



Enquiries: Wendy Creech  
Phone No: 9426 9229  
Email: [wendy.creech@dsc.wa.gov.au](mailto:wendy.creech@dsc.wa.gov.au)

Ms Wendel Bamford  
Chief Executive Officer  
Interchange Inc  
Suite 7, 32 Hulme Court  
MYAREE WA 6154

Dear Wendel

### **Quality Evaluation Final Report – Interchange Inc – Metro South**

I would like to take this opportunity to commend you and your staff for the 'Good practices' identified in the Quality Evaluation report. The Independent Evaluators commended Interchange for its demonstrable commitment to and understanding of individuals' rights, its strategies to support connection and inclusion for individuals in communities of their choosing and processes introduced to review the progress of individuals' goals and achievement of desired outcomes.

A PDF copy of the final report, this letter and a request to complete a short Quality Evaluation Feedback questionnaire has been sent to you by email. We would hope to see this report tabled for the information of your management team and made available in an appropriate format to staff, people with disability, their family members, carers and other interested persons. It is recommended that consideration be given to placing the Executive Summary of the final report on the website.

The report does not identify any Required Actions, though it has identified three Transitional Actions.

Transitional Actions apply when the Standard is met but needs to align with the requirements of the National Standards for Disability Services.

The report also identifies three Service Improvements. Service Improvements focus on practices to enhance the outcomes for people with disability, their family members and/or carers and compliance with the National Standards. They should be carefully considered and implemented as soon as possible.

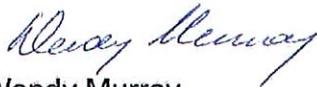
The Independent Evaluators have asked me to convey their appreciation for the assistance and cooperation extended by the staff and consumers during the evaluation visits.

I would like to encourage you to complete the Quality Evaluation Feedback questionnaire sent by email. The purpose of the questionnaire is to obtain feedback on the Quality Evaluation process and the performance of the evaluation team.

The completion of the questionnaire by staff directly involved in the evaluation visits will assist in identifying areas for improvement.

Thank you for your assistance and cooperation.

Yours sincerely



Wendy Murray  
Executive Director  
Strategy

30/3/15

# Quality Evaluation Report 2014-2015

Assessment against the National Standards for Disability Services

## Executive Summary

Between October 2014 and January 2015, Interchange participated in the Quality Evaluation process that underpins the Disability Services Commission's Quality System for disability services provided in Western Australia.

The accompanying Quality Evaluation Report describes the findings of the independent evaluators who completed an assessment of Interchange's compliance against the National Standards for Disability Services, based on their own investigations and observations, and feedback from individuals with disability, their families and carers, staff and management.

Based on the information provided by individuals, their families, friends, carers, advocates, staff and management, and through documentation and observations made by the evaluation team, **Interchange has met the requirements for each of the six National Standards for Disability Services.**

National Standard for Disability Services	Assessment
Standard 1: Rights	Met
Standard 2: Participation and inclusion	Met
Standard 3: Individual outcomes	Met
Standard 4: Feedback and complaints	Met
Standard 5: Service access	Met
Standard 6: Service management	Met

## Good Practices (GPs)

Good Practices refer to exemplary contemporary practices that demonstrate how services support people to achieve better individual outcomes. A number of specific examples of Interchange GPs have been highlighted by the independent evaluators.

### Head Office

Suite 9 Hulme House  
32 Hulme Court, Myaree WA 6154  
T 9329 9399 F 9329 9355  
E [office@interchangewa.org.au](mailto:office@interchangewa.org.au)  
W [www.interchangewa.org.au](http://www.interchangewa.org.au)

Interchange Incorporated ABN 94 378 383 723



## Person-centred practice/s

- Considerable effort has been made to develop processes to review the progress of goals and outcomes *ie* task analysis, goal recording and the quarterly outcomes report. A total of 16 plans were reviewed and 100% met basic qualitative and outcomes criteria.
- A localised model, with extensive examples of individual and group social participation in chosen communities. This includes volunteer work and positive behaviour outcomes.
- Customer achievement stories in the Annual Report.

## Business practice/s

- Comprehensive staff induction, training, workshop and forum attendance.
- Risk Management processes, including risk assessment and identification, risk consequence and evaluation criteria and a risk matrix.

## Other good practices noted

- The organisation demonstrates a strong commitment and understanding of customer human rights with a clearly communicated organisational vision, mission and values that are consistent with contemporary values.
- Interchange works in partnership with other organisations and community members to support community connections.

## Required Actions (RAs)

Where noted during a Quality Evaluation, Required Actions focus on the minimum satisfactory level of service and refer to action necessary to address matters that have serious implications for the safety, wellbeing and dignity of people with disability. They may also relate to legal requirements and duty of care issues as reflected in all the National Standards for Disability Services. RAs are a major gap in meeting Standards.

- There were no Required Actions identified during the quality evaluation.

## Transitional Actions (TAs)

Transitional Actions apply only to organisations subject to a Quality Evaluation in the period of transition from the Disability Service Standards to the National Standards for Disability Services (between 1 July and 31 December 2014). Where noted during a Quality Evaluation, Transitional Actions refer to actions required to transition existing policies, procedures and work practices to the National Standards for

Disability Services. TAs apply when the Standard is met but needs to align with the requirements of the National Standards.

- Three (3) TAs have been identified for Interchange.

No	Standard	Transitional Action statement	Compliance date
1.	1	Update the Customer Behaviour and Incident Management policy and incorporate contemporary language and practices of safeguarding and minimal restrictive options.	30 June 2015
2.	2	Develop a policy about respecting and promoting Aboriginal and Torres Strait Islander peoples' cultural and community connection.	31 August 2015
3.	3	Develop a policy about respecting and responding to culturally and linguistically diverse (CaLD) cultures and individual diversity.	31 August 2015

## Service Improvements (SIs)

Service Improvements identify actions to enhance practices in addressing outcomes for people with disability and enhancing compliance with the National Standards for Disability Services. While still a gap in meeting Standards, SIs are less major. Interchange is required to report on SIs in the annual self-assessment (next self-assessment is April 2015).

- Three (3) SIs have been identified for Interchange.

No	Standard	Service Improvement statement
1.	2 3 6	Monitor the consistency of documenting and communicating customer's progress against goals and outcomes, in particular, customers with goals and outcomes related to learning and/or skill development.
2.	4	Address specific issues and develop strategies to improve processes of receiving and responding to ongoing and informal feedback in a proactive manner.
3.	6	Improve the level of involvement of customers, family members and other stakeholders in a range of continuous improvement activities, in particular, the development and review of policies and procedures.

## Other Matters (OMs)

Other Matters refer to identified matters that are not within the scope of a Required Action/s or Service Improvement/s – and therefore, do not have reporting requirements. These matters are highlighted as continuous improvement activities and may be noted in future Quality Evaluations.

No	Standard	Other Matters statement
1.	1	Continue to develop communication strategies with customers and use information in alternative and accessible formats.
2.	1	On review, update the Families and Carers policy to accentuate the role of families, friends and advocates in safeguarding and upholding the rights.
3.	2	On review, add contemporary language from the new Standards to the Valued Status and Participation and Integration policies, specifically inclusion and valued roles concepts.
4.	4	Develop strategies to increase the response rate of the customer survey.

## Summary

The Board and Executive Management Team of Interchange are very pleased with the results of the 2014-2015 Quality Evaluation. Interchange is one of a handful of organisations to undergo the Quality Evaluation process within only a few months of signing on to the National Standards (implemented in WA in July 2014) – and without the benefit of the training and education on the WA Quality System that is currently being rolled out across the sector.

We are proud of the fact that there were no Required Actions identified by the evaluators and only three Transitional Actions, relating to Policy.

Further, the recommended Service Improvements and Other Matters highlighted in the Quality Evaluation Report are viewed by management as constructive feedback that will serve to enhance Interchange’s continuous improvement process.



**Michael Chester**  
Executive Operations Manager

25 Feb 2015