

Question on Notice

No. 150

Asked on Thursday, 22 April 2004

Mrs Attwood asked the Minister for Communities, Disability Services and Seniors (Mr Pitt)

QUESTION:

Will he detail the consultation process involved in the development of the new disability service standards?

ANSWER:

- The Quality Framework for People with a Disability launched in December 2000 was developed after an extensive consultation process throughout the state with key stakeholders including people with a disability, their families and friends, advocates, support workers, government and non-government service providers. That consultation included a reference group, workshops, focus groups and the distribution of a questionnaire to stakeholders.
- 424 people attended the focus groups whilst 265 people responded to the questionnaire. Participation and response was spread across Queensland.
- The resultant framework outlined a vision, values and principles for quality and a set of strategies to achieve the vision.
- That framework has guided the subsequent development of the disability sector quality system and the Queensland Disability Service Standards. Since that time there has been extensive development work and further consultation around the service standards, supporting indicators and evidence guides to be used in the quality system.
- From December 2001 to December 2002, 17 Quality System field trials were undertaken across Queensland with a range of government and non-government disability service providers. The purpose of these trials was to:
 - determine the appropriateness of the draft Queensland Disability Service Standards; and
 - test the effectiveness of the proposed quality system in measuring the quality of service against the draft Standards.
- Service users were involved in those trials and service user feedback indicated support for the standards and strong support for the values and principles that under-pinned the draft standards.
- Key changes to the Standards as result of the trials were:
 - Increased requirement for evidence of effective service user engagement in all aspects of decision making relating to the services they receive.
 - The need to acknowledge superior practice.
 - Reduction in technical terminology.
- The resultant Queensland Disability Service Standards were finalised in December 2003 and I officially launched the Standards in March 2004.
- The Funding Reform consultations and Disability Services Act Review consultations also provided additional service user feedback about the expectations of service users in relation to the quality system. That feedback resulted in a reiteration of the government's commitment in *Future Directions for Disability Services* to the implementation of a quality system from 2003/04 and an additional \$1M to ensure that implementation.
- This Government will continue to fund the implementation of the quality system and will commit further funding to this initiative in future years.