

Quality and Safety Standards Framework for Tasmania's Agency Funded Community Sector Organisation 2009 - 2012



During April 2009 regional consultations with Tasmania's Agency Funded Community Sector were undertaken regarding the range of reforms currently being led by the Office for the Community Sector.

During these consultations a number of organisations kindly volunteered their time to assist the Quality and Safety Team to enhance the Quality and Safety Standards Framework *Self Report Workbooks*.

On 1 May 2009, 16 community sector representatives worked for a full day with the Quality and Safety Team on the *Self Report Workbooks* and were asked to provide feedback on:

- User friendliness
- Language
- Wording and intent of questions

Please refer to the following pages for workshop feedback.

We thank the following organisations for sharing their knowledge, experience and skills during this workshop:

- Langford Support Services
- Advocacy Tasmania
- Optia
- The Link Youth Health Services
- Lifeline Hobart
- Cosmos
- Family Based Care North
- Gagebrook Community Centre
- Risdon Vale Neighbourhood Centre
- Cancer Council Tasmania

Please note that the Quality and Safety Standards Framework documentation will now be referred to as *qualityFutures*.

For further information, please contact the OCS Quality and Safety Team via:



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The following themes emerged from the workshop feedback

Themes	Quality and Safety feedback
<ul style="list-style-type: none"> • Will the documents be available on the communityExpress website? 	<ul style="list-style-type: none"> • Yes, the Quality and Safety Team will place the exposure drafts of the <i>Self Report Workbooks</i> on communityExpress. We will email organisations when this occurs.
<ul style="list-style-type: none"> • How will the Office for the Community Sector use the information that is gathered? 	<ul style="list-style-type: none"> • The information collected will be used for monitoring the organisation's quality improvement activities, may be used for the purposes of evaluation of the framework, and will be managed in accordance with the <i>Archives Act 1983</i>. • Based on the information gathered, the Office for the Community Sector will assist organisations to partner with regulatory bodies to support compliance and continuous quality improvement against the relevant Standards.
<ul style="list-style-type: none"> • It was suggested that the Standards be re-ordered in order to place the Standard of Consumer Focus first. 	<ul style="list-style-type: none"> • To minimise confusion, the Standards have been ordered in accordance with compliance dates. • Consumer focus is a significant principle underpinning the entire Framework. As a result of scoping, Safe Environment emerged as the priority area. However, organisations are encouraged to actively implement all Standards.
<ul style="list-style-type: none"> • It was suggested that the Standards be re-written in plain English. • It was also suggested that the language remains unchanged. 	<ul style="list-style-type: none"> • Upon review of the documentation the language is consistent with concepts and terms commonly associated with quality and business processes. Additional definitions have been included in the glossary to assist organisations to complete the Workbooks.
<ul style="list-style-type: none"> • It was suggested that some of the Supplementary Elements should become Fundamental Elements. • Some of the Elements need to be relocated into other Standards. 	<ul style="list-style-type: none"> • This feedback has been incorporated.
<ul style="list-style-type: none"> • Should the <i>Self Report Workbooks</i> reflect a staff focus in relation to Occupational Health and Safety? 	<ul style="list-style-type: none"> • Upon review, references to Occupational Health and Safety have been replaced with Health and Safety.
<ul style="list-style-type: none"> • Do organisations need to fill in a workbook for each separate building or program? 	<ul style="list-style-type: none"> • Only one Workbook will need to be completed by an organisation for each reporting period. Organisations are required to respond to the questions for all services for which Agency funding is received.
<ul style="list-style-type: none"> • Change of Standard name. 	<ul style="list-style-type: none"> • The Standard, Data and Knowledge Management, has been changed to Consumer Information.

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<ul style="list-style-type: none"> • Amend Standard Outcome Statements, including altering the Workforce Outcome Statement to reflect an organisational focus. • Additions to the Outcome Statements for Standards for Consumer Focus and Incidents and Feedback. 	<ul style="list-style-type: none"> • Amendments have been made. However the Workforce Outcome Statement remains unchanged given that the underlying principle of the Framework is consumer focus.
<ul style="list-style-type: none"> • Strengthening consumer focus, such as including consumer's choice and desires. 	<ul style="list-style-type: none"> • Comments to further support the principle of consumer focus through the use of language have been incorporated.
<ul style="list-style-type: none"> • Acknowledging the opportunity for stakeholder input. 	<ul style="list-style-type: none"> • The Office for the Community Sector will continue their commitment to maximising the opportunity for stakeholder involvement.
<p>A number of general questions and comments were raised about the Framework implementation, including the</p> <ul style="list-style-type: none"> • Incident monitoring requirements • Completion of the Workbooks • The amount of information required, and • Which organisations are required to complete the workbooks 	<ul style="list-style-type: none"> • These themes will be addressed during the Information and Education Sessions that the Office for the Community Sector, Quality and Safety Team will be providing during July and August 2009.