

The Quality Framework – Quality  
Supports for People with a Disability



Why measure  
outcomes?

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See the following sections

*Life Area Practice Guides, Consumer  
Assessment Guide & Applying the  
Standards (Measuring Outcomes)*

for further information

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What is an outcome?

What is outcomes measurement?

The way that services assess if their  
primary aim/task

**improving the lives and  
opportunities of people with a  
disability**

has been achieved

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Outcome measurement is used in many sectors – health, community development, education, and now disability support

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Measuring outcomes assists support providers to understand that the way they manage their day-to-day operations directly impacts on what people with a disability experience and feel

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Let us consider  
what the impacts  
might be from the  
following

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Outcome measures show how the way organisations develop, deliver and improve their supports should start with each person, revolve around the person and conclude with the person

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Knowing outcomes can assist organisations to move toward ensuring that the things that are important to people with a disability drive their practices

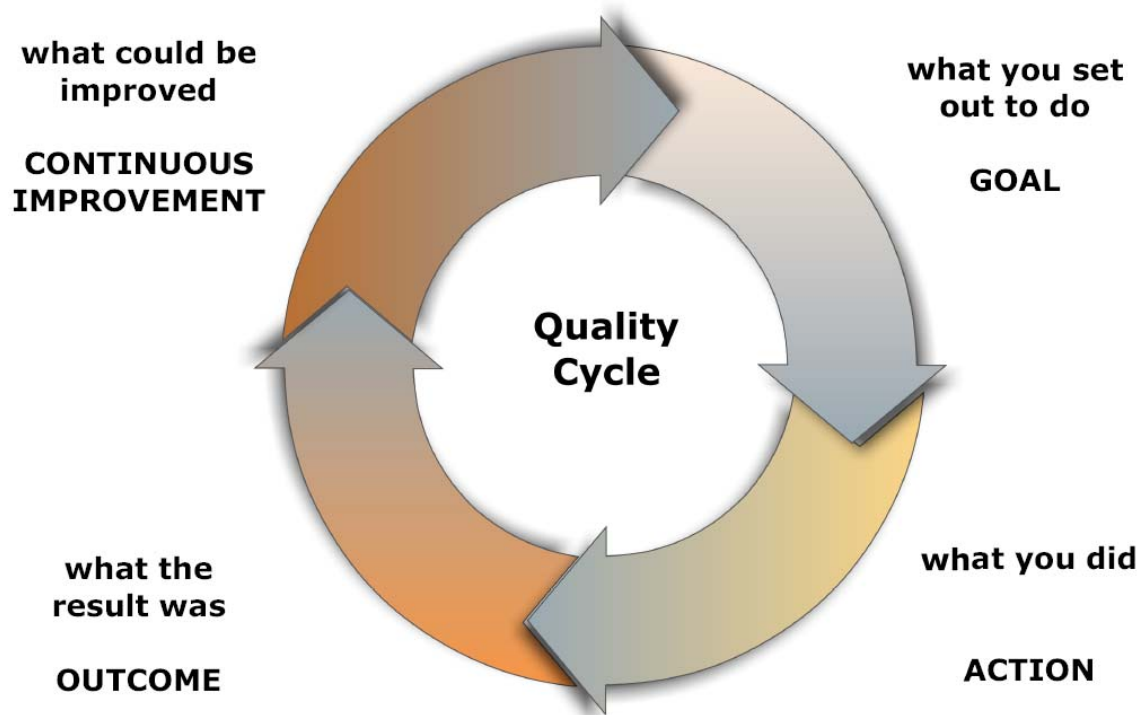
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Now let's look at how  
to measure outcomes

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Firstly, outcomes measurement is part of the quality cycle



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Effective outcomes measurement relies on:

- the active participation of people with a disability, their family members and carers
- a clear understanding of the purpose of the service and any constraints
- effective quality systems
- a participatory approach to exploring, negotiating and agreeing outcomes and how they will be supported
- an individualised approach to planning, developing and reviewing supports

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Here are some formal systems  
for measuring outcomes

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**Personal Outcome Measures** is an accreditation system from the Council for Quality and Leadership. It measures if outcomes and supports are present (from the person's point of view) in the life of a person receiving services.

This is done by accredited interviewers checking with the person, those who know them well and documentation.

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My Self	My World	My Dreams
People are connected to natural support networks.	People choose where and with whom they live.	People choose personal goals.
People have intimate relationships.	People choose where they work.	People realise personal goals.
People are safe.	People use their environments.	People participate in the life of the community.
People have the best possible health.	People live in integrated environments.	People have friends.
People exercise rights.	People interact with other members of the community.	People are respected.
People are treated fairly.	People perform different social roles.	
People are free from abuse and neglect.	People choose services.	
People experience continuity and security.		
People decide when to share personal information.		

Personal Outcome Measures  
Council on Quality & Leadership

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There are a number of tools that measure quality of life including

- Family Quality of Life Survey 
- Australian Unity Wellbeing Index
- The Quality of Life Questionnaire (QOL-Q)
- Life Satisfaction Matrix
- The BILD Life Experiences Checklist
- Lifestyle Satisfaction Scale

<http://acqol.deakin.edu.au/instruments/instrument.php> 

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Another approach might be

# **The ‘Most Significant Change’ (MSC) Technique**

**A Guide to Its Use**

by

**Rick Davies and Jess Dart**

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### Most Significant Change (MSC):

- is a form of participatory monitoring and evaluation
- project stakeholders are involved both in deciding the sorts of change to be recorded and in analysing the data
- form of monitoring because it occurs throughout the program cycle and provides information
- provides data on impact and outcomes

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There are 10 steps in MSC – these 3 being the most critical

- Collecting stories of change
- Reviewing the stories within the organisational hierarchy
- Providing stakeholders with regular feedback about the review process

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### Most Significant Change

- Does not have performance indicators
- But is a form of collecting information from the different points of view of stakeholders
- It can assist in collecting information to help you in determining how your organisation meets the evidence indicators of the Quality Framework

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## *Holiday memories*

- What do you remember from an overseas holiday? Do you remember the average things or the wonderful and terrible things?
- MSC helps teams of people focus on the memorable events and uses these events to help realign effort towards achieving more of the wonderful things and less of the terrible things. When the focus is on learning, we need to capture more than just the average experiences.

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Here is a tool developed by  
Kyeema Services



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Some tools from the Goulburn Valley  
Network for Quality  
that might assist

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## Tools for mapping processes

Flowcharts



Work flow diagram

Value added flowchart

## Tools for ideas generation and seeing connections

Cause and effect diagram

Brainstorming



Relations diagram

## Tools for data collection and analysis

Histogram/Bar Graph



Scattergram

Control chart

Pareto analysis



Run charts

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Questionnaires like this one from the Council on Quality and Leadership



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Use methods already in existence in organisation

- Service user and carer surveys
- House meetings
- Scrapbooks, diaries, DVDs, artworks – whatever tells the story from the person's point of view
- Reports

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### Questions that might assist:

- Have I collected relevant evidence?
  - With the individual
  - At the organisational level
- Is it factual, accurate, complete, timely, understandable, objective?
- What is the best way to record the evidence?
  - With the individual
  - At the organisational level

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Let's now look at the tools your organisation has in place to measure what is happening and let us align them to the outcome standards

