

quality*Futures*

Quality and Safety Standards Framework for
Tasmania's Agency Funded Community Sector

Community Sector Organisations

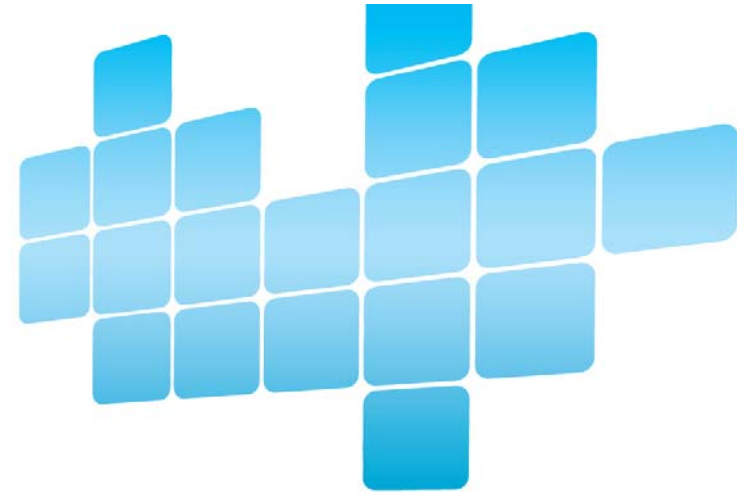
Information Sessions for July – September 2009



Introduction

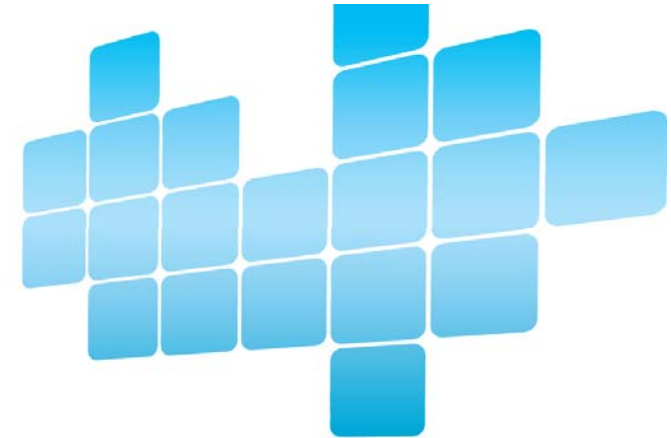
qualityFutures

- Welcome and Introductions
- Housekeeping
- Purpose of the Session
- How the Session will run
- What is in your package
 - Self Report Initial Workbook
 - Self Report Continuous Quality Improvement Workbook
 - Today's Presentation
 - Standard I – Safe Environment, Compliance Indicators
 - Prepare for pandemic influenza brochure
 - Protect yourself from influenza
 - Notepad and pen
 - Quality and Safety Team Business Card
 - Feedback Form



Generic Standards

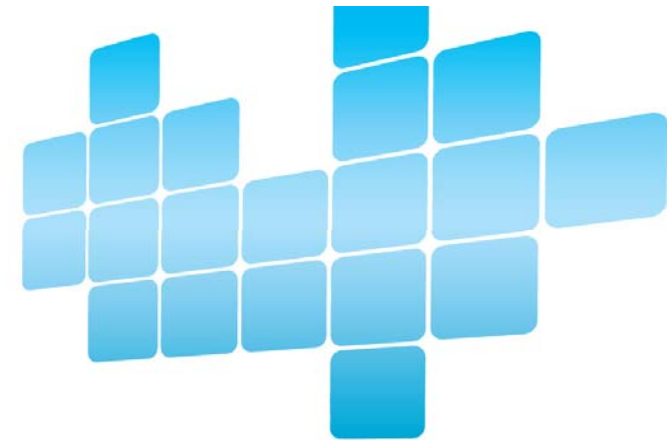
Fundamental and Supplementary Elements



Standard	Fundamental Elements	Supplementary Elements
1. Safe Environment	<ul style="list-style-type: none">• Fire• Food• Medication• Health and Safety	<ul style="list-style-type: none">• Disaster Management• Environmental Management
2. Consumer Focus	<ul style="list-style-type: none">• Health and Wellbeing• Cultural Diversity• Community Participation and Inclusion• Lifestyle• Individual Safety• Rights and Responsibilities• Service Coordination	
3. Workforce	<ul style="list-style-type: none">• Recruitment• Professional Development• Sustainability• Roles and Responsibilities	<ul style="list-style-type: none">• Workforce Diversity• Capacity Building

Generic Standards

Fundamental and Supplementary Elements



Standard	Fundamental Elements	Supplementary Elements
4. Incidents and Feedback	<ul style="list-style-type: none">• Compliments• Complaints• Incidents	
5. Consumer Information	<ul style="list-style-type: none">• Collection• Handling• Security	
6. Governance	<ul style="list-style-type: none">• Culture and Values• Decision Making• Policy• Financial Reporting• Legislation and Regulation• Risk Management• Communication	<ul style="list-style-type: none">• Collaboration and Participation• Strategic Planning• Evidence Based Practice

Fundamental Elements

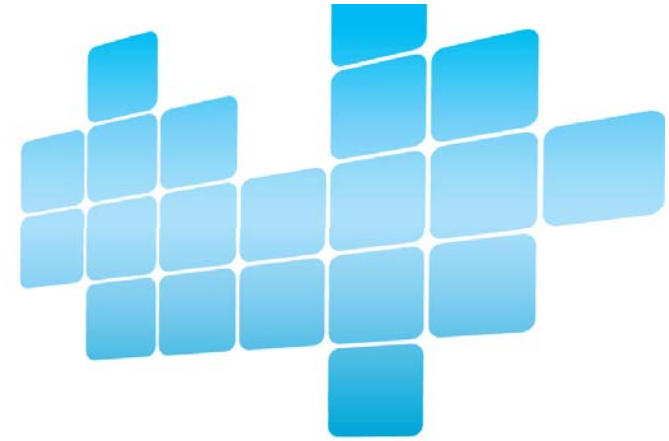
of the Generic Standards



- **Mandatory** – Must be completed every six months, unless they do not apply to your organisation.
- **Only a selection** – The Framework contains only a selection of relevant principal elements.
- The majority of Fundamental Elements are **based in law**. This does not mean that if you meet the Fundamental Elements of this Framework, you are compliant with law. Rather you are only compliant with the Elements that have been selected.

Supplementary Elements

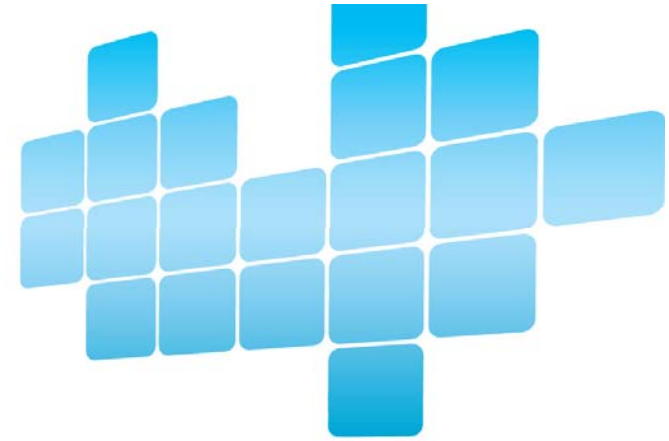
of the Generic Standards



- **Not Mandatory** – organisations are encouraged to engage with the Supplementary Elements.
- **Only a selection** – as with the Fundamental Elements, the Supplementary Elements within this Framework are only a selection for each of the six Standards.

Service Specialist Standards

of the Framework



- May or may not be included in funding arrangements at this stage
- Will require continuous quality improvement
- May require evidence of compliance
- Will be selected from national service specialist frameworks or, in the absence of a national framework, will be adopted from another evidence base

Monitoring the Standards

of the Framework



Core Monitoring

- In most cases, a self report is provided by the organisation every six months on a pre supplied, self-directed template. This is called the *Self Report*.
- The *Self Report* is required at the pre determined dates.
- The *Self Report* contains a number of questions that will help organisations to think about the important parts of a Standard.
- The Office for the Community Sector will analyse the *Self Report* to ensure that continuous quality improvement is being undertaken against every applicable Fundamental Element of every Generic Standard.

Monitoring the Standards

of the Framework



Core Monitoring - Continued

- Evidence of compliance is required with the Fundamental Elements of one Generic Standard every six months at the specified date.
- Agency Units will analyse improvement against, or evidence of compliance with the Service Specialist Standards every six months.
- Audits will be periodically undertaken by the Office for the Community Sector and / or Agency Units, to support and verify the continuous quality improvement activities of community sector organisations.
- Office for the Community Sector will provide documented feedback to organisations after each *Self Report* analysis.

Monitoring the Standards

of the Framework



Desktop Review

- Will be led by the Office for the Community Sector every three months.
- Will include Agency Unit staff and may include an invitation to the organisation.
- Provide a structured approach for the Agency to monitor and support organisations.
- Desktop Reviews will focus on the analysis of the organisation's *Self Report* and an environmental scan including consumer feedback, serious incident reports and any other organisational issues including financial matters.
- Provide the Office for the Community Sector and Agency Units with a regular process for visiting any area of concern or need for support arising from previous *Self-Reports*.

Monitoring the Standards

of the Framework

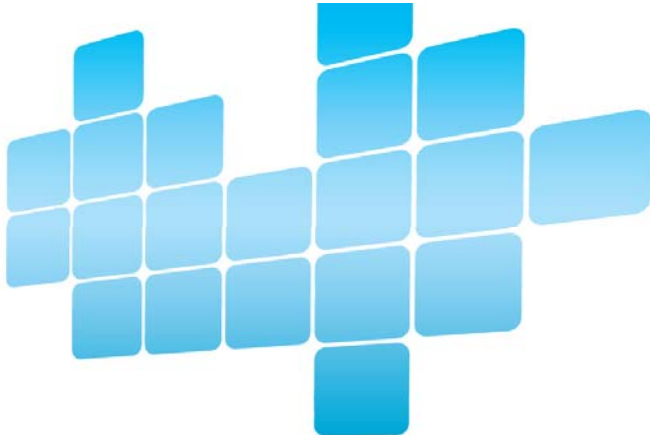


Service Reviews

- Will be undertaken to analyse ongoing, systemic service or financial related concerns.
- Will be undertaken to understand and celebrate service innovation.
- Will be quality and outcome focussed.
- Will be undertaken on an as required basis.
- Will involve all partners and stakeholders.
- May be initiated by the Agency or the community sector organisation.

Compliance Dates

Evidencing Compliance



Evidence of compliance with the Fundamental Elements of the Generic Standards must be available by the following dates:

Standard	Compliance Date
<ul style="list-style-type: none">• Safe Environment	<ul style="list-style-type: none">• 31 December 2009
<ul style="list-style-type: none">• Consumer Focus	<ul style="list-style-type: none">• 30 June 2010
<ul style="list-style-type: none">• Workforce	<ul style="list-style-type: none">• 31 December 2010
<ul style="list-style-type: none">• Incidents and Feedback	<ul style="list-style-type: none">• 30 June 2011
<ul style="list-style-type: none">• Consumer Information	<ul style="list-style-type: none">• 31 December 2011
<ul style="list-style-type: none">• Governance	<ul style="list-style-type: none">• 30 June 2012

Evidence of compliance must be received by the Office for the Community Sector consistent with the *Self Report* dates.

Reporting Timelines



The reporting periods and *Self Report* due dates are as follows:

Reporting Period	Self Report Due
<ul style="list-style-type: none">• 1 July 2009 – 31 December 2009	<ul style="list-style-type: none">• 31 January 2010
<ul style="list-style-type: none">• 1 January 2010 – 30 June 2010	<ul style="list-style-type: none">• 31 July 2010
<ul style="list-style-type: none">• 1 July 2010 – 31 December 2010	<ul style="list-style-type: none">• 31 January 2011
<ul style="list-style-type: none">• 1 January 2011 – 30 June 2011	<ul style="list-style-type: none">• 31 July 2011
<ul style="list-style-type: none">• 1 July 2011 – 31 December 2011	<ul style="list-style-type: none">• 31 January 2012
<ul style="list-style-type: none">• 1 January 2012 – 30 June 2012	<ul style="list-style-type: none">• 31 July 2012

Self Report Workbooks

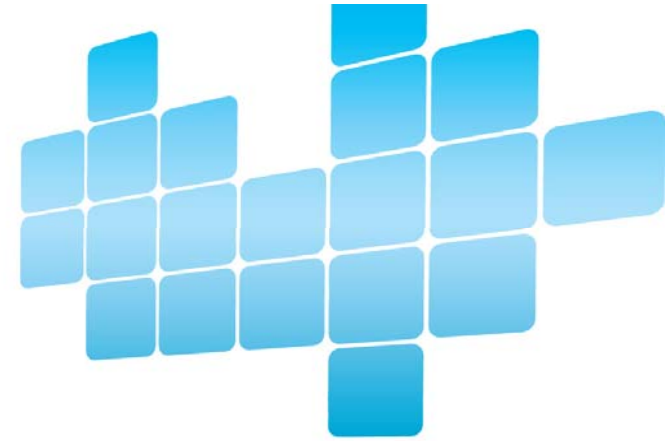
Overview



- Self Report - Initial Workbook
- Self Report - Continuous Quality Improvement Workbook
- Self Guided.
- Layout
 - Organisational details
 - Introduction, Questions
 - Service Specialist Standards
 - Glossary
- Supplementary Element questions are on the shaded pages.
- Available from *communityExpress* or by contacting the Office for the Community Sector

Self Report Workbooks

Overview



Completing the Workbooks

- All questions against the Fundamental Elements are to be completed for all Generic Standards for each reporting period.
- If a question is not relevant insert “not applicable” and provide a brief explanation.
- Evidence of compliance is to be submitted only for the Fundamental Elements of the Generic Standard for which compliance is due.

Self Report Workbooks

Overview



Completing the Workbooks

- Requires Board of Management or its delegate's endorsement prior to submitting to the Office for the Community Sector.
- Can be completed and submitted either electronically or in hard copy.
- Retain a copy of the completed document for reference.

Initial Workbook

Self Report



- Only completed for the first reporting period (1 July to 31 December 2009).
- All questions against the Fundamental Elements are to be completed for all Standards.
- If a question is not relevant insert “not applicable” and provide a brief explanation.
- Provide supporting evidence of compliance for Standard 1- Safe Environment.
- Standards 2 to 6 require written responses and do not require supporting evidence to be submitted.

CQI Workbook

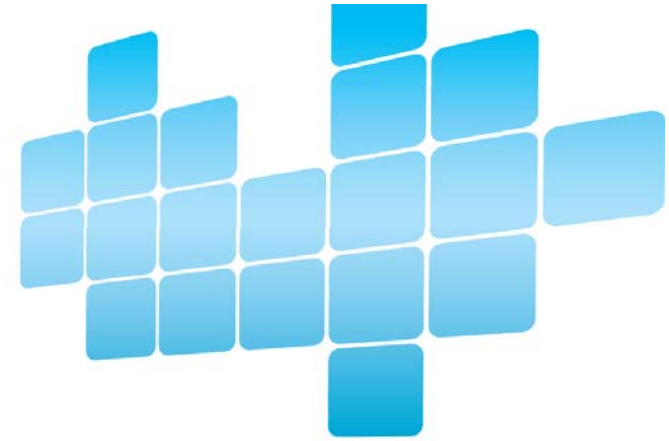
Self Report



- Completed every six months from 2nd reporting period and everyone thereafter.
- Provides an overview of continuous quality improvement activity over the preceding 6 months and identifies the activity for the next 6 months.
- All questions against the applicable Fundamental Elements are to be completed for all Generic Standards.
- Compliance with the Fundamental Elements of **one** Generic Standard is required to be submitted every six months.

CQI Workbook

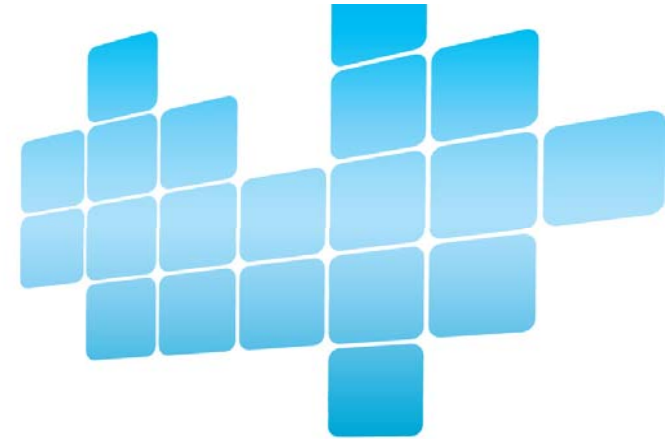
Self Report



- Supporting evidence is not required to be submitted to demonstrate continuous quality improvement.
- If a question is not relevant insert “not applicable” and provide a brief explanation.

Evidencing Compliance

of the Standards Framework



May include, but is not limited to:

- Regulation forms or reports issued by regulators. These documents may evidence compliance with, for example, fire safety or food safety where relevant;
- Documents such as policies and procedures, strategic plans, quality improvement plans, orientation manuals and other published material;
- Records to evidence staff implementation of policies and procedures;
- Assessment of staff awareness of processes and requirements;

Evidencing Compliance

of the Standards Framework

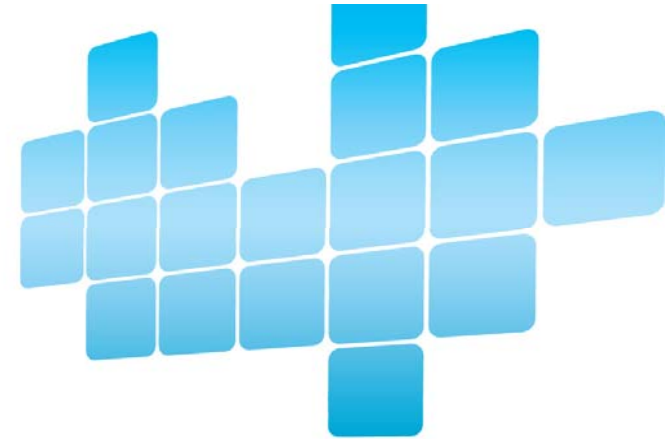


May include, but is not limited to:

- Consumer feedback regarding the level of satisfaction with their outcomes;
- Examples of consumer involvement in individual and strategic planning;
- Observations and staff feedback processes led by the Office for the Community Sector and/or other Agency Unit staff;
- Formal audits;
- Recent reports, service reviews and evaluations undertaken by a competent, independent third party and supported by an implementation plan that is currently being actioned; and/or
- Accreditation documentation.

Compliance Indicators

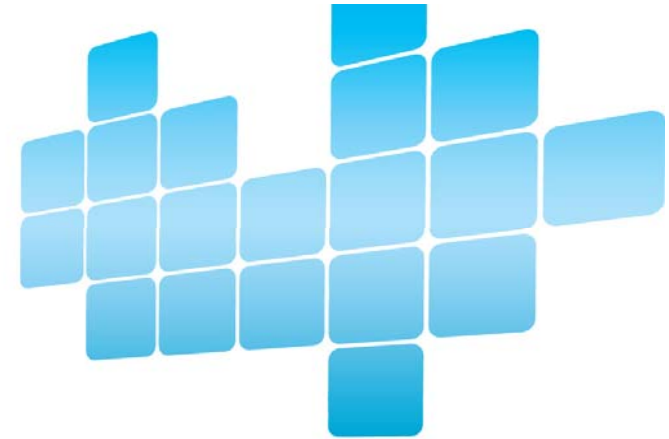
Evidencing Compliance



- Important facts or themes, based on contemporary practice and information.
- Should be part of, or reflected in, the evidence to support compliance.
- Every six months a list of some of the important points for the Fundamental Elements of the Generic Standard next due for compliance will be forwarded to organisations.
- Safe Environment is the first Standard for compliance.
- Flyer has been forwarded to organisations, identifying some of the important points for each Fundamental Element of Standard I - Safe Environment.

Compliance Indicators

I. Safe Environment



To achieve compliance within the Standards Framework, your evidence must include the following:

Fire

- A copy of a Form 56 for every privately owned building from which services are delivered.
- A copy of the most recent checklist or receipt for fire equipment checks.

Resources and Contacts

- Building Code of Australia: www.justice.tas.gov.au
- *Workplace Health and Safety Act 1995*: www.thelaw.tas.gov.au
- Tasmania Fire Services – Building Advisory Services: www.fire.tas.gov.au
- Workplace Standards Tasmania: www.wst.tas.gov.au

Compliance Indicators

I. Safe Environment



Food

- Responses to the questions 1.3, 1.4 and 1.5 in your Initial Workbook are correct given your organisations requirements under the *Food Act 2003*.

Resources and contacts

- *Food Act 2003*: www.thelaw.tas.gov.au
- Local Council
- Department of Health and Human Services: Public and Environmental Health

Stewart Quinn: Senior Program Officer - Food Safety – stewart.quinn@dhhs.tas.gov.au phone: 6222 7775

Eric Johnson: Principal Advisor Food Safety – eric.johnson@dhhs.tas.gov.au phone: 6222 7705

Compliance Indicators

I. Safe Environment



Medication

- Medication packaging
- Safe storage
- Management of medication errors
- Disposal of medications
- Who gives medications to consumers (dispensing of medication)
- Giving medication according to instructions

Resources and contacts

- *Poisons Act 1971*: www.thelaw.tas.gov.au
- Australian Pharmaceutical Advisory Council: Guiding principles for medication management in the community: www.health.gov.au
- Department of Health and Ageing – Guidelines for medication management: www.health.gov.au
- Your local pharmacy (chemist)

Compliance Indicators

I. Safe Environment



Health and Safety

- That the importance of health and safety is communicated to staff, consumers and volunteers
- Hand washing and hand drying
- Use of appropriate personal protection such as plastic gloves
- Cleaning up of bodily fluids
- Secure storage of hazardous substances and restricted use of hazardous substances
- Correct labelling and containers
- Maintenance process for equipment used in direct service delivery to consumers, for example:
Hoists, seating, vehicles, mobility aids such as wheel chairs, beds, lawn-mowers and other garden equipment, automated doors, rehabilitation equipment, child car seats and restraints

Compliance Indicators

I. Safe Environment



Health and Safety - Continued

Resources and contacts

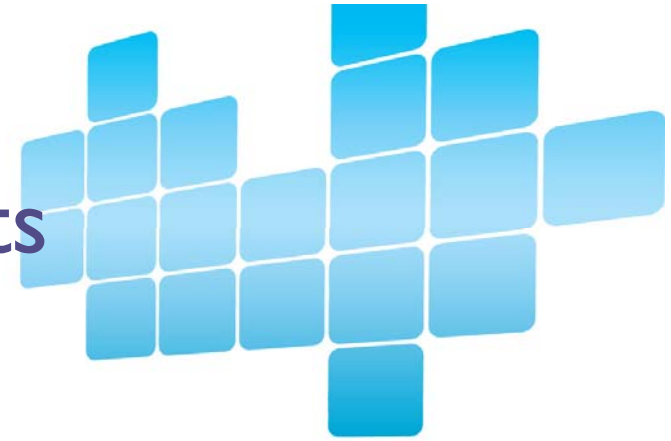
- *Workplace Health and Safety Act 1995*: www.thelaw.tas.gov.au
- Workplace Standards Tasmania: www.wst.tas.gov.au
- Human Influenza Pandemic Policy: www.dhhs.tas.gov.au
- Hand Wash: www.handsfirst.com.au
- Worksafe Australia: www.worksafeaustralia.gov.au

External Accreditation



- Continue with external accreditation.
- May submit accreditation documentation including quality improvement plan, as an alternative to completing the *Self Report*.
- May be occasions where Office for the Community Sector will require additional evidence.
- Frequency of reporting consistent with accreditation auditing and reporting timelines.
- For the first reporting period, the most recent accreditation documentation is to be submitted to the Office for the Community Sector by 31 January 2010 .

Other Funding Arrangements



- HACC and SAAP in Tasmania
- Most Standards are consistent between Frameworks
- Safety Elements not currently comprehensively included in HACC
- Reporting frequency does not currently align

Incident Monitoring System

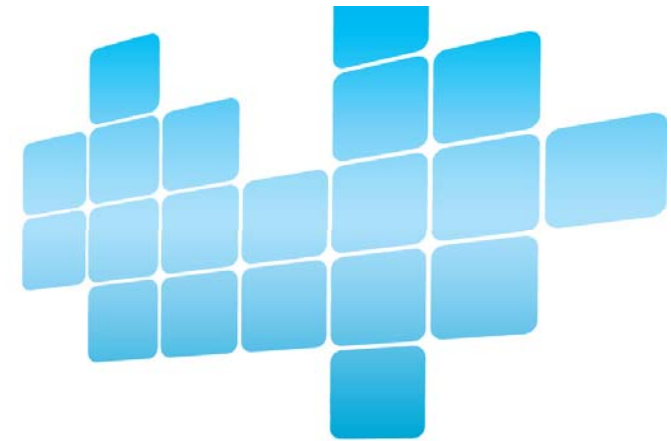
IMS



- Applicable to consumer related incidents.
- Does not override or replace regulatory reporting, such as to police or Child Protection Services.
- Interim policy effective for the period 1 July 2009 to 30 September 2009.
- Final policy and guidelines currently being developed.
- Consultation with organisations and Agency Units to occur during August/September 2009.
- Policy and guidelines will be effective from 1 October 2009.
- Incidents are to be rated using the severity assessment code (included in guidelines).

Incident Monitoring System

IMS



Severity Assessment Code rating 1 or 2

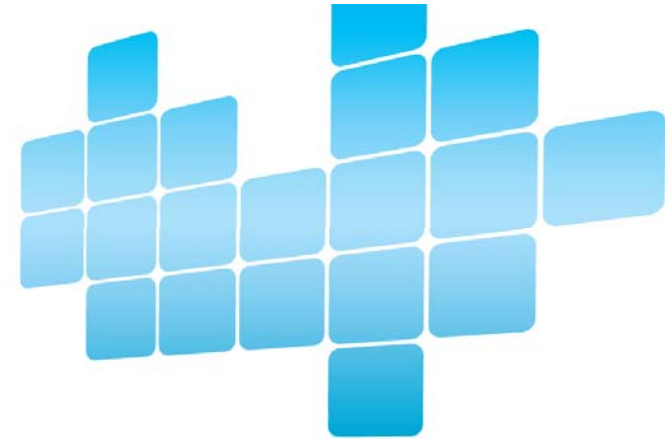
- All serious consumer related incidents to be reported to Agency Units, within 24 hours or the next working day whichever is sooner.
- Office for the Community Sector will lead process to investigate.

Severity Assessment Code rating 3 or 4

- De-identified data for less serious consumer related incidents provided 6 monthly on a pre-supplied template, with the *Self Report*.
- Office for the Community Sector will trend and analyse consumer related incident data.

Externally accredited organisations are required to adhere to the IMS reporting requirements.

Compliments & Complaints



- De-identified data to be provided 6 monthly on a pre-supplied template, with the *Self Report*.
- Office for the Community Sector will analyse and trend compliment and complaint data.
- Template will be provided by 1 October 2009.
- Externally accredited organisations are required to submit de-identified complaint and compliment data 6 monthly.

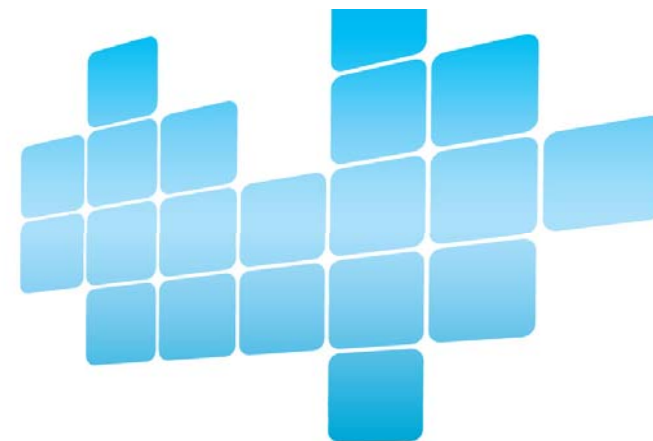
Support

with the framework

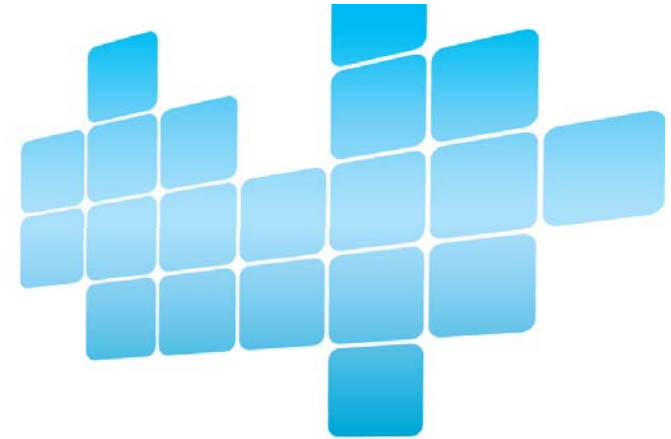


- Peak Body.
- communityExpress www.communityexpress.dhhs.tas.gov.au
- Work together to problem solve
- Office for the Community Sector – direct support
- Other Agency Units – direct support
- Other Organisations
- May facilitate training in response to identified needs.
- Compliance Indicators and resources and/or contacts every 6 months for the Standard next due for compliance
- Feedback

Questions?



Close



Please complete the feedback form and place it in the box near the door

Thank you for attending