

National Disability Services

[National Disability Services \(NDS\)](#) is Australia's peak body for disability services. It is the only organisation that represents the broad spectrum of disability service providers at both national and state level.

Its membership includes over 650 not-for-profit disability organisations, located in all states and territories, in rural, regional, and metropolitan areas. These organisations support people with all forms of disability across the full spectrum of services needs (accommodation, employment, community access, respite and community support). They include large, medium and small organisations.

NDS Northern Territory

[NDS Northern Territory](#) has been funded by the Northern Territory Government, Department of Health and Families, Aged and Disability Program to develop a Quality Framework based on the Aged and Disability Program Quality Framework (Draft) and to develop supported projects identified in the recommendations of the 2006 KPMG Review. The Quality Framework Project focuses on the development of an integrated quality framework for the Northern Territory Aged and Disability Service sector funded and operated by the Department of Health and Families (DHF).

The development and implementation of a Quality Framework for service providers funded under the DHF Aged and Disability Program was a key recommendation of the KPMG Review of Disability Services in the Northern Territory 2006. Key findings of the review included:

- A quality management framework for disability support provision within the NT needs to be established.
- There is a high degree of consensus between government and NGOs regarding the importance of establishing a quality framework. Service providers recognise that there are a number of challenges in establishing a quality management framework for the disability sector within the NT.

The overarching recommendation of the KPMG Review, relevant to the NDS NT Quality Framework Project is that reform is driven by the endorsement of a 'whole of government' approach to an integrated service delivery model for people with disability that promotes inclusion, equity, choice, and increased access. These key themes inform the project objectives and principles underpinning the proposed quality framework.

Project objectives include provision of a structure that will enable the embedding of quality systems and processes within the key priority personal and industry outcome areas of Service Delivery, Workforce Support, and Systems Management, through:

- The implementation of continuous quality improvement, risk management, and capacity building processes
- The provision of opportunities for service users to participate in the improvement of services
- Improved coordination of services
- Integration of staff development opportunities

Where things are at

NDS NT Quality Framework Project Plan has been submitted to DHF Aged and Disability Program. (July09).

The final draft of the Quality Framework Project Plan includes information around:

- Project Outputs, Project Schedule (with milestones, timelines, and budget)
- Governance Structure
- Reporting Requirements
- Legislation, Policy & Guidelines,
- Risk Management Plan, Communication Plan, and
- 'Terms of Reference' for Quality Framework Project Steering Committee members.

NDS NT have established a state-wide advisory, leadership and reference group, to be known as the Quality Framework Project Steering Committee (QFP SC). The QFP SC will provide a forum to enable communication and information sharing between NDS NT, the Department and other members of the committee, and the broader service system.

The QFP SC had their first steering committee meeting at the NDS NT office in July. The focus of this inaugural meeting was to ratify the steering committee 'Terms of Reference' and to comment on the NDS NT Quality Framework Project Plan draft.

Membership of the steering committee is representative of the sector funded by the Aged and Disability Program, DHF and includes:

- NDS NT committee
- the DHF policy unit, DHF service providers,
- NGO service providers, consumer advocacy organization, HACC/Remote/Indigenous service provider

Vicki O'Halloran, Acting Chairperson of NDS NT and CEO of Somerville Community Services, chaired the inaugural meeting of the QFP SC. The current members of the steering committee include:

Greg McMahon, CEO of Carpentaria Disability Services

Nicole O'Reilly, Senior Policy Officer DHF Aged and Disability Program Darwin

Carole McKenzie, President of Integrated disability Action Inc. (Ida)

Ian Bodill, CEO of East Arnhem Shire Council

Lynda Jarvis, Senior Manager Central Australia, Alice Springs

We at NDS NT appreciate the very focused and productive steering committee meeting which took place and look forward to the next meeting at our NDS NT office on Monday 24th August 09.

Activities next quarter

- NDS NT will establish a website to provide update on the Quality Framework Project and other NDS NT activities such as sector development training opportunities which underpin the project.
- Develop a profile of service providers funded under the Aged and Disability Program
- Survey these DHF funded providers as to the current quality systems in operation, their perceived strengths and weaknesses, utilization of external accreditation and assessment bodies, and resource requirements..
- Continue to research and catalogue resource material on similar Quality projects from other jurisdictions
- Monthly meetings with DHF Aged and Disability Program representatives re the project

Sector Development Training

During the course of the Quality Project and particularly through engagement with key stakeholders NDS NT and/or the Department of Health and Families may identify additional sector development activity which is thought to underpin the project. Some suggestions around training needs which relate to Governance, Risk Management, Occupational Health and Safety, Financial Management, Workforce Planning etc. have been put to NDS NT. We are now offering the following free training to service providers funded under the DHF Aged and Disability Program.

Free Disability Safe Training available

NDS has developed a concept called Disability Safe which promotes a consistently high standard of OHS practice within the Disability Sector. This consistent standard requires that all levels within the sector are fully aware of their obligations under the Workplace Health and Safety Act 2007.

NDS NT is offering risk management training to managers and supervisors within the Disability Sector. This training will:

- provide knowledge regarding the responsibilities and obligations of managers and supervisors and the organization in general under the Workplace Health and Safety Legislation in NT,
- describe the key elements of OHS Risk Management,
- discuss how to implement them in their workplaces,
- explain the steps to an effective Occupational Health and Safety Management system, and,
- focus on how to develop a suitable safety culture.

The benefit for individual providers is to ensure that their OHS procedures meet industry standards.

The Risk Management training for managers and supervisors will be 1 day courses with morning and afternoon tea and lunch provided. The course will be held at **Alice Springs on Monday 24 August** and **Darwin on Tuesday 25 August**. Bookings can be made by emailing Megan Sandford on megan.sandford@nds.org.au or calling 02 9256 3103.

Disability Safe is a current project of NDS. It is a joint initiative of NDS and the NSW Department of Ageing Disability and Homecare. Disability Safe in the Northern Territory is funded by the NT Department of Health and Families. Visit the Disability Safe website at <http://www.disabilitysafe.org.au>

Contact Details:

Lyndell Chambers,
Project Manager
National Disability Services Northern Territory
lyndell.chambers@nds.org.au
Ph: 08 8941 0634 Fax 08 8941 0636

Level 1, Suite 5
43 Cavenagh Street
Darwin NT 0800
GPO Box 4521
Darwin NT 0801