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Mr Michael Chester  
A/ Chief Executive Officer  
Interchange Inc.  
PO Box 109  
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Dear Mr Chester

### **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. In particular, the Independent Evaluators highlighted the high level of respect and commitment staff have for customers; ensuring activities are not only enjoyed, but provide customers with opportunity for self-reliance and community contribution. The positive behaviour support program was also noted for its comprehensiveness

The report does not identify any Required Action but does identify four 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.

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. I would like to encourage you to complete the questionnaire, which enables the Disability Services Commission 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.

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 your website.

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

Thank you for your assistance and cooperation.

Yours sincerely

A handwritten signature in black ink, appearing to read 'M. McHugh', written in a cursive style.

Mary McHugh  
Manager Quality & Safeguarding  
Sector Engagement and Development Directorate

13 February 2017

## Quality Evaluation Report 2016

Assessment against the National Standards for Disability Services

### Executive Summary

Between October and December 2016, Interchange was subject to a Quality Evaluation conducted by an independent Quality Evaluation Team from the Disability Services Commission Contract Panel.

The purpose of a Quality Evaluation is to establish the extent to which disability service organisations meet the requirements of the National Standards for Disability Services, and reflect person-centred approaches whereby people with disability are at the centre of service design, planning, delivery and review.

The accompanying Quality Evaluation Report (final report issued 21 January 2017) contains the findings of the independent evaluator/s who completed an assessment of Interchange's compliance against the National Standards for Disability Services, based on in-person and telephone interviews with Interchange customers, families, carers, staff and external stakeholders; review of individual files and complaints; and observation of customers and staff in community environments.

Based on the interviews, evidence provided and feedback from staff and management at Interchange's four South Metro sites (Mandurah, Rockingham, Spearwood and Myaree), Interchange has "met" the requirements for each of the six National Standards for Disability Services.

Assessment against the National Standards 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

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## 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 evaluator.

### Person-centred practice/s

- A high level of respect for individuals was in evidence at all activities, particularly in relation to finding activities that customers enjoy.
- The organisation seeks opportunities for individuals to improve their self-reliance and contribution e.g. in encouraging them to volunteer at activities where they are able to.

### Business practice/s

- Staff are generally well trained in addressing customer’s care requirements while accessing the community.
- Communication with customers, family and carers is given high priority.
- The comprehensive Positive Behaviour Support (PBS) program developed by Interchange harnesses the collective knowledge, experience and resources of the organisation to provide assistance and training for Interchange staff at all levels to better meet the needs of those customers with behaviours that require support.

## Required Actions (RAs)

Where noted during a Quality Audit, 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.

No	Standard	Required Action statement	Compliance date
1.		None	N/A

## 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. An SI is a minor weakness in meeting the Standards or related procedure. Interchange is required to report on SIs in the annual self-assessment.

- Four (4) SIs have been identified for Interchange.

No	Standard	Service Improvement statement
1.	1	<p>More effort is required to provide proper hand-over when staff changes occur:</p> <ul style="list-style-type: none"> <li>• <i>Staff changes by Interchange were reported as a concern by two customers and their family members, particularly where family members were not advised of these changes and someone they do not know arrives to pick up the Customer. Of additional concern to the family member was that this new staff member did not know the customer and may not be aware of their individual needs. The family member gave example of their child's unique communication methods which may not be understood by a new staff member and therefore the unease of the customer would not be recognised. (p9)</i></li> </ul>
2.	1, 6	<p>Allocation and use of hours in relation to customer agreements need to be accounted for in a more transparent way between the organisation, the LC and the customer:</p> <ul style="list-style-type: none"> <li>• <i>Two Customers and their family members expressed concern with how the hours of service they received were being managed by Interchange, leave with notice was of particular concern. (p22)</i> <ul style="list-style-type: none"> <li>▪ <i>One person said "If I'm sick and I have a day off, or even with a week or fortnights notice I switch days, what happens to those hours? I asked Interchange about this and they reckon it's legit; I don't track the hours but I know in my head and I should track them."</i></li> <li>▪ <i>Another "When I give notice that (customer) will not be using services while we go on a family holiday, what happens to those hours? We are never offered them back. I have asked Interchange and the LC." They went on to say that the LC was not very helpful and they just said they would get back to me.</i></li> </ul> </li> </ul>
3.	3	<p>Organisation needs to consider high proportion of time spent by customers in transportation or in activities that are similar to those that could be carried out at home and seek solutions to increase quality time that contributes to outcomes:</p> <ul style="list-style-type: none"> <li>• <i>Several family members were concerned that the Interchange activities did not support the development of their family member e.g. going bowling or accessing internet in a public place that they could easily access at home was not contributing to outcomes. (p14)</i></li> <li>• <i>One family member reported that where services are shared it can 'eat into' the time allocated to their family member to access the community. For example where their child has 4 hours of service, Interchange may pick them up and also pick up and drop off other customers during this 4 hours which reduces the time allocated to their child; "(customer) spends a lot of his time going for a bus ride". (p14)</i></li> </ul>

No	Standard	Service Improvement statement
4.	6	<p>Organisation to conduct detailed risk management assessments including review of staff:customer ratios to address any potential risk situations:</p> <ul style="list-style-type: none"> <li>• <i>Customers and their family members advised that where they are funded for 1:1 support this ratio is not always met by Interchange. One family member suggested that higher ratios put their child, the staff member and the other customers at risk. The evaluators did not see any evidence of this risk but it is important that the organisation regularly conducts risk management assessments that include assessment of staffing ratios. (p22)</i></li> </ul>

## 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.		None

## Summary

Interchange management approached the Quality Evaluation process as an opportunity to receive objective feedback from an independent third party. We agree that the findings of the evaluator are accurate and more importantly, constructive in terms of improvements that we can implement to service delivery and standards.

The recommended Service Improvements 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**  
Acting Chief Executive Officer

23 Jan 2017