

Consumer National Disability Quality Assurance tool

1 CURRENT STATUS - IN TRANSITION

GOVERNMENT

POLICY

FUNDING

CONSUMER

RESEARCH
& SURVEY

ADVOCACY

SERVICE
PROVIDER

CURRENT STATUS -TRANSITION

GOVERNMENT - Relies on knowledge from surveys and research in order to develop cost effective strategies, direction and establish best action

POLICY - Also relies on research and demand and the balance of affordable benefit and protection

SERVICE PROVIDER - “PROVISION” - Relies on funding, demand, training, policy/practice, research and development, and professionalism

FUNDING - Is elusive and escapes at every junction and handover. It can be wasted by poor service provision/consumer outcomes

RESEARCH & SURVEYS - A necessity, although time consuming, expensive and not always used

ADVOCACY - A necessity to navigate a difficult system to support the consumer and equality although there is no inclusive register of issues and systemic issues

CONSUMER - Constantly trying to get the right service and support. Is information poor and choice poor. Always struggling to be heard. Change is slow and uncoordinated

1 CURRENT STATUS - IN TRANSITION

GOVERNMENT

POLICY

FUNDING

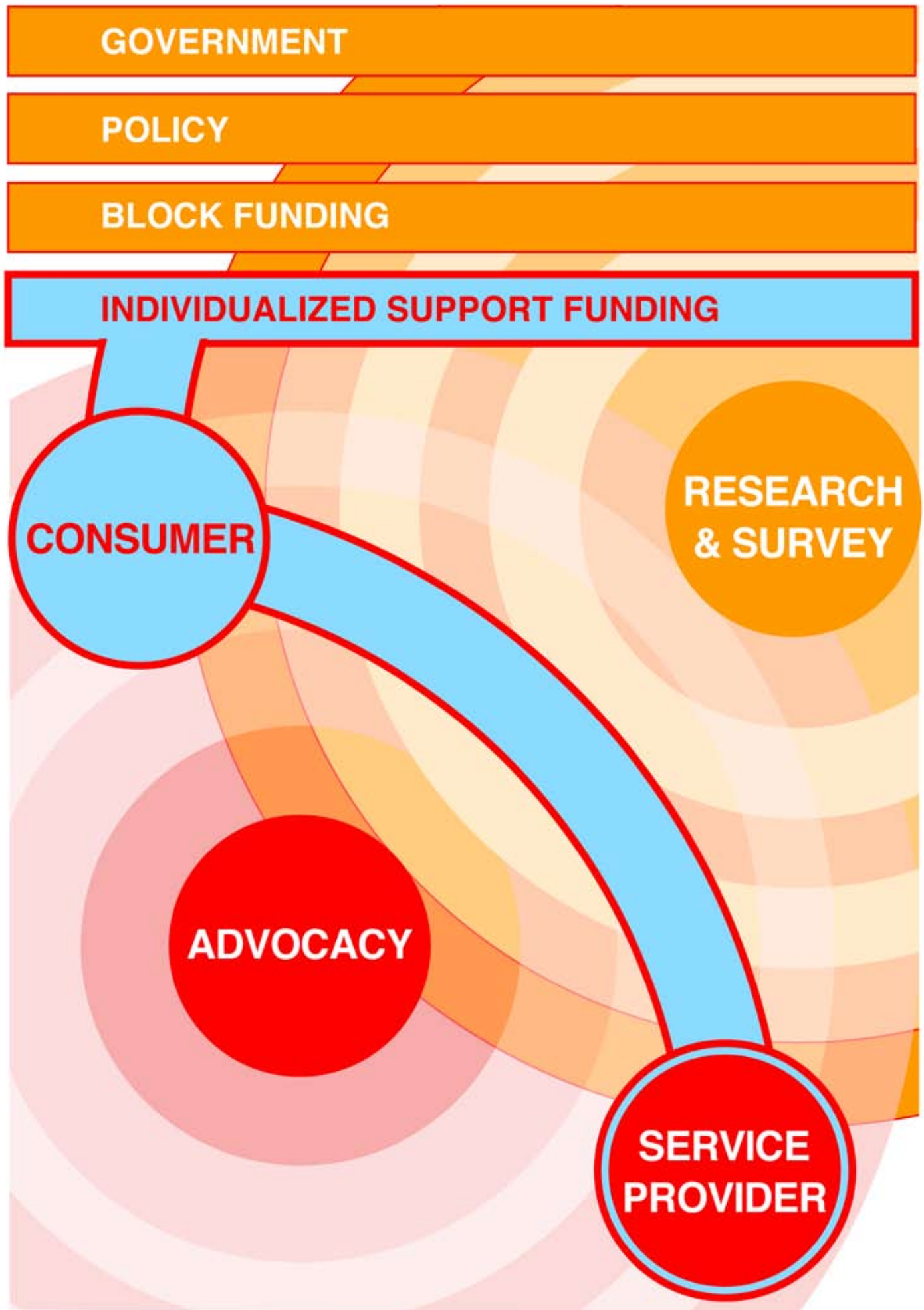
CONSUMER

RESEARCH
& SURVEY

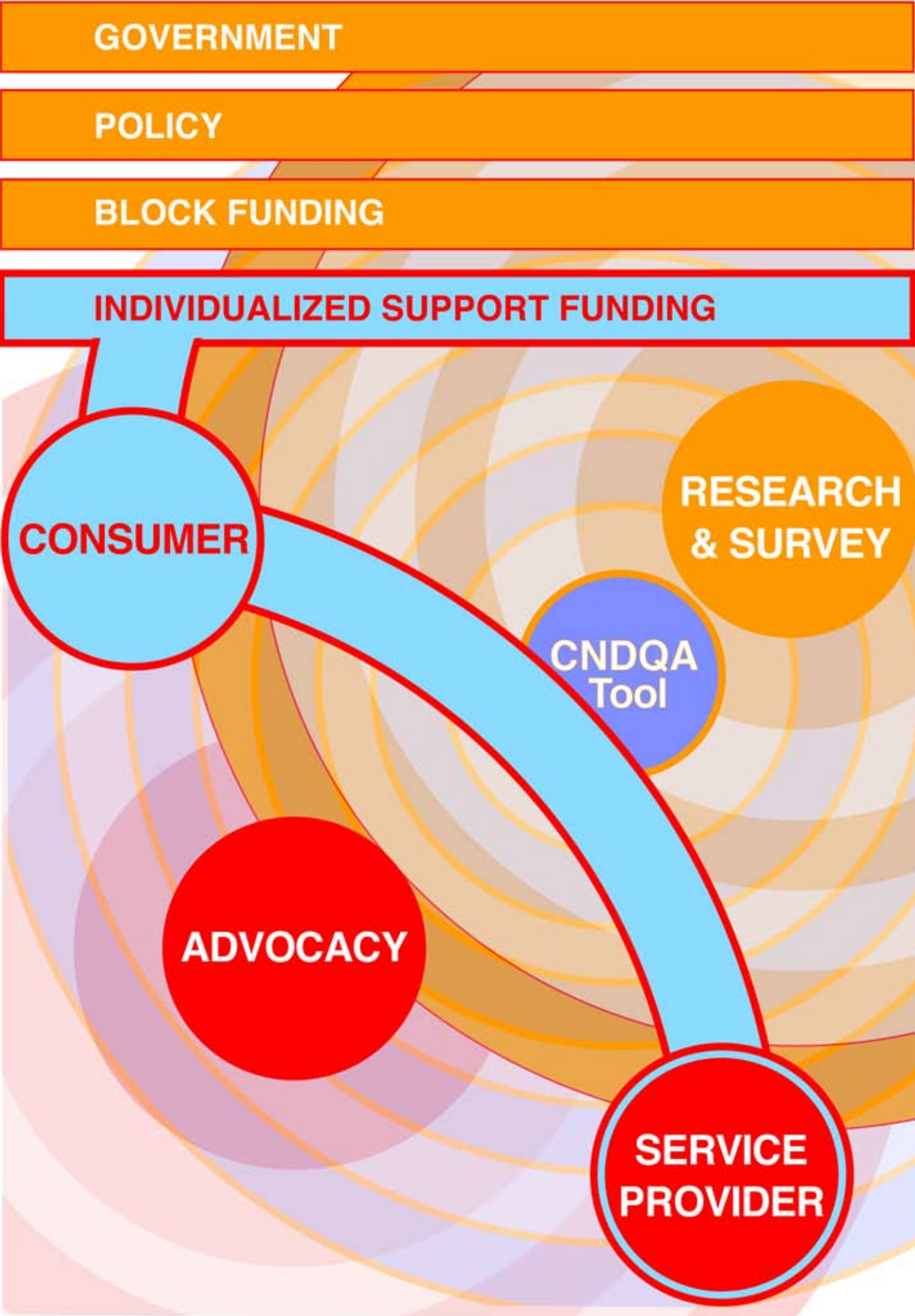
ADVOCACY

SERVICE
PROVIDER

2 NEW STATUS - IN TRANSITION



3 NEW STATUS - IN TRANSITION



NEW STATUS - IN TRANSITION

GOVERNMENT - Have the resources of an integral, continually evolving CONSUMER driven, information system which is evidence based where all areas can be assessed monitored and developed. A full faceted demographics

POLICY - CONSUMER driven where the client focus is a reality. Fee for service bridges jurisdictions. This underpins Human Rights and Inclusion and will consolidate understanding and cultural development.

SERVICE PROVISION - CONSUMER rated, accreditation and brokerage creates a business model which drives accountability, service quality, professional application of standards and best practice held accountable by the consumer. CNDQA tool logs deficient areas and gaps in services and provides the conduit from the Consumer to the specific areas of solution, i.e. specific service need, service development, training, assessed referral to specific advocacy and/or policy and procedure development

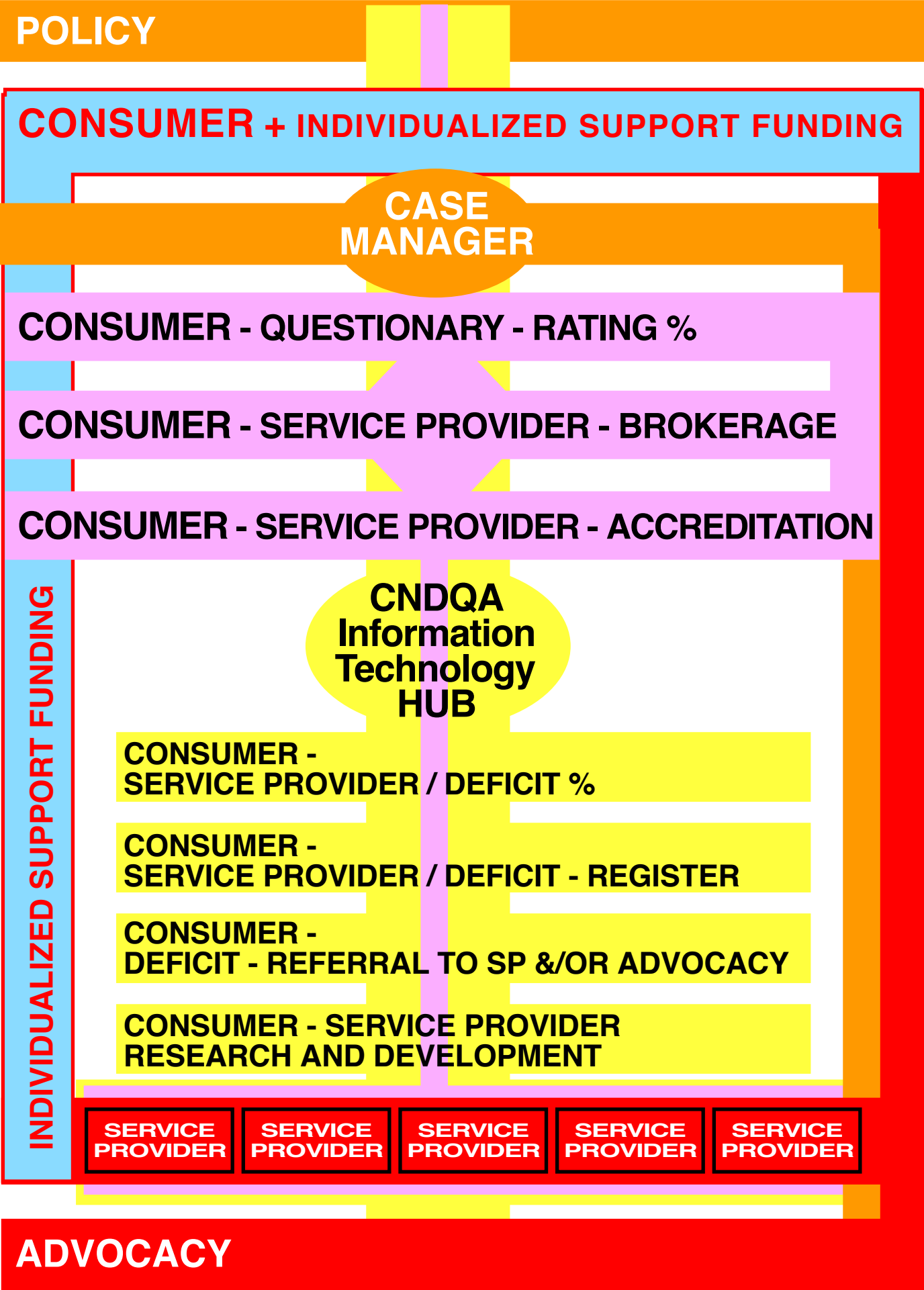
FUNDING - Services expenditure quantified via direct fee for service. Is held accountable to a high standard service, where previously poor service would waste money. Administration, training and policy development is streamlined

RESEARCH & SURVEYS - Importantly supplemented with the CNDQA tool, it gives analysis which will be critical to monitoring and maintaining healthy service provision and advocacy

ADVOCACY - Advocacy will be tailored in many cases to consultation and conflict resolution. Issues will be referred to the specific Advocacy Organization. All issues including systemic, will be recorded on a register

THE INFORMED CONSUMER - Will be controlling, driving and articulating the quality of service and THEIR support need. Given direct support into complaints; all complaints returning to the Client/Consumers' concerns. Specific advocacy referral. No struggling to be heard.

4 CNDQA tool



CNDQA tool

THE INFORMED CONSUMER - While there is no such thing as perfect information; Consumers for the first time will be given enough information to make informed choices. With the use of the CNDQA tool Consumers will have a streamlined system designed to work with them

CASE MANAGEMENT - A critical job fundamental responsible for good consumer relations and accurate drafting of the Consumer's ISP. It will be the Case Manager who records the consumers' **RATING** - response to Service Provision using a specific mix of questions relative to each Service Provider, Human Rights components and of cause the Individual

ACCREDITATION - Is the business rating component for the Service Provider, held accountable by Quality Assurance over Fee for Service. **BROKERAGE** - is the competition element where the Quality of and the Kind of Service inform the Consumer how to best choose their supports. The Service Provider needs to be continually implementing improvements and works closely with Advocacy and Case Management in order to remain cost effective.

CNDQA Information Technology HUB - coordinates all information to find the best Service Provision amongst all Service Providers relative to each Consumers needs. It correlates and registers Issues. It identifies gaps in Service Provision and Consumer need. It Refers specific Advocacy to Consumers and outcomes contribute to Consumer / Service Provider Research and Development and **Policy Development**

ADVOCACY - is referred Consumers with issues qualified and consultation between the Consumer, Service Provider, and or Case Manager will be the most common practice

5 NEW STATUS - IN TRANSITION

GOVERNMENT

POLICY

BLOCK FUNDING

CONSUMER + INDIVIDUALIZED SUPPORT FUNDING

CASE MANAGER

CNDQA
Tool

SERVICE PROVIDER

ADVOCACY

NEW STATUS

For the first time the Consumer receiving a Service has the same rights as any of us in the Community.

This QA tool gives the consumer the support and power to make the best choices possible by being an Informed Consumer.

It unifies and streamlines problem areas and areas of deficit not after a study, not after a crises - This system operates PRO - ACTIVELY!

All players are involved and supported.

With the introduction of the NDIS Service Provision will be changing enormously. The CNDQA tool provides the necessary conduit from the grass roots in a clear evidenced based fashion.

It gives the Service Provider prompt feed back and with support from Advocacy and responsible Governance within the CNDQA tool - an environment of “creative practice, problem identification and profession application” will create cultural change.

Policy will be developed based on direct Consumer/Service Provider experience and evidence.

Jurisdictions will be united as Fee for Service via the CNDQA tool Provides a collective identity of the people with disability living in the community. This will generate a greater understanding and pave the path towards genuine community inclusion. The application of Human Rights will become generic.