non-Government Organisations*”. The document is being updated to:

- reflect new terminology and name changes;
- align with the new suite of safeguarding policies (yet to be released);
- provide greater clarity about what needs to be reported, to whom and by when; and
- ensure compliance with the *Coroners Act 2003* (SA) and DCSI reporting requirements in the event of a client death.

Notification of serious complaints and incidents to HCSCC

All complaints and incidents regarding DCSI services assessed as ‘extreme’ are currently reported to the office of the Health and Community Services Complaints Commissioner (HCSCC). Reporting to HCSCC helps promote accountability and supports external monitoring functions.

It is Disability SA’s intent that this external monitoring process be extended to include complaints and incidents that are rated ‘extreme’ concerning DCSI funded NGO services.


Quality and Complaints Bulletin

The Quality and Service Development Unit within Funds Management has commenced distributing a new quarterly bulletin entitled “*Opportunities for Improvement – Learning from Incidents and Complaints*”. Each bulletin will help build the connection between complaints and quality improvement. Useful information about a range of resources and sector-wide policies to help inform and guide best practice across the sector will also be included. The first bulletin was released on 13 May 2013. If you would like a copy please contact us at quality@dcsi.sa.gov.au.

National Standards for Disability Services

The revised National Standards for Disability Services (National Standards) are nearing completion. All jurisdictions have been provided with the opportunity to review and contribute to the National Standards. The updated National Standards better reflect current language, philosophies and person-centred approaches.

To promote the National Standards, Disability SA will work with the sector to determine what they will mean for people with disability and how they can be used to improve the quality of disability services.



To this effect, the Quality Reference Group will also have a role to support the implementation of the National Standards. If you would like to be involved in the Quality Reference Group, we encourage you to contact quality@dcsi.sa.gov.au by 30 June 2013.

Following their launch, the National Standards resources will be available at www.sa.gov.au/disability