



A9	Appropriate Services	Service Monitoring and Performance Policy and Procedures
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What this policy aims to do	Provide the rationale and processes for monitoring the performance of MASS services
Who this policy applies to	Every person who uses any MASS service and all staff
Who is responsible for carrying out this policy	Managers and service delivery staff
What words used in this policy mean	
Legislation this policy is based on	NDIS Practice Standards and Quality Indicators Nov 2021
Other relevant policies	MG7 Planning and Quality Management MS4 Employee Performance Management A1 Client Rights and Responsibilities HS11 Client Feedback

Version	Date	Author/Editor	Approved by	Notes
1.0	29/6/2020	D Stephenson, T de Vries	S. Reeves	New Policy

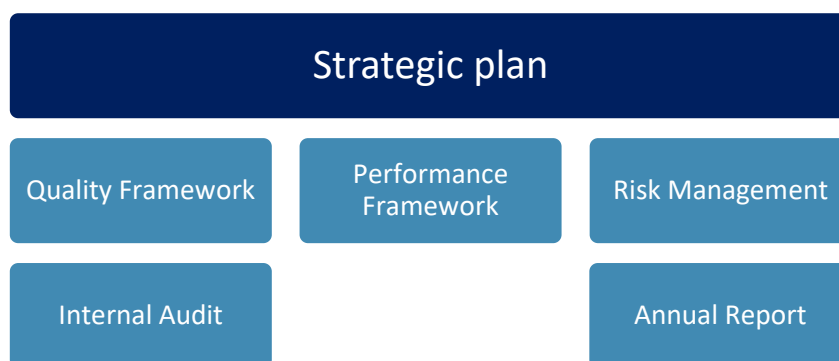
MASS Service Commitment

MASS provides autistic clients and their families with specialised supports/services that are person centred, evidence based, holistic and collaboratively driven. The goal is to deliver a sustainable model of excellence to meet the needs of those living with autism.

MASS is committed to upholding and protecting the rights of all clients, to act in their best interests and provide a safe environment that protects against abuse and neglect, as well as respects cultural diversity and heritage. MASS encourages all clients their families and advocates to be part of the decision-making process for creating and reviewing service delivery models and supports/services that best meet their needs.

MASS is also committed to continuous quality improvement and endeavours to continually review what we currently do, do more of what works for clients and their families and do less of what does not work. We will review all feedback that we receive, whether positive or not, seek specific input from clients and their families on the impact that MASS services have had. We will seek out information and evidence on best practice for autism services and incorporate that into our toolkit for service options for clients and their families.

Our commitment to service monitoring and performance involves six key components:



Strategic Plan

MASS will develop and review its Strategic Plan to clearly identify and document the organisation’s desired outcomes and goals, key activities, budget and resources to prioritise future directions and what programs and supports/services it is able to deliver using the available resources. This process will be undertaken for at least a three year cycle and include the contributions from the Board, staff and key stakeholders. The Strategic Plan will be made widely available in an accessible format.

Quality Framework

Quality and safety are concepts that are associated with the needs and wants of clients and underpin the motivation and commitment of MASS staff and volunteers in the delivery of its unique services. The MASS Quality Framework has been developed to acknowledge the

minimum standards expected of the service and explain and operationalise the policies, procedures, forms, tools, resources etc into a system that makes sense for all people in the organisation, as well as people who interact with the service.

MASS Service Delivery Policies and Procedures have been classified into 3 domains of:

1. Accessible and Affordable: includes service access, service fees and specialist disability accommodation
2. Healthy and Safe: includes client health care needs, medication safety, child safety, rights and responsibilities, freedom from abuse and neglect, information privacy, positive behaviour support, duty of care, client feedback and client incident reporting
3. Appropriate: includes person centred planning, decision making and choice, cultural diversity, inclusion and relationships and providing personal care to clients.

These three domains address requirements of the NDIS Practice Standards and Quality Indicators.

MASS will continue to develop mechanisms for reflection, review and evaluation of its services and client satisfaction so that information can be provided to those who make decisions, deliver services and oversee governance of the organisation.

NDIS Outcomes Framework

The NDIS developed an Outcomes Framework and a short form questionnaire to measure the medium and long-term benefits of the Scheme on participants and have collected information since July 2016. Eight life domains are tracked over time and these domains map well to the three MASS service delivery domains listed above.

NDIS Life Domains

- Choice and control: includes independence, decision-making and whether the participant would like to have more choice and control in their life
- Relationships: relates to whether a participant has someone to call on for practical advice or emotional support, about contact with family and friends and about relationships with staff
- Health and Wellbeing: relates to health, lifestyle and access to health services
- Work: explores participants' experiences in the workforce and goals for employment
- Daily life activities: explores how independent participants are in nine areas of daily living, for example shopping and home cleaning
- Home: relates to participants satisfaction in their home now and in five years' time, and whether they feel safe
- Lifelong learning: includes educational, training and learning experiences

- Social, community and civic participation: relates to hobbies, volunteering, involvement in community, voting, leisure activities and whether the participant feels they have a voice.

NDIS have validated and use a set of standard questions to explore the life domains and MASS will use this framework where appropriate to construct questions for feedback from our clients, their families and their communities to measure performance over time. This will enable MASS to benchmark.

<https://www.ndis.gov.au/about-us/publications/quarterly-reports>

MASS Service Monitoring and Performance

MASS measures what our programs and supports/services achieve, not just the number of clients or services we deliver. MASS wants to be able to measure what is most important to clients and their families and this aligns to the goals of funding agencies such as the National Disability Insurance Scheme (NDIS).

MASS is developing a performance measurement framework that aligns with the Strategic Plan. This framework will measure inputs, outputs and outcomes across the range of services. This will also enable the costing of services and the measurement of the benefits of MASS's unique offering to clients and families.

High level indicators will be identified for reporting to the Board and provided quarterly. Senior staff can use performance information in planning and managing service delivery. Service specific information can be used in the review and continuous improvement of services/supports.

MASS will use various measures to seek feedback, including validated questionnaires where possible. This will enable us to compare our performance against others and use a consistent language in reporting to funders. This process will also provide the evidence for continuous improvement and sustainability.

Our staff are valued by MASS and we seek to develop and support our staff to provide satisfying and meaningful work to retain our important people assets. Regular feedback is sought through performance management processes and professional development.

MASS staff are key in collecting information on the performance of our programs and services. They will receive training and support in the delivery of high quality services and monitoring and evaluating services for the individual client and their family, and for the overall service.

Continuous Improvement for Programs and Support/services

MASS has developed its programs and services over time based on best practice and evidence, the needs and expectations of clients and families and the expertise and

knowledge of its practitioners. Through identifying what the program/service aims to achieve, it is possible to measure what is needed to deliver a program/service, the type and frequency of a service, and any change as a result of the service in the short term and longer term.

Information collected from a range of sources will be used by MASS staff to continuously review the effectiveness of programs and client satisfaction and demand. This information will be provided to the CEO and Board to make decisions at an organisation level, to Team Leaders and practitioners to make decisions at a program and client level, and to funders such as the NDIS, to demonstrate the value of services provided by MASS.

