MODULE 7:

Maintaining quality and safeguards in Shared Management

Contents

Introduction

Disability providers will be aware that in the NDIS world, the way that quality and safeguarding is being conceived, monitored and regulated is undergoing change, like many other elements of the system. It is a very dynamic area of service provision. From a compliance and regulatory perspective, getting things wrong in relation to quality and safeguarding can have very significant consequences for people and families as well as for providers.

Leaving aside compliance and regulation however, the dynamic changes in these domains present providers with a fabulous opportunity to (re)design and deliver the best services possible.

Taking a proactive and positive approach to ensuring that quality and safeguarding is addressed using a continuous improvement approach makes good sense for a whole range of reasons. In this module, you will see that it isn't just about how your staff treat people and families when interacting with them. While that is important, we need to acknowledge that it is possible to have workers who are incredibly polite, kind, responsive and empathetic while the actual tasks they perform as part of their duties may not be contributing to the person having a good life, building their capacity, contributing to their communities or building and maintaining friendships.

In recent times, human service organisations in Australia and numerous other countries have been accused of, and sometimes convicted of, illegal and abusive practices. Given that these practices have occurred in contexts that include systemic quality controls and safeguarding regulations, it is imperative that disability service providers themselves take responsibility and remain vigilant to prevent such things happening in their organisations and services. Disability providers do face genuine risks in this area, and we really want you to avoid them.

So quality and safeguarding is a very important topic, and in Shared Management contexts, there are additional nuances that providers need to be aware of. So welcome to this module where we are taking a slightly different approach to thinking about quality and safeguarding.

Learning Outcomes

By the end of this module, you will be able to:

1. Identify the factors that contribute to you and others being and feeling safe
2. Describe how these factors are relevant to high quality, contemporary disability services
3. Discuss how these factors can be applied in Shared Management arrangements
4. Explain to people and families why quality and safeguarding is important
5. Describe how your organisation can effectively monitor service quality and safeguarding in Shared Management situations without being intrusive

Activity 7.0: How do you rate for quality and safeguarding in Shared Management?

This quiz is from Activity 1.3 in Module 1. Take a few moments to review your scoring from Module 1. You can either transpose your scores from the Module 1 workbook into the table below, or you can quickly redo the quiz now. Using the scale below, rate your response to each of the following statements.

Non-existent 1   **Patchy 2**   **Average 3**   **Very good 4**   **Can't be better 5**   **Your Score here**

My confidence to explain clearly how serious incident reporting operates in Shared Management to people and families is . . .	1	2	3	4	5	
My knowledge about the current quality and safeguarding requirements in my state is best described as . . .	1	2	3	4	5	
My knowledge of the NDIS Quality and Safeguarding Framework and how it will affect our organisation can best be described as . . .	1	2	3	4	5	
When it comes to explaining how Positive Behaviour Support requirements work in Shared Management, my confidence level about how to do this well is . . .	1	2	3	4	5	
Our organisation can demonstrate that the way we monitor the use of restrictive practices in Shared Management is effective, helpful for people and families, and complies with legal requirements	1	2	3	4	5	
My confidence that our organisation's approach to Shared Management keeps people safe from abuse and neglect is best described as . . .	1	2	3	4	5	

Total Score

Activity 7.1: What contributes to you personally being and feeling safe?

One of the NDIS's aims is to enable people with disability to have lives that are similar to those experienced by most Australians. It makes sense, therefore, to begin exploring this topic by reflecting on the factors that typically contribute to your own experience of being and feeling safe. Pause the recording and spend a few minutes responding to the question below in the space provided. Add to your notes if Su and Leighton highlight other ideas for you to consider.

What contributes to you feeling and being safe?

Activity 7.2: How is this relevant to high quality, contemporary disability services?

Using the notes you made in Activity 7.1, reflect on how the friendship factor is relevant to designing and delivering high quality, contemporary disability services. How might it apply in the lives of the people you support? Pause the recording and write down your thoughts and ideas in the space provided below.

Activity 7.3 How can this be applied in Shared Management?

Given that these modules focus on Shared Management, it's time now to try and extract some general principles and ideas that can be applied to your Shared management services. Pause the recording and write down your ideas in the space provided below.

How can a focus on building and maintaining friendships be applied to Shared Management arrangements?

Activity 7.4: Why is it important for people and families to know about quality and safeguarding?

It is no surprise that many people and families may know less than some service providers when it comes to formal quality and safeguarding responsibilities and accountabilities. In Shared Management, this knowledge gap needs to be closed. When the person or their family member takes on responsibility for paid workers, their accountability for elements of service quality and safeguarding the person will also usually increase. As such, it is really important that you are able to explain these responsibilities and accountabilities to the person or family member(s) and be sure that they take these seriously given that they are legal and regulatory requirements.

Pause the recording and write down your thoughts in response to the question above. When you resume the recording, add further thoughts as Su and Leighton discuss this issue.

Activity 7.5: How can your organisation effectively monitor quality and safeguards in Shared Management without being intrusive?

Many people with disability simply want to get on with living their lives. In an ideal arrangement, services and supports are simply a mechanism for enabling this to happen.

Consistent with this, any monitoring of services should be as unobtrusive and least interventionist as possible **from the person's point of view**. So when it comes to monitoring service quality and ensuring the person's safety in Shared Management arrangements, it is important that providers can do these things in ways that respect the person's natural authority and have the least impact on the person.

In this activity, we want you to listen in to what some service providers' Shared Management staff say works for their organisations. List some of the techniques and approaches they suggest in the left hand column below. Which ones will you be able to implement most effectively? What sort of staff training might be needed to implement these ideas successfully? How will you monitor quality and safeguards so that you know what is actually happening?

Technique	Staff Training - when and how?	How will you know whether it's being implemented?	How will you monitor this?