

Quality Management Framework

Quality Evaluation

Inclusion WA Inc
Alternatives to Employment (ATE)/Post School Options (PSO),
Recreation Support Program, South East Corridor Programs, The Subi Club,
School Holiday Support program and Inclusive Recreation & Holiday Program
Osborne Park

Final Report
13 June 2013

This report was prepared by an Independent Evaluation team comprising members of the Panel Contract of Independent Evaluators. The Panel Contract is managed by the Disability Services Commission.

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1. The evaluation visit

This report describes the findings of the Independent Evaluation team who visited Inclusion WA activities and offices between 18 February and 19 April 2013. Various visits to the offices in Osborne Park and Maddington were completed as well as observation and interview visits at group and individual activities and events. Email responses to survey questions were also contributed by consumers.

The Evaluation team completed an assessment of the service point's progress towards meeting relevant Outcomes under the Quality Management Framework (QMF) and compliance with the Disability Services Standards. The preliminary meeting was held on 18 February 2013 and a post evaluation meeting will be held on 12 June 2013.

Independent Evaluation team members operate under the Guidelines for Independent Evaluation. The team comprised:

- Vikki Gates
- Deb Saville
- Sue Green

The organisation uses the term 'member' to refer to people with disability, family member/s of people with disability, or unpaid carers of people with disability.

NB Under the Carer's Recognition Act 2004, a carer refers to a person who provides care or assistance to another person who is frail, has a disability, a chronic illness or a mental illness, without payment apart from a pension, benefit or allowance.

2. Acknowledgements

The Independent Evaluators would like to extend thanks to individuals, families and carers for the assistance they provided throughout the evaluation visit.

The Independent Evaluators acknowledge the commitment of the staff in providing services. This was evident from the Evaluators' observations and discussions with individuals, families and carers; observations of staff interactions and discussions with staff; and from the positive comments about staff, evaluators received from individuals, families and carers.

Findings documented in this report have been selected to support the outcomes of this evaluation and highlight background evidence for good practices, required actions and key priorities for service improvement.

3. Service point profile

The profile provides a brief overview of the service point evaluated.

Disability sector organisation:	Inclusion WA Inc
Service point name:	Whole of Organisation
Outlet name(s):	<ul style="list-style-type: none">• Alternatives to Employment (ATE)/Post School Options (PSO)• Recreation Support Program• South East Corridor Programs• The Subi Club• School Holiday Support Program• Inclusive Recreation & Holiday Program
Chief Executive Officer:	Paul Fleay

Brief description of the service point (including mission/vision statements and brief history)

Inclusion WA services began as Recreation Network in 1989 and the service changed its name in 2010 with further refining of its focus since that time. Inclusion WA services and activities have always focussed primarily on recreation objectives and QMF Recreation Outcomes, while also being aware and sensitive to the various program funding sources such as Alternatives to Employment/Post School Options (ATE/PSO), Family Support Services (FSS) and Recreation (REC). However, the service and staff have not focussed on ATE and FSS Outcomes specifically.

The stated objectives of the organisation are to:

- Work with individuals to develop and implement a personal plan to maximise opportunities for inclusion in their community.
- Encourage and support sport, recreation and community organisations to develop and maintain inclusive practices.
- Manage the organisation in a sustainable manner to ensure financial viability and grow the delivery of quality services.

Inclusion WA is funded by the Disability Services Commission (the Commission) as well as the Department of Sport and Recreation (DSR) and through earned income. Their Commission-funded services operate predominantly on a one-to-one basis with members with disability, assisting them to connect into mainstream community activities of their choice and interest. Some group activities are supported.

Inclusion WA programs include 'once-off' information/referral service and several 'flow through' program models that work toward a progressive withdrawal of support as members successfully integrate into a community-based activity/event of interest. The ATE/PSO services however often provide support on an ongoing basis. Other programs which are 'less inclusive', such as dances for people with disability, were reported by management to "no longer have a 'comfortable fit' with the ethos and directions of the organisation" and these programs are currently under careful consideration for possible changes, transfer to other service providers or discontinuation as funding is not renewed.

The **Recreation Advice Service (RAS)** is a phone, email and internet service in which staff respond to over 250 queries per year from individuals looking for specific opportunities or options in their local area. Inclusion WA also publishes a regular e-newsletter and booklet on sporting and recreation opportunities. Based at the Osborne Park office, this service is available to any Commission registered individuals.

The Maddington office conducts an **ATE/PSO Program**, providing support through Community Inclusion Officers (CIOs) for 20 members. Maddington also conducts the **South East Corridor Programs (SE Corridor)** which includes:

- The **Community Inclusion Program (CIP)**, for 17 members, which focusses on progressing individualised outcomes, related to community inclusion in activities/events of genuine interest to the member and development of associated skills.
- **The Meeting Place**, which is a small, supported, but self-managed, club of members who run their own voluntary weekly gatherings and activities for people who come and go as they please. The programs are focussed on enjoyment of activities with opportunities to plan and organise their own group activities, interact and build relationships and skills.
- The **Kenwick Social** is a monthly community dance attracting a large contingent of group home residents and other individuals with disability. Its focus is on providing a social opportunity for participants to mix with each other in an informal and relaxed environment.

The Meeting Place and Kenwick Social are not integrated programs.

Inclusion WA also offers a social club in the northern suburb of Subiaco, the **Subi Club** for a younger group of participants with disability, which is similar to the Meeting Place.

The **Recreation Support Program** or Recreation Access Program (**RAP**) is a 'flow-through' service for up to 120 members per year, 18 years and over and mainly in the northern suburbs of Perth. Supported by Recreation Development Officers (RDOs). Individuals access the program from a few months to over a full year, seeking to identify, trial, select and plan activities of their interest.

Youth Connect (YC) Pilot Program is an individualised program for young people, aged 12 – 17, similar to RAP, which assists members to identify their interests and supports them to link into chosen programs, activities or clubs in their community. The YC program is funded for the period 1/7/11 to 30/6/13 and has proven successful with a resulting waiting list, due to the high demand for this service.

The **School Holiday Support Program** in the Pilbara began in 2011 and the **Inclusive Recreation & Holiday Program** is an extension of the concept, designed to provide similar services to four additional regional areas in 2012/13. Designed to build inclusive, sustainable and beneficial school holiday programs, working alongside regional sports centres.

Inclusion WA has no day centre or central place of congregation for group or individual activities. However, several group event activities such as The Meeting Place lend themselves to the use of community halls and centres. All individual support work with members is based in the community.

Across the organisation, the focus of Inclusion WA is to work directly with stakeholders to improve and enhance their welcoming of all people including those with disability.

A monthly newsletter, 'In Form'D', is a source of extensive information to members about upcoming events and stories about interesting subjects and events.

Resources (eg building/s, staffing, IT systems, vehicle/s, budget)

Inclusion WA has offices in Osborne Park and Maddington, with 15 vehicles available to support members where alternative or public transport services are not available or appropriate.

Direct support service staff include nine Community Inclusion Officers, five Recreation Development Officers and three Sports Development Officers to 17.5 full time equivalents (FTE).

Seven indirect full time staff include the Individual Inclusion Manager, Community Inclusion Program Coordinator, Sports Development Manager, Human Resource and Administration Manager, Finance Manager, Promotions and Marketing Officer and the Chief Executive Officer.

In 2012/13, Commission funding of \$1,744,611 is being supplemented by participating members funding their entry fees and expenses on community outings/activities and ATE/PSO members contributing a mobility allowance of \$5 per outing. Some privately funded members pay \$45.00 per hour service fee.

Brief description of people using services

In many cases, 'flow through' services are provided to individuals to access external programs, clubs and events and Inclusion WA does not always capture details of all individuals, many of whom are one-off callers.

Management advised that Inclusion WA provides information services in response to an average of 250 queries per year and in general, they work with people aged between 12 to 70 years of age. The Recreation Support Program supports up to 120 people annually. ATE/PSO supports 20 people and the South East Corridor Programs support over 100 annually. The School Holiday Support program and Inclusive Recreation & Holiday Program support between 25 and 37 participants per session; however, there is not a fixed number of participants for these programs. Details of participants attending the Kenwick Social dances are not captured.

Services are offered to people with any type of disability including predominantly intellectual disability, Acquired Brain Injury or Autism Spectrum Disorder. Some recreation programs cater to participants with lower support requirements although ATE/PSO and SE Corridor programs may also support individuals with higher and more complex support needs, including challenging behaviours.

Communication and physical support needs are provided for by staff or where necessary by external group home or private support officers or volunteers.

Consultations

During the evaluation assignment, the Independent Evaluators consulted with 32 individuals with a disability and observed 48 individuals during activities; interviewed 11 family, carer or guardians, four volunteers and four group home staff, 10 direct care staff and seven coordinators, managers, administrators and the CEO. Other stakeholders consulted included a Local Area Coordinator, staff at the Autism Association, Teeball Association, WASPS Hockey Club (Hockey 4 All). Further input from families was gained via email.

Additional information and evidence of service delivery and outcome achievements were noted from videos, volunteers, Case Notes and through various site visits/observations by the evaluators. These included individual and group activities such as the Spirit of The Streets Choir, swimming and group fitness sessions at Challenge Stadium, Noranda and Kelmscott Churches of Christ, Subi Club, the Meeting Place and Kenwick Social.

A consumer committee was established in 2010, following a Required Action identified in a previous Standards Monitoring Report, to foster opportunities for members to contribute to the planning, management and evaluation of the service. Management reported that participation by members in the committee is sporadic due to the service's effective 'flow through' model which sees participants moving out of the service as they become involved independently in their chosen activities. The service continues to examine alternative models and options for gaining effective participation of members at this level, including member surveys.

Eight individuals, including one individual and seven staff attended the preliminary meeting and five staff attended the post-evaluation meeting.

4. Executive summary

A. Good practices

This section reports the Independent Evaluators' findings of the service point's strengths in relation to addressing Outcomes through good practice.

The Independent Evaluators were particularly impressed by:

- The detailed Recreation Advice Service and the related computerised information and referral services provided to individuals, which includes information on 'mainstream' as well as disability-specific activities.
- The Rec Officer Manual, developed to guide the work of RDOs, which places a strong focus on staff getting to know members and supporting them to trial a number of options as the basis for identifying their genuine interests and progressing sustainable outcomes.
- The time spent building relationships with each individual and family, and in the 'trial and experimentation' that each person experiences in order to choose the activity they are most enjoying.
- Inclusion WA staff attending and participating in group home Person Centred Planning meetings for a individual.
- The person centred planning tools, where they are being used.
- The personalised and individualised nature of service provision; the careful matching of staff and individuals is excellent.
- The extensive positive family comments, such as, "They got back to us very quickly... good customer service", "it is an excellent service", and more.
- The ATE program's flexibility and responsiveness to individual's needs.
- How staff strive to promote a positive image and valued status for individuals in negotiations with group home staff and community services and groups; and the 'behind the scenes' work by staff on building inclusive environments and more welcoming and inclusive communities. This includes presentations to the National Volunteers Week Youth Forum, Volunteering WA, The Big Help Mob and other disability service providers, youth groups and schools.
- The multiple 'Count Me In' awards won by Youth Connect and RAP in 2012.
- The organisation's commitment in developing a model to progress a 'fading out' of the support as members establish natural supports, connections, friendship and integration into their chosen activity. See also comment under 'Matters for further exploration'.
- The exceptional dedication and passion the staff have for their jobs, the quality of relationships developed with individuals, and the manner in which staff speak of, and to, their members with respect and genuine warmth. The way staff write to members and families is valuing, powerful and uplifting.
- The fact that staff enjoy and value their jobs, and do not think of it as 'work'. Staff comments included, "I super love it!", "It's not a job...I feel privileged to be part of this" and "the best thing about Inclusion WA is the passion of everyone who works here". Staff reported feeling supported by the managers and coordinators, which inspires them with support, passion, enthusiasm and demonstrates strong and 'real' relationships.
- The Inclusion WA website links to the QMF Outcomes and Disability Services Standards, and staff were well versed in the Recreation Outcomes.
- The strength exhibited in referral of individuals to predominantly mainstream services as well as to services designed for people with disabilities.

- Comments from external stakeholder groups relative to the well organised Inclusive School Holiday Program.
- Upon receipt of the Draft Report of this evaluation, the organisation immediately embraced the opportunities expressed in the report with willingness and enthusiasm for continuous improvement.

B. Required actions

Disability sector organisations are required to meet all contractual obligations of their Service Agreement with the Commission. Required Actions (RAs) focus on the minimum satisfactory level of service and must be implemented by the specified date.

The rating scale used to assess the Disability Services Standards is met / not met.

Based on observations and corroborative evidence examined as part of this assessment, it is assessed that the service point meets Disability Services Standards 1, 3, 4, 5, 6, 7, 8 and 9.

The Independent Evaluators identified the following Required Action:

Required Action 1

Standard 2: Meeting Individual Needs – Individual Planning and Recording of Goals

- The service is to ensure all members receiving Commission-funded Inclusion WA services have appropriate individual plans, which identify the member's goals, linked to the relevant QMF Outcomes within a reasonable timeframe.

Evidence that this Required Action has been implemented is to be provided to the Disability Services Commission's Quality Unit by 31 December 2013.

C. Key priorities for service improvement

Key Priorities for Service Improvement (KPSIs) identify actions to enhance practices in addressing Outcomes for people with disability and meeting Disability Services Standards.

They need to be carefully considered by service management as part of contractual obligations and normal organisational planning processes, and then implemented. They are required to be reported upon in the next Self Assessment as evidence of continuous service improvement.

The Independent Evaluators identified the following Key Priorities for Service Improvement:

Key Priority for Service Improvement 1

Program and Outcome - *All Outcomes*

- The service to implement and maintain the newly developed 'follow up' procedures to see if former members are still engaged in their chosen activity after support workers have been 'faded out'.

Key Priority for Service Improvement 2

Program and Outcome - *All Outcomes*

- Staff training to effectively utilise the functions and benefits of the upgraded Hillcrest database system is needed as early as possible with more rigorous attention to timely completion of planning and goal setting documentation.

Key Priority for Service Improvement 3

Program and Outcome - *All Outcomes and Social participation*

- To consider family requests for increased activities in the northern suburbs to help match people with similar interests so they have a buddy (“who is like me and has similar issues”), as a ‘stepping stone’ to mainstream participation together.

Key Priority for Service Improvement 4

Program and Outcome - *Social participation*

- To consider strategies for building on staff skills and focus that supports members to make and maintain social connections, in addition to just participating in an activity or event and to better inform families of the various staff roles within the various models of service delivery.

D. Matters for further exploration

This section reports the Independent Evaluators’ summary of other matters arising from the evaluation of the service point.

- The organisation’s commitment to a progressive ‘fading out’ of supports is commendable. Several families and members however reported that self-directed continuation in chosen activities is often ‘short lived’ and ‘broke down’ after support was progressively withdrawn. During this evaluation, procedures have been developed to establish two to three month follow up procedures for support staff and coordinators that were previously discretionary. The service will need to implement and maintain these new ‘follow up’ procedures, which will benefit members, as well as to inform staff if the progressive ‘fading out’ of support has been successful (see KPSI #1).
- It is acknowledged that the upgrading of Inclusion WA’s computerised records is in early stages of development with system and information transfer issues to be addressed. The range, depth and cross-referencing of information and linkages within the upgraded Hillcrest data base system is impressive. However, it is evident that staff training to effectively utilise the functions and benefits of the Hillcrest system will be needed as early as possible (see KPSI #2). The slow operation of computers and record access at the Maddington office is under investigation and continues to present a barrier to effective use of the upgraded database. Case notes are detailed but sometimes information is not passed on to new support staff, and interests of members have not been followed up.
- The main ‘scope’ of Inclusion WA is stated to be to work solely one-on-one and integrate the individual into mainstream/community-based activities or events. Several families reported this creates too much ‘pressure’ for their son/daughter. They felt that being able to find a friend ‘in the same boat’ first would be of great value for these members and assist them to be more successful in achieving increased sustainable connections. Other families suggested a ‘social club’ to match people with similar interests/issues would be

useful for achieving such results, as a 'stepping stone to mainstream' to 'bridge the gap' and make people feel safer (see KPSI # 3).

- Families and staff expressed interest in seeing staff skills improved with greater understanding of how to help facilitate social connections with the individual (see KPSI #4). Some families reported that staff were observed spending what appeared as 'unproductive time' while members tried to participate in activities but struggled with interacting and establishing social connections. Management reported that staff are trained to provide mentoring and guidance to members before and after activities rather than interrupting activities unless absolutely necessary. Staff often use the time and available technologies while members are participating in activities to research and plan.
- Some participants attending Kenwick Social dances noted their disappointment at having to leave after supper and not being able to stay to the end of the dance because the group home staff providing transport have a schedule to keep. While outside the control of Inclusion WA and staff, evaluators observed this; and staff and volunteers also noted their concern and disappointment for those participants who clearly would prefer to stay longer. Finding creative and flexible ways to allow this to occur would be beneficial.
- Commission funded programs and Individualised Funding Agreements for service delivery by Inclusion WA span three sets of QMF Outcomes, including ATE/PSO, Recreation and FSS. The service primarily operates as a recreation service provider. While management is mindful of all relevant program outcomes, many direct support staff are not. Staff operating to Recreation Outcomes may not meet Commission requirements in all service programs (see RA #1).
- One family was uncertain about services provided by Inclusion WA, saying, "I'm unsure really of what their role is, what I can/cannot expect".
- Group home staff where residents participate in Inclusion WA programs/activities indicated it would be useful to get receipts for money spent, as a matter of routine.
- Several people interviewed about the Subi Club said they had made friends there but did not see them at other times. Consideration to fostering the extension of contacts and friendship development for participants in the Subi Club, similar to that which occurs at The Meeting Place, may be beneficial.
- Concerns were voiced that involvement in the Inclusive Holiday program over the past year has been hampered due to parents not having enough advance notice of events.
- Some families and members noted that preferences for certain activities have been agreed, but when support workers changed, the idea lapsed in spite of the fact that the member continues to be interested in those identified activities.

Subi Club

- Parents and staff commented that sometimes activities are not timed well. By the time they catch the train/bus and arrive, it is time to go home again. It was suggested that on occasion it might be better to hire a bus and that, as a parent, she would be happy to pay a little occasionally.

5. Meeting outcomes

This section reports the Independent Evaluators' findings of the service point's achievements in relation to addressing the Outcomes.

All Outcomes for ATE, Recreation and Family Support Services:

Evidence noted (eg observations, feedback and documentation):

- Members and families noted that programs and activities are flexible and responsive to individual needs with times and activities able to be changed or extended for special events, including afterhours activities.
- The service has made significant improvements/changes, since the 2010 Standards Monitoring Report, in its focus on community inclusion activities and support. This was especially noted in the Southern Corridor Programs, The Meeting Place, and the Community Inclusion Program (CIP). Management noted consideration is underway relative to the future direction of Inclusion WA to ensure congruence between all programs, and the ethos of the service and its commitment to inclusiveness.
- Staff were commended for their initiative and actions where they see a need/benefit for an individual or family in arranging Big Brothers, Big Sisters, Intework, People 1st and Youth Focus for participants.
- Positive comments made by members, families, group home staff and volunteers include:
 - "Staff are....passionate....enthusiastic....do their best....try hard...are open....approachable....they really do care".
 - "It is a fantastic concept".
 - The initial assessment of interests and needs is comprehensive.
 - The plan and goals are based on his/her interests.
 - "The best thing about Inclusion WA is the people".
- Inclusion WA is committed to facilitating sufficient time to get to know the member, and adequate activity trials have been experienced by members to ensure the identification of genuine interests and goals for sustainable interest and participation. In some cases, this may result in delayed documentation of individual forward plans and goal identification.
- Where plans were supplied and reviewed, excellent detail and clearly identified goals have been documented, with effective person centred planning tools being used, and goals being linked to Recreation QMF Outcomes.
- In some cases however, formal computer or file recorded individual plans with goals linked to QMF Outcomes were not available in the Maddington CIP, and elsewhere for some long-standing members of Inclusion WA (in excess of two years). In some cases, this may have been a function of 'teething problems' in the importing of information from the old to the new Hillcrest database. In other cases, no individual plans for long-standing members were available and timely attention to ensuring planning is established and documented is needed (see RA #1).
- Staff are tasked with ensuring that all Inclusion WA activities and events include and foster related skill development (eg social skills, money handling, decision making etc.). This was evident during evaluator observations at all programs and events.
- Improvements suggested by families and members include:
 - Some staff need a more in-depth understanding of what constitutes individual needs.

- Group Home staff should rearrange their plans to allow participants to stay until the end of the dances at Kenwick Social.
- Staff need more understanding of how to facilitate the social connections for the individual and development of skills in this area (see KPSI #4).
- Families in the northern suburbs would like to have some form of 'matching' activity or social club as a 'stepping stone to mainstream' participation.
- A variety of evidence and examples of progress and achievement of Outcomes was observed during evaluator visits, supplied in family member/volunteer comments, video materials, newspaper articles, 'Count Me In' awards, case notes, individual plans, photos, the Annual YC, and other reports.
- Case notes are very detailed and reflect careful consideration and actions based on individual needs/interests of individuals.
- Families commended the staff that "go above and beyond their role, really taking on Board Members' interests".

Summary of evidence:

- While some documentation is lacking, the commitment, focus and attention to getting to know the members, assisting them to trial various activities, and to identify their genuine interests while developing skills is excellent, and Outcomes are being progressed and achieved.

Note: The following comments relate to the evaluation of Outcomes across various programs including ATE, FSS and REC. Similar Outcomes from different programs have been combined, and annotated accordingly, to avoid excessive duplication and repetition.

Meeting outcomes - Alternatives to Employment (ATE), Family Support Services (FSS) and Recreation (REC)

Social Participation (ATE), Positive Relations (FSS) and Social Connectedness (REC)

Outcome: The individual participates and engages in activities in natural settings that are enjoyable and reflect their needs, interests and culture

Evidence noted (eg observations, feedback and documentation):

- Documentation observed, clearly details and demonstrates the service's commitment to building and fostering bonds with families and individuals.
- The Meeting Place is supported as a self-managed program. It fosters excellent contacts and friendships beyond the program as well as valued roles and skills. While not an integrated activity, participants and staff reported that significant friendships and social connections amongst the participants have been forged through the program. Many participants meet outside the planned events and these friendships are highly valued.
- It was reported by families that where independence and positive relations are developing, improved behaviours and family resilience are improved.
- The Southern Corridor CIP was observed and reported to have achieved a number of social inclusion outcomes and personal connections and relationships for members, such as progression through soccer training to participation in a community soccer team.

Subi Club (FSS)

- “The best thing about the Subi Club is going out and having fun”.
- “I like going out with my friends. Sometimes they stir me up, but that’s OK. We have fun”.
- “My daughter enjoys the outings. I am glad she has something to do on a Sunday; otherwise, it is a ‘dead’ day”.
- One parent noted, “She hasn’t really made any friends at the Subi Club. She tends to stick with the staff and chat with them”. One member said, “I haven’t really made any friends there, but everyone is OK”. Two parents of participants did not feel the program had any impact related to ‘positive relationships’. (These parents meant for themselves, not the participants at Subi club).
- The Subi Club offers respite opportunities for family members as well as participants. One parent commented, “The Subi Club helps me get out more”.
- Two people commented that the Subi Club is much better now that they always go out to activities in the community. In the past they had often focussed on centre-based activities, which parents felt were “boring” and “a waste of time”.

Inclusive School Holiday Program (FSS)

- During school holiday periods, Inclusion WA works alongside local sporting clubs and other organisations in rural communities such as Karratha, Carnarvon, and Northam offering a totally inclusive holiday program.
- Demand and benefits of the program are high. As an example, in Karratha 155 participants attended over five sessions of organised sport, including Lawn Bowls, Basketball, Aussie Rules Football and Swimming.
- One parent quoted in the Inclusion WA newsletter, “I can’t tell enough friends about how much this program has helped my son’s social life. The social connection he is making with the other participants, as well as with the local Hockey club staff is absolutely invaluable to his personal growth”.

Recreation Advice Program (REC)

- The majority of people interviewed reported the information provided by the service was relevant and useful to them. A few members and families said the information/suggestions supplied were not relevant or “weren’t quite right for their son/daughter’s needs”.
- One Local Area Coordinator (LAC) commented that, “The information we receive is always relevant and informative and we also receive the information on school holiday programs which we pass on to families”.
- Another service provider commented, “We have had a long collaboration over the years. We refer people to Inclusion WA for information and more intensive involvement”.

ATE

- Interviews with members and families as well as case notes demonstrate the flexibility of the ATE services in responding to individual needs. Examples include supported hours being extended, days changed or an after-hours service being provided, to enable individuals to attend activities important to them such as church, Christmas parties, ladies nights and other events.
- Individuals have been included in other social activities with the Choir group, including Melbourne Cup Day and Fancy Dress day. It was suggested that further enhancement of these activities might be achieved with the men becoming involved in the choir

performances, and participants could then take the opportunity to invite their family and friends.

- Members involved in ATE activities were observed interacting and chatting with staff at the gym and swimming pool, the swimming coaches, other swimmers they have come to know there, as well as at other activities such as the community garden, sport clubs, shops and other activities. The Recreation Development Officers (RDOs) also assist the individual to mix socially at the club barbecue at the end of the month.

Summary of evidence:

- Outcomes are being achieved, although some documentation is deficient.

Personal Independence (ATE)

Outcome: The individual makes decisions and undertakes the activities of everyday life using natural supports

Evidence noted (eg observations, feedback and documentation):

- Observations, family member/volunteer comments, video materials, newspaper articles, 'Count Me In' awards, case notes, individual plans and photos reflected significant changes and developments in personal independence of their family members, including:
 - "S/he has now gone on to other activities as a result of experimenting with Inclusion WA".
 - "S/he is now more willing and confident to join in things where before s/he was too shy".
 - "Inclusion WA has opened his mind to being in the community".
 - "S/he is now joining in an activity after school with people his/her own age".
 - "S/he is much more confident now....s/he has come out of her/his shell".
 - "S/he has lost weight, is fitter and happier".
 - "S/he really looks forward to it....anticipates it each week, and is in the car ready to go....s/he goes off with the group quite readily".
 - "Reduced anxiety"... "Increased exercise"... "Increased fun and happiness".
- ATE members were encouraged by RSOs to be as independent as possible, including choosing their own craft materials, getting their own morning tea, and were encouraged to communicate with others themselves rather than relying on the RSO.
- One support worker commented, "We believe strongly in 'dignity of risk' including the member making their own decisions". "We still do risk assessments and have safety always in mind, but we use common sense too". "I always ask myself, is this going to inhibit the person or promote them".
- One member was observed to ask the RDO to be 'left alone' as she walked around the shopping centre. The RDO then kept her distance until the individual asked for assistance.
- One clear example of staff efforts to foster individual integration into the broader community was observed where a member was given their spending money in an envelope rather than in a wallet or purse by staff at the group home. The RDO insisted the individual be given their own wallet or purse, as an envelope was deemed not appropriate to the member's valued status and dignity as part of the broader community.

- Staff provided examples of several individuals who had been reluctant to go out independently in their local communities. With little confidence in their own judgement and abilities, these members relied on support staff to make suggestions regarding activities or projects. After working with the individual for several years, they are now involved in activities within their local communities. One RDO stated, “I feel privileged that I have been given the opportunity to be part of this”. This statement also reflects genuine pride and depth of relationship.
- ATE members attend a broad range of activities, including the local community gardens, craft groups, gyms, swimming, beaches, men’s shed, local library and computer classes.
- Two individuals attending a craft group weekly obviously enjoy going. One individual is quite independent and the RDO is ‘in the background’, while the other requires more support. Both individuals are regarded with genuine warmth and affection by other members of the group, with comments such as “the ladies add so much life to the group”, “We love having them here and miss them when they are not here”.
- Achievements in personal independence are exemplified by one individual who has been attending his local Men’s Shed and community garden as part of his ATE program for several years. The RDO stated that she is now ‘fading out’ the support as he has become more confident and has established some strong relationships. “He is celebrated here for who he is”, said the RDO. The member was able to attend the Shed Christmas party without support.

Summary of evidence:

- Inclusion WA and its staff demonstrate a clear commitment to an appropriate withdrawal of supports as members acquire the skills and confidence to pursue their interests independently.
- Significant positive Outcomes in this regard are being achieved.

Life Long Learning (ATE)

Outcome: The individual acquires and develops skills, competencies and knowledge to support their independence, personal interests and inclusion in their community

Evidence noted (eg observations, feedback and documentation):

- See also notes on Independence, Social Connectedness and Positive Relationships.
- Enthusiasm to attend ATE activities has assisted and enabled participants to overcome various fears and resistance, resulting in increased and improved daily living skills. Examples include using public transport, paying their entry fees to their chosen activities, getting out and staying out in the wider community, and building confidence to go to an activity independently. Many participants are joining in with a mainstream community club or group such as the local Youth Club, swimming club, TeenFit classes, a knitting club, model making, volunteering, electronics workshop, the Men’s Shed.
- Examples of lifelong learning development included:
 - Extending craft activities beyond workshops and classes to continue engagement in similar activities independently, and to access shops and develop new skills in similar and more challenging activities.

- Participants wanting to extend their own skills beyond their current abilities and experiences such as taking on valued roles within the organisation and running of the Meeting Place.
- Learning to use a computer, and in one case progressing to assist the local Men's Shed with their website and blog.
- Learning to use a mobile phone.
- Attending courses at the local library.
- Volunteering at community events and activities.
- Progressing to assist in teaching others the skills they have learned.
- It was noted on one occasion that a participant had expressed interests in pursuing a specific activity, but the RDO changed before an opportunity could be arranged, and it was never followed up. The timely documentation of plans and goals and the transfer of information to new staff is clearly needed (see RA #1).

Summary of evidence:

- Achievements relative to this Outcome are well demonstrated; however, accompanying documentation and record keeping is needed.

Enhanced Natural Support Networks (ATE) and Support Networks (FSS)

Outcome: The individual establishes and enhances networks and relationships beyond their family and those developed with paid support workers

Evidence noted (eg observations, feedback and documentation):
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- See also Positive relationships, above.

Subi Club (FSS)

- While several parents reported they did not feel the Subi Club had any impact on their support networks (or their son/daughter's support networks), others felt it had a positive impact.

School Holiday Programs (FSS)

- Families and staff noted that there have been some parental networks developing as a result of family members participating in the programs.
- Parents usually stayed for some of the sessions and were observed taking time and advantage of the opportunity to talk and get to know each other.
- Occasional barbeques are held where families and participants gather together and mingle.

Summary of evidence:

- Evidence of positive Outcomes in the development of enhanced natural support were observed and reported.

Lifestyle of Choice (FSS) and Wellbeing (REC and FSS)

Lifestyle Outcome: Individuals, families and carers have choice and control over the lifestyle they want to live

Wellbeing Outcome: Individuals, families and carers maintain or improve their sense of wellbeing

Evidence noted (eg observations, feedback and documentation):

- A genuine sense of belonging was reported by members and families where Inclusion WA has successfully fostered and supported individuals to achieve their goals, make informed decisions about their lives and choices of activities and interests.

Subi club

- Individuals who attend the Subi Club often attend regular planning days where the group decides and plans together the activities they would like to do in the coming weeks. This provides valued roles and fosters a sense of wellbeing for many participants.
- When on outings with the Subi Club, participants are encouraged to make choices relating to the various activities such as where to go for lunch, and ordering and paying for their own lunches and snacks.
- Support staff at Subi Club outings were observed to have a good rapport with all those attending. Staff knew them well, making sure everyone was included and encouraged to participate in the activity, decisions, and making their own choices.
- Individual preferences are accommodated within the group activities such as recognising and respecting one participant's preference to avoid walking on the sand and choosing to sit on the lawn while others in the group went down to the sand.

School Holiday Programs

- Comments from people involved in running the programs included, "These programs cater for all abilities, so everyone has the opportunity to join in"; and "We have noticed that children participating in the ISHP have increased confidence and improved eye hand coordination".
- Wellbeing is clearly fostered, as indicated by families comments such as, "The best thing about the program is the positive atmosphere of the day", "The kids really seem to enjoy it and are very engaged", and "Behavioural issues are often reduced as participants experiencing the positive and enjoyable improvements in their lifestyle know that continuing attendance in the program is conditional on appropriate behaviour".

ATE & REC Programs

- Participants at integrated community activities and events, such as the Spirit of the Streets choir and other activities, were observed to be genuinely enjoying the activities; and for some, the calming influences have resulted in a reduction of agitation and socially inappropriate behaviours. As an example, for one individual, the singing is uplifting, has increased memory skills, co-ordination, speech clarity, social interaction, shyness, and isolation behaviours have decreased. This fosters the 'fading out' of support.

Summary of evidence:

- Wellbeing and Lifestyles of Choice go 'hand-in-hand' within these services and Outcomes are clearly being progressed and achieved.

Outcome: Welcoming Communities (Recreation)

Outcome: Communities are supportive and inclusive of all people.

Evidence noted (eg observations, feedback and documentation):

- See also Social Participation (ATE), Positive Relations (FSS) and Social Connectedness (REC), above.
- Staff are aware and clearly demonstrated an understanding of their role, and the need to progressively and slowly build on community education so that members can be better accepted by others in the community.
- Inclusion WA's work toward developing welcoming communities and establishing effective support networks include the 'Inclusive Rec & Holiday Program' and the 'School Holiday Support Program' being conducted in regional/remote areas and the 'Hockey 4 All' program.
- Other non-Commission funded activities and programs such as the Integrated Football League, Little Athletics 4 All, Sportslink and Touch Football, also attract Inclusion WA influence in fostering welcoming communities.
- The detailed Recreation Advice Service provided to individuals includes information on 'mainstream' as well as disability-specific activities. It also includes suggestions on ways members can become involved through a progression from participating in training/coaching or involvement in other aspects of the activity (eg if the individual cannot currently 'compete' in a sport, they could be time keeper, serve as a volunteer while/until able).
- Staff are dedicated to finding and developing activities, locations and environments based on individuals' interests. In some cases, the community options have proven to be very welcoming, and others not so. In the latter situations, it may simply be a matter of persistence or may result in pursuit of alternative activities.
- Staff reported their efforts in striving to promote positive images and the valued status for individuals in negotiations with group home staff and community services/groups, and to ensure the individual is appropriately dressed, has their own wallet (not shared or a broken one), and by role modelling appropriate communication with and about the individual.
- The following improvements were suggested:
 - Improvements to the follow up procedures should be considered after three or six months to see if Outcomes have been sustained once support has been faded out.
 - Although staff reported that individuals could always re-apply if they want to try something else, and most families and former members are aware of this; families reported, it seldom happens (see KPSI #1).

Summary of evidence:

- The ethos, objectives and focus of the organisation are represented in the organisation's name... 'Inclusion WA' and outcomes are clearly being achieved in this regard.

6. Compliance check

Standard 8 - Service management - *Running the service well*

Supporting Standards 8.1 and 8.2 - The service provider conducts police clearances and provides a safe physical environment for its consumers - *Operating a safe service*

Observation	Yes	No	N/A	Info source
The service provider conducts National Police checks for Board members, staff, volunteers and contractors prior to commencement.	Yes			2
National Police checks are regularly updated for Board members, staff, volunteers and contractors.	Yes			2
The service knows what to do if an unsatisfactory National Police check is received from a Board member, staff, volunteer or contractor.	Yes			2
The service has an emergency evacuation plan.	Yes			2,5
The service regularly practises its emergency evacuation plan.	Yes			2,5
The service keeps records of evacuation trials.	Yes			2,5
The service has policies and procedures on the administration of medication.			N/A	2
The administration of medication occurs as detailed in the policies and procedures instructions.			N/A	2
The buildings are maintained in a condition that does not pose a risk to service users.	Yes			1,2,3,4

Information source legend: 1 direct observation; 2 discussion with management staff; 3 discussion with direct care staff; 4 discussion with consumer/s; 5 documentation; 6 self assessment; 7 Commission staff; 8 not determined.

- Safety, risk and accessibility checks of community venues and activities are conducted prior to or as part of conducting an activity with a member, as would be customary and prudent in a typical social setting and event.
- No records are kept in relation to these checks, which could be beneficial for future planning by other staff and members, as well as for potential liability issues.

Standard 9 - Protection of Human Rights and Freedom from Abuse and Neglect - *Being protected from harm*

Observation	Yes	No	N/A	Info source
Supporting Standard 9.6: The service provider has procedures in place to respond within seven days to allegations of abuse and neglect, including reporting mechanisms and strategies for protecting people with disabilities from abuse.	Yes			2,5

Information source legend: 1 direct observation; 2 discussion with management staff; 3 discussion with direct care staff; 4 discussion with consumer/s; 5 documentation; 6 self assessment; 7 Commission staff; 8 not determined.

- Staff manuals and training provide guidance relative to this Standard and staff demonstrated a clear understanding of their and role and procedures in this regard.

7. Appendix

A. How the quality of your service is measured

Quality Evaluation

- Independent Evaluators contracted to the Disability Services Commission collect evidence from multiple sources to verify the quality of services and supports provided.
- People with disability, their families and carers are invited to comment through the evaluation process on the services and supports they use and how well they are being enabled to live a good life.
- Management and staff and other interested stakeholders are invited to comment on the services and supports provided and outcomes being achieved.
- Evidence is collected by evaluators and assessed in relation to both Quality Management Framework Outcomes and compliance with the Disability Services Standards¹. The evaluation also provides opportunities for suggested improvements to be made.

Outcomes

- Outcomes refer to the impacts, benefits or changes that people with disability, their families and carers experience as a result of using a service or support.
- Outcomes also identify what people with disability, their families and carers can expect from a service or support.
- The outcomes and performance indicators have been developed for each service type: accommodation support, advocacy, alternatives to employment, disability professional services, family support, local area coordination and recreation. Examples include wellbeing; independence; relationships and social connection; lifestyle of choice; and community inclusion and participation.

Performance Indicators

- Performance indicators describe what is looked at to decide how well the service is doing in supporting people with disability, their families and carers to achieve good outcomes.
- Satisfaction is defined, in the context of Quality Evaluation, as a comparison between what a person feels/expects service standards “should be” and their experiences of the “actual service”.
- The best disability sector organisations are those that progressively improve services and supports to enable people with disability, their families and carers to achieve beneficial outcomes. The Quality Evaluation supports this to happen.

¹ Quality Management Framework Outcomes and Disability Services Standards are under review for updating and consolidation.

B. Disability Services Standards

Standard 1 Service Access - *Getting disability services*

Each consumer seeking a service has access to a service on the basis of relative need and available resources.

Standard 2 Individual Needs - *Getting the right help*

Each person with a disability receives a service which is designed to meet, in the least restrictive way, his or her individual needs and personal goals.

Standard 3 Decision Making and Choice - *Having choices and making decisions*

Each person with a disability has the opportunity to participate as fully as possible in making decisions about the events and activities of his or her daily life in relation to the services he or she receives.

Standard 4 Privacy, Dignity and Confidentiality - *Keeping things private*

Each consumer's right to privacy, dignity and confidentiality in all aspects of his or her life is recognised and respected.

Standard 5 Participation and Integration - *Being part of the community*

Each person with a disability is supported and encouraged to participate and be involved in the life of the community.

Standard 6 Valued Status - *Valuing each person*

Each person with a disability has the opportunity to develop and maintain skills and to participate in activities that enable him or her to achieve valued roles in the community.

Standard 7 Complaints and Disputes - *Sorting out problems*

Each consumer is free to raise and have resolved any complaints or disputes he or she may have regarding the service provider or the service.

Standard 8 Service Management - *Running the service well*

Each service provider adopts sound management practices which maximise outcomes for consumers.

Standard 9 Protection of Human Rights and Freedom from Abuse and Neglect - *Being protected from harm*

The service provider acts to prevent abuse and neglect, and to uphold the legal and human rights of consumers.

C. Disclaimer

The evaluation assessment is necessarily limited by the following:

The methodology used for the evaluation has been designed to allow a reasonable degree of assessment in all the circumstances, particularly cost effectiveness of the evaluation process.

The standards against which assessment is made involve subjective terms and this entails an exercise of subjective judgement.

The assessment involves a reliance on multiple sources of evidence, including observations, feedback and some written records. The accuracy of written records cannot always be completely verified.

Where outcomes for individuals are of a high standard, and observation and other evidence indicates no apparent gaps in meeting the Disability Services Standards, the Standards are deemed to have been met.

The assessment will often involve a determination as to which of two or more versions of the same facts put to the evaluation team is correct under circumstances where this issue cannot be determined with absolute certainty.

The assessment will involve the Evaluation Team raising issues with a sample of individuals with a disability, their family members and carers. On some occasions information gathered from a sample will not reflect the circumstances applying over the whole group.

For these reasons the Evaluation Team cannot and do not accept responsibility for the veracity of any information on which they have based their reports and for a subsequent incorrect assessment that may have occurred based upon that information.