

Office for the Community Sector

NEWSLETTER November 2009



Update from the OCS Quality & Safety Team

Quality and Safety Standards Framework – Information Sessions

Liz and Mandy returned to the office in September and would like to extend sincere thanks to the 286 participants from community sector organisations that attended 19 Quality and Safety Standards Framework Information Sessions from the 29 July till the 1 September.

This edition of the Newsletter will have a Quality and Safety focus due to the amount of feedback received from community sector organisations and Agency staff that attended Information Sessions.

Location, Location, Location

Back in June, the Quality and Safety Team contacted a number of community sector organisations to ask if information sessions regarding reporting requirements would be of benefit and asked for feedback about where organisations would like information sessions to be held. Community sector organisations were very positive about the idea, but asked for the sessions to be practical, with discussion about exactly what is required. In July, Quality and Safety asked organisations to RSVP to an invitation and select the date and location that attendees preferred. Based on those RSVP's Quality and Safety provided information sessions around the state, at the following twelve locations:



Message from the Director Associate Professor Des Graham

During July, August and September I attended a number of the Information Sessions on the Quality and Safety Standards Framework.

One particular aspect of the Sessions that became very clear was that full implementation of the Standards Framework was already well underway, with organisations sharing information and seeking clarity as they applied the Standards to their own individual organisations. The sophistication and depth of questions and feedback, particularly regarding compliments, complaints and incidents, was impressive and further illustrated the enormous diversity of our community sector in Tasmania.

The Quality and Safety Team continue to receive daily contact from organisations seeking advice and ideas as they complete their Self Report Initial Workbook. As expressed in several pieces of Information Session feedback, continued dialogue and communication is essential as we move forward with this important reform.

On a personal note can I also extend my appreciation to the community sector organisations who participated in these forums and to the Quality and Safety Team who continually demonstrate their commitment to the important partnerships required to implement this Framework.

Key Questions from Information Sessions

The key themes identified from the questions organisations asked at Information Sessions related to:

- Form 56
- Fire Safety
- Reporting requirements for accredited organisations
- Additional support for organisations

Documented feedback from community sector organisations is included on page three of this Newsletter.

Information Session Follow Up

The Quality and Safety Team have been contacted by a number of organisations who were unable to attend Information Sessions or who were seeking clarification around reporting requirements. Organisations were provided assistance through a number of avenues such as teleconference, email exchange and visits to talk through the requirements in relation to the Self Report Workbooks.

Organisations are encouraged to ask questions and provide feedback in regards to the Quality and Safety Standards Framework.

Thank you

The following community sector organisations kindly hosted some of the Information Sessions and the Quality and Safety Team would like to express gratitude to you:

- Dorset Community House - Scottsdale
- Zeehan Neighbourhood Centre - Zeehan
- Derwent Valley Community House – New Norfolk
- May Shaw Health Centre - Swansea
- Pittwater Community Centre - Sorell
- St Helens Neighbourhood House – St Helens

In addition, due to the numbers of unexpected attendees, some of the hired venues were too small for the Information Sessions as suggested on Feedback Forms. Thank you to the organisations that have offered their meeting rooms for future Quality and Safety meetings. Your offer is very much appreciated.

Latest Quality and Safety News on communityExpress

The following documents were recently released on the communityExpress website:

- Compliments and Complaints Policy for Tasmania's Agency Funded Community Sector Organisations, including the Compliment and Complaint Reporting Guideline and templates.
- Consumer Related Incident Monitoring Policy for Tasmania's Agency Funded Community Sector Organisations, including the Incident Monitoring Guidelines and reporting templates.
- Fact Sheet First reporting Period Requirements | July 2009 – 31 December 2009.

The presentation from the Information Sessions is also available on the communityExpress website.

The communityExpress website can be accessed via the following link, www.communityexpress.dhhs.tas.gov.au. All

documentation relating to Quality and Safety Standards Framework are placed in the 'Reform Bookcase,' 'What's New,' both on the left side of the screen.

Incident Monitoring System (IMS) and Compliments and Complaints Policies

The period for final comment on the documentation closed on 15 September 2009 and the Office for the Community Sector would like to extend appreciation to those organisations that have provided comment. The Quality and Safety Team adopted some feedback that value-added to the policies, guidelines and templates.

Human Services Quality and Safety Framework

Electronic Incident Monitoring System (EIMS) Human Services Update

David Badcock, Project Manager for the implementation of the Electronic Incident Monitoring System (EIMS) into Human Services, has received a great response from Human Services Staff registering for EIMS training.

Training in the use of the Electronic Incident Monitoring System (EIMS) has begun for Human Services staff, with two rounds of sessions being completed for southern staff between the 12th and 16th of October and the 2nd and 6th of November.

Training has been provided by Quality and Safety Team, Office for the Community Sector and Jason Green from RL Solutions, the organisation that provides the software used by the Agency for EIMS. To date, over 90 Managers, Team Leaders and key staff throughout Human Services have taken part in the training, with a great deal of positive feedback received regarding the training sessions and the system.

The next training sessions will be held in:
Burnie – 30th Nov, 1st and 2nd December; and
Launceston – 3rd, 4th, 10th and 11th of December.

For more information on the Human Services implementation of EIMS, please contact aims.humanservices@dhhs.tas.gov.au or visit the EIMS intranet page and click on the Resources link to access the Human Services page.

The Human Services Group Quality and Safety Framework Implementation Committee have met face-to-face on three occasions. The Implementation Committee have:

- nominated the people to participate in the EIMS training;
- provided advice on the EIMS customisations and other technical aspects;
- endorsed the Terms of Reference for the human Services Quality and Safety Framework Co-ordinating Group; and
- nominated the people to participate on the Coordinating Group.

The inaugural meeting of the Human Services Group Quality and Safety Framework Coordinating Group is scheduled for Tuesday 17 November 2009. The Coordinating Group is tasked with operationalising the decisions of the Implementation Committee.

| Quality and Safety Standards Framework Information Sessions Community Sector Organisations | | |
|---|--------------------|------------------------|
| Region | Date(s) of Session | Number of Participants |
| Launceston* | 29 July | 26 |
| | 10 August | 25 |
| Scottsdale | 30 July | 3 |
| Hobart* | 4 August | 10 |
| | 5 August x2 | 51 |
| | 18 August x2 | 42 |
| | 19 August x2 | 46 |
| Burnie* | 12 August | 21 |
| Zeehan | 13 August | 3 |
| New Norfolk | 17 August | 7 |
| Swansea | 21 August | 3 |
| Sorell | 24 August | 11 |
| Huon | 25 August | 7 |
| Devonport | 28 August | 12 |
| Elizabeth Town | 31 August | 16 |
| St Helens | 1 September | 3 |
| TOTAL | 19 sessions | 286 |

Approximately 170 organisations participated across the 19 sessions.

In addition, Quality and Safety Team have had contact from 14 community sector organisations who did not attend an information session.

| Quality and Safety Standards Framework Information Sessions Agency Staff | | |
|---|-------------------|-----------------|
| Region | Date | Number Attended |
| Launceston | 28 July | 5 |
| Hobart | 3 August | 8 |
| Hobart | 4 August | 9 |
| Burnie | 12 August | 7 |
| Hobart | 25 August | 19 |
| Hobart | 1 October | 21 |
| Launceston | 2 October | 11 |
| TOTAL | 7 sessions | 80 |

Quality and Safety Standards Framework – Information Session Feedback Summary

Key Themes

- Organisations welcomed the opportunity to meet with OCS staff as well as the networking opportunities with other organisations.
- Attendees appreciated that question time was held at the end of the sessions as most topics were discussed throughout the presentation.
- The clarification around reporting requirements was useful – attendees were pleased with the clarity around continuous improvement and compliance.
- Funding - will funding be made available to assist organisations to complete the workbooks?
- The continued contact from the OCS makes these meetings relevant.
- Smaller organisations were concerned about the additional work it will place on them.
- Organisations were concerned about the frequency of reporting and the amount of time it will take to complete the workbooks.

Sessions discussed that dot point responses to questions are required and supports are available. Organisations shared their strategies to approach the completion of the workbooks such as individual staff/volunteers taking carriage of one Standard each. Smaller organisations are finding that some of the Standards do not apply to them, thus the workload impost is not as great as it first appears to be.

Organisations would like to see from the Quality and Safety Team:

- Verbal examples of workbook questions and suitable answers given - written examples for a fictional service could be very useful.
- Further information on where to obtain Form 56.
- Calendar that includes the number of all self report and initial and compliance.
- “It would be useful to have a Quality and Safety Standards: -Frequently Asked Questions or a blog on community express for each of the standards that you learn from the various sessions, etc. -webpage on each evidence or compliance standard.”

Quotes

- “The facilitator Liz was excellent.”
- “Information clear – Mandy presented well and reinforced information well.”
- “Good work quality team! Heaps of useful information, I don’t feel overwhelmed now.”
- Presentation was great. Information and set up of tables was good (Technopark).
- Well done – it was great and reassuring!!
- Clarified outstanding question/uncertainties. “After the session I felt a little more confident at tackling the workbooks and implementing the guidelines/standards requirement.”
- Very informative for someone like me who is new to community services.
- Well presented and no time wasted, which is important for busy people.
- The venue (Devonport) was not conducive with good communication - crowded. The information was just a little cloudy but cleared as the session passed. Thank you for talking with us. Still looking for the ‘partnership.’ A lot put on service, a lot of monitoring by the Department, still trying to understand the ‘exchange.’
- Difficult to hear other participants questions due to air conditioner/heating – perhaps consider a different venue (Silverdome).
- Was difficult to hear clearly as sound echoed.
- Be really clear what is needed, e.g. complete initial assessment book plus one compliance then every 6 months complete all workbook and next compliance.
- We were one-to-one.
- No rush for time in answering questions.
- Presenter very easy to hear –thankyou! – And I was sitting at the back of the room.
- Willingness to help smaller organisations.
- Pre-information (agenda) about session; as much of the presentation I had read about already, I may therefore not have attended.
- Clarified outstanding questions/uncertainties.
- The clarification of questions that arose was very useful.
- Thank you! (x 3).
- It would have been of interest to complete a set of questions from one of the fundamental elements, at the sessions as an exercise.
- A visual timeframe would assist in co-ordinating all the deadlines.
- Presenters could speak a little louder would help some of us with poor hearing.
- Clarity of our requirements.
- The continued contact from the OCS makes these meetings relevant. Keep the communication happening.
- Upstairs meeting room was difficult for people who have trouble with stairs. Very well presented.
- Use less paper by using back to back copies.
- Very informative. Clear responses to questions were terrific.
- Informative.
- Presentation very good. Even for someone that had no understanding of this. I got a lot out of it. Thankyou.
- Good presentation.
- The room was very small, overcrowded and lack of fresh air (Devonport).
- This presentation was compromised by the poor venue. When expecting concentration from participants oxygen is a basic requirement! Feeling cramped is not conducive either. This hampered what would otherwise have been an informative session. (Unfortunately the last session I attended in Burnie was conducted under similar circumstances) (Devonport).
- Venue too small – Good Information!
- The venue was a little unsuitable, small, stuffy room. Not a complaint!
- The time allowed for break allowed for good discussion of ideas and relaxed questioning about the framework. Otherwise clear, easy to understand and informative.
- Not a lot of new information.
- It is good to have these sessions and opportunity to meet with OCS staff and other providers.
- Further discussion on where to obtain Form 56 and the process to obtain it.
- Very well organised and presented thank you. Concise easy to understand information is always appreciated as well as questions answered helpfully. – Thanks
- Easy paced.
- At first I was quite overawed by the books and initial information. However, after this session I feel a little more confident at tackling the workbooks and implementing the guidelines/standards required. Many thanks.
- Very well presented. Good luck.
- You could see that people hadn’t come prepared, not your fault of course! Well done – it was great and reassuring.
- Compliance costs - funding needs to consider this for organisations – complex job.
- Would have liked a round the room introduction as these events should be a good networking opportunity.
- Plenty of info provided.
- Workload from workbooks not going to be an easy task to accomplish on top of heavy workload. On behalf of small organisations, will funding be made available to avail staff to come completely off line to facilitate?
- Was good to say upfront to hold questions to the end as I found the ones I jotted down had been covered by the end of the session. Laid back and informal and set good environment for open sharing.
- 2011 Review of program – mention it.
- Really easy and clear explanations. Thank you!
- More interaction earlier in the presentation between service providers and speaker.

- What a lot of extra work that it places on small organisations!
- This is a lot of extra work for small organisations.
- Nice venue. Nice afternoon tea. Well presentation.
- Was paced well.
- Clarification of DHHS reporting requirements very good. Will be interesting to review Jan 10's reporting (and further on) and what comes out of this.
- Clear, concise and to the point.
- Require a timetable of all reporting requirements and dates. All self report and initial and compliance on one calendar.
- Even though is a small room, a microphone would have been better. Especially some questions were hard to hear.
- To effect true change a time longer than 6 months will be required between reports. I applaud the concept but am concerned re the impost upon organisations of the 6 months. The process will become about meeting reporting deadlines rather than effecting the change.
- It was fine but a bit repetitive and very time consuming. I just wish my organisation could start negotiating it's funding agreement. It has a 3 month extension until September and it's already August and nothing is happening!
- Very good, relaxed, plain English presentation. A few verbal examples of workbook questions and suitable answers given, however written examples for a fictional service could be very useful.
- Although little new info was introduced it was a useful opportunity to clarify the steps in the process and the info to be provided. A suggestion that a more open response to feedback/suggestions may be worth taking on board – although inviting this, the real response was rather defensive as opposed to being open to change in the interest of continuous quality improvement.
- Much more clarification around reporting – I was previously unclear about 6 areas needing reporting each 6 months. Also appreciated the clarity around continuous improvement and compliance.
- Other standards links for initial report (same as guidelines for Safe Environment) Thanks for the session.
- Presentation – good. Requirements (i.e. documentation) too exhaustive for organisation, on a too regular basis. Annual reporting would be adequate to ensure quality. Six monthly in practice is a very short period of time.