



Community Services & Health Industry Training Board
180a Palmerston St Carlton 3053

October 5, 2007

Dear colleague

Understanding the Quality Framework for Disability Services in Victoria (2007) Learning and Development Activities

The Department of Human Services (DHS) Disability Services Division recently sent you an information bulletin about the Quality Framework for Disability Services (2007) implementation. The bulletin highlighted:

- Changes to the Quality Framework and the requirements for disability service providers from July 2007
- Quality Framework Resource Guide and when organisations can expect to receive it
- Learning and Development opportunities to support organisations to continue to build better services and comply with the Standards for Disability Services in Victoria.

The Community Services & Health Industry Training Board (CS&H ITB) has been contracted by the Department of Human Services (DHS) to develop and deliver learning and development activities to;

- Assist your organisation to better understand the Quality Framework
- Build on your organisations skills and knowledge to implement quality management practice, and
- Prepare your organisation to begin to incorporate and commence self assessment against the Outcome Standards from 2008-2009.

The priority targets for attending the training program are the 'leaders' and 'quality drivers' in your organisation. These are the staff in your organisation responsible for strategic thinking, organisational development, and quality planning and workforce development.

This may include CEOs, senior staff, quality officers, senior program managers and may also be staff responsible for undertaking organisational and individual assessments, including the development and reporting requirements around quality management systems.

Disability Service Providers will be responsible for identifying who will attend the training program. This will enable you as the CEO to strategically determine who in your organisation will be able to maximise the learning and development opportunities including the use of the Quality Framework tools and resources to best position your organisation to implement the quality framework.

The strategy acknowledges that the number who attends training will vary from organisation to organisation and will depend on the size, scope, management and service delivery structures in each organisation.

In making this decision, consider who in your organisation will work with you to integrate an outcomes focused approach to plan, measure, monitor and improve the quality of service provision in your organisation. We estimate that this will be between 2 – 10 people.



Training Program

In recognising the diversity of Disability Service Providers the CS&H ITB have designed three models for you to select from. They are:

1. Central Model (Melbourne-based)
2. Regional Model (Located in regions)
3. Organisational Model (In-house program)

Model	Description	Location	Registration Process
Central 2 consecutive days plus web based resources	Suited to organisations that prefer to attend a central metropolitan location and would like to complete training this year	DHS 50 Lonsdale St Melbourne. VIC	To register for this program, complete a copy of the attached registration form for each participant indicating preferred program
Regional Choice of either a two consecutive day program or 4 single sessions over several weeks plus web based resources	Suited to organisations who prefer to attend training in their region and can choose either a 4 session program or 2 consecutive day program	See attached schedule that outlines either the 2 day program or the 4 session program in your region	To register for the Regional program, please complete a copy of the attached registration form for each participant indicating preferred program
Organisational Tailored in-house program plus web based resources	Suited to organisations that have more than 15 key personnel who have been identified for training or who have multiple service locations and would prefer an in house organisational program	To be advised by the organisation	To request a organisational model, please contact CS&H ITB (03) 9347 0377

Once you have registered in a training program you will be sent an email confirmation of your place. Copies of the registration forms are available from the CS&H ITB website, www.intraining.org.au, for downloading.

If you have any queries in relation to selecting the most appropriate program that best meets your organisational needs, please contact the CS&H ITB on Tel: 03 9347 0377.

Yours sincerely

Michael White
Executive Director