



**AUTUMN
2011**

HOMELESSNESS SECTOR ACCREDITATION & QUALITY IMPROVEMENT WORK AND UPDATE

This newsletter provides an update on themes arising from quality and accreditation work to date; the 'second cycle' HASS accreditation model and the DHS Integrated Standards Project; resources and training possibilities; and a brief outline of associated work undertaken by CHP.

Using what clients are telling us to inform our practice & procedures

At the March sector quality meeting Dr Andrea Sharam, a research fellow at Swinburne University spoke on a study whose topic is 'citizenship and family homelessness: the lived experience of homelessness.' This is a longitudinal study of homelessness from the client perspective. Data from 55 families involved in the study reported that loss of paperwork for public housing applications by services are one of the major concerns of these families.

If they have not already done so, I suggest that services include a check in their client file audits that applications for public housing have been completed where applicable. Although many clients are transient so it makes it hard to keep track of them, services should try to keep up to date records of client addresses. If you have any suggestions re using electronic means to contact people who are often in transit please let me know at karen@chp.org.au or on 9419 8699.

DHS Integrated Standards Project

2011 is an important year for quality standards work in the sector! July 1, 2010 marked the beginning of 2nd cycle accreditation.

The One DHS (service) Standards will replace HASS for organisations who will undertake a second review after the end June 2012. The One DHS Standards Project involves the streamlining of standards and accreditation reviews across the three DHS divisions: Housing, Children Youth and Families, and Disability Services.

DHS has indicated a final draft of the standards will be available after sign off by all Ministers concerned.

Australian Healthcare Association (AHA) consulted with the sector last year and DHS conducted extra consultations as a consequence of calls from the sector. As a result of those consultations two drafts and a fact sheet were produced and made available to the sector.

March 2011 Sector quality work and accreditation newsletter - two pages.
Karen Sherry - Sector Accreditation Project Officer, CHP 9419 8699, karen@chp.org.au

The second draft released in October and accompanying fact sheet can be found on the Funded Agency Channel:

<https://fac.dhs.vic.gov.au/home.aspx?TabID=27&NewSID=380>

For more information, please get in touch with Susan Whitelaw at susan.whitelaw@dhs.vic.gov.au or by calling 03 9096 2709.

It is envisaged that the DHS Integrated Standards working group will be reconvened after the release of the standards for consultation on an evidence guide and project implementation.

What if your 2nd review is in 2011?

If you have not done so already, please let me know if you would like CHP to facilitate a workshop on undertaking a 2nd review at karen@chp.org.au or 9419 8699.

If you need to discuss review timelines or how the new standards will impact on your next review, contact Mary Marshall or Sandy Milne at DHS 9096 8860 or 9096 1267.

Towards a National Quality Framework

For those who couldn't attend the second round of National Quality Framework consultations in Victoria, you should complete the online survey. It is important that you contribute to this process and have your say, particularly regarding future resourcing of quality work in the homelessness sector.

http://www.fahcsia.gov.au/sa/housing/progserv/homelessness/national_quality_framework/Pages/default.aspx

Call FACHSIA 1800 300 125 if you are having trouble accessing the website.

CHP will be preparing a response to the 2nd round of the NQF. If you would like to have input please email me at karen@chp.org.au

CHP Sector Quality Survey, 2008-10

If have already completed this survey, please ignore, otherwise I would welcome your response.

Results from this electronic survey will help us to evaluate the sector capacity building role at CHP and advocate for a continuation of the role in some form.

The period referred to in this survey is from the beginning of 2008 until the end of 2010, covering the first cycle of HASS accreditation.

Please press ctrl-click on the link below or cut and paste into your web browser.

<http://s-ac68f8-i.sqizmo.com/s3/i-000000-131986/>

Mid-cycle reviews and visits

Services should take advantage of the mid cycle review to check their progress against the quality workplan. Mid cycle reviews are part of the contract that a service has with QICSA. Some services have reported QICSA has been allowing services the option of submitting the quality workplan for checking by QICSA but not conducting a visit to the service.

It is always preferable to receive a visit from QICSA after you have submitted your quality work plan for the mid cycle review, to assist you with your preparation for the next review.

Threat to Victorian Human Rights Charter

Victoria's Human Rights Charter is under threat. The Public Interest Law Clearing House Homeless Persons' Legal Clinic (PILCH HPLC) is lobbying for the Charter to be strengthened or, at the very least, retained.

The HPLC is seeking stories from homelessness sector workers who have used the Charter to achieve better outcomes for clients, to support the argument that the Charter helps struggling Victorians and weakening it would have a real impact on clients' lives.

If you would like to get involved:

- Email Lucy.Adams@pilch.org.au at HPLC or call Lucy on (03) 8636 4409
- Download HPLC's template letter at <http://www.pilch.org.au/CharterReviewTemplate> and send it to the Attorney-General

CHP/DV Vic sector quality & accreditation meetings

These quarterly meetings give an opportunity for people leading quality and accreditation work to receive peer support, discussion and up to date information from DHS. Guest speakers also feature to discuss topical issues in sector quality work. Meetings are held at Richmond Town Hall, Meeting Room 1, Bridge Road,, Richmond from 10.30am -2pm. The next meeting will be Wednesday May 25.

Privacy Victoria—updates

Privacy Victoria launched on line training at \$5 a head this month. This course is designed to give participants a better understanding of privacy protection and the privacy legislation landscape in Victoria. To access this training, please go to:

<http://www.privacy.vic.gov.au/privacy/web2.nsf/pages/on-line-training>

In May guidelines for services that undertake outsourcing functions for government departments will be released. This should be a "must" read. The updated Guidelines to the Information Privacy Principles will also be released in September 2011.

Please let Privacy Victoria know if you have any suggestions for resources for the community sector, they are keen to produce more. Please send your suggestions to enquiries@privacy.vic.gov.au

Measuring outcomes

Following on from our 2 workshops last year on measuring outcomes, please contact me on 9419 8699 if you would like to participate in a working group to develop some guidelines for the sector. Several people have expressed interest so far.

Upcoming Training - CHP

Consumer and Tenant Participation Monday June 6
As part of the BRIT training calendar, this will be offered. Please contact hach@britafe.vic.edu.au or 5434 1665 to register.

Gay, Lesbian, Bi-sexual, Transgender and Intersex (GLBTI) and it's impact on homelessness. This course will help us understand more about how GLBTI issues influence homelessness and working with clients who have GLBTI issues. It is proposed to run this in a CBD location as a full day's training on May 12. However I would like your opinion on the location and delivery of this training because it is frequently asked for but tends not to be taken up by the sector, often because of timetable clashes and location. Please contact me on 9419 8699 or at karen@chp.org.au to let me know your views.

At the moment it is proposed that other full day courses will be offered on the following dates:

- Managing Budgets, May 10 & 11
- Challenging Behaviours, June 22 & 23
- Case Management Advanced, May 9 & 10

June 2 Sector Recruitment Forum

CHP is proposing to run a sector forum on recruitment for the homelessness sector, on Thursday June 2 at the Telstra Conference Centre in the CBD. This will showcase the work that has been done so far in the sector to retain staff and to provide inspiration for services that are grappling with this issue. Details of the program and speakers will be released when finalised.

Policy and Practice resources in relation to the HASS standards can be found:

<http://www.chp.org.au/accreditation/index.shtml>

Other training and resources

Please click on this to access a list of community sector training organizations

http://www.chp.org.au/homepages_accr/items/270350-upload-00001.doc

QICSA training can be found at:

http://www.latrobe.edu.au/aipca/qicsa/PDF/training_calendar2011.pdf or contact QICSA at qicsa@latrobe.edu.au or phone **9479 5888**.

Effective Advocacy Training Program 2011

The Centre for the Human Rights of Imprisoned People (CHRIP) & Flat Out is offering this. To find out more and register please email Phoebe at mailto:phoebe@chrip.org.au or call 9372 6155.