

Issue #13, March 2007

**Update on the Implementation
of the Revised Quality
Framework for Disability
Services**

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Back in Issue 9 of the LDC Quarterly (March 2006) we reported that LDC in partnership with the Community Services & Health Industry Training Board (CS&HITB) was commissioned as part of a pilot project to develop tools, resources and training to support DHS regional and funded disability support providers to implement the revised Quality Framework for Disability Services.

One year on, the pilot project is nearing completion. LDC is currently scheduling forums across Victoria to provide information about the experience of the participating support providers.

In addition, we are compiling an organisation quality management manual to support the implementation of the Quality Framework for Disability Support Services across Victoria.

The policy document, *Better services, Better outcomes, Stronger Communities* (March 2007), was recently distributed by the Department of Human Services. The outline of the quality framework consists of:

- Outcome and industry standards;
- Definitions of quality and disability support provision; and

- Principles and tools for measuring and monitoring the quality of disability support

The policy document also contains the following lift-outs:

- A glossary of terms
- A sheet answering frequently asked questions
- Times and locations for the Information and Awareness Sessions, which will be held throughout April and May.

The policy document is also accompanied by a DVD. For more information on this project, please visit the following website:

http://nps718.dhs.vic.gov.au/ds/disabilitysite.nsf/sectionthree/implementing_framework?open

The Innovation Grants Program – Southern Metropolitan Region

The Innovation Grants Program was established in 2003 as one of several Victorian State Disability Plan Initiatives aimed at achieving real and lasting change for people with a disability. The current focus of the program is the promotion of new and different approaches to day support options for people with a disability.

LDC was contracted to facilitate a workshop in late 2006, which formed the basis from which grant submissions were sought later that year. Currently,

LDC is evaluating the two successful submissions:

Just Lifestyle an initiative of the E.W. Tipping Foundation and Victorian Person Centred Services, will provide an innovative, individualised and person-centred approach to day support options to people who are ageing, have a disability/accelerated ageing issues in the SMR.

Everyone's Community an initiative of Marriott Support Services will promote inclusion of people with a disability in community groups through a community awareness process.

Book Review: *Appreciative Inquiry Handbook* (2005)

LDC Group has undertaken several projects in recent months that have involved an Appreciative Inquiry methodology.

A resource we have found particularly useful for any organisation wishing to launch an Appreciative Inquiry initiative is the *Appreciative Inquiry Handbook* by David Cooperrider, Diana Whitney and Jacqueline Stavros.

The *Appreciative Inquiry Handbook* is presented in three sections. Part One (Essential Elements of Appreciative Inquiry) is a basic theoretical outline, answering questions like 'What is Appreciative Inquiry' and 'How does Appreciative Inquiry work?'

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Part Two (Application of the 4-D Cycle of Appreciative Inquiry) uses case studies to demonstrate how AI is best learned through the 4-D cycle of *Discovery, Dream, Design, and Destiny*.

Part Three (Learning Applications and Resources) constitutes about half of this book, which is intended clearly as a practical manual. Part Three contains many valuable resources, including:

- Sample interview guides;
- A master set of overheads for training purposes;
- Worksheets; and
- Selected articles on Appreciative Inquiry by David Cooperrider.

We recommend this book to anybody wishing to undertake an Appreciative Inquiry initiative. One of its particular strengths is the inclusion of numerous examples, case studies and sample worksheets. These do more than simply contextualise the theory; they offer practical 'step by step' suggestions for how to guide individuals and groups through a process that is intended to inspire action for change.

The *Appreciative Inquiry Handbook* is published by Crown Custom Publishing Inc. (ISBN 1-57675-269-0)

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