

Standards Monitoring Report

Assessment against the Disability Services Standards

Family Planning WA: People First Programme (PIP) Metropolitan
Education Service

Final Report (Abridged Visit)
30 January 2009

This report was prepared by Jo Barrie, who is a member of the Panel Contract of Independent Standards Monitors. The Panel Contract is managed by the Disability Services Commission.

Contact Details:

Standards Monitoring and Quality Assurance Unit
Disability Services Commission,
146 - 160 Colin Street, WEST PERTH WA 6005
Phone: 9426 9727 Fax: 9481 5223

Contents

This report describes the findings of the monitor who visited Family Planning WA: People First Programme (PIP) on 17 November to 1 December 2008 and completed an abridged assessment of the service's compliance against Standard 2 (Individual Needs), Standard 4 (Privacy, Dignity and Confidentiality) and Supporting Standards 8.1 (Police Checks) and 8.2 (a Safe Physical Environment) of the Disability Services Standards. The preliminary meeting was held on 17 November and the monitor visited the service on 22 November 2008.

In this report, a consumer refers to the person with a disability, family member/s of the person with a disability or an unpaid carer of the person with a disability.

The report describes the findings and recommendations of the monitor under the following headings:

- Acknowledgments
- Commendations
- Summary
- Required actions
- Opportunities for services improvement
- Service profile
- Summary of findings

Acknowledgments

The monitor would like to extend thanks to the consumers and management for the assistance they provided throughout the monitoring visit. The monitor acknowledges the commitment of the staff in providing services to the consumers. This was evident from the monitor's observations of the consumers and staff interactions and from the very positive comments about staff that the monitor received from families.

Commendations

The monitor was particularly impressed by:

- The positive approach promoted by the service;
- the strong teamwork of staff;
- the attendance at the preliminary meeting and very good response from consumers to give consent for contact and access to files;
- the ways in which the service is individualised;
- the very high quality of service planning, recording, review and evaluation of outcomes;
- the comprehensive risk assessment of PIP; and
- the professional and innovative management of the program.

Summary

The rating scale used to assess the Disability Services Standards is met / not met.

The service meets Standards 2 and 4 and Supporting Standards 8.1 and 8.2.

Required Actions

Required actions focus on the minimum satisfactory level of service and must be implemented by the specified date.

The monitor did not identify any required actions during the monitoring visit.

Opportunities for Service Improvement

Opportunities for service improvement identify desirable outcomes to more fully meet the Disability Services Standards. They need to be carefully considered by the service management and implemented when possible. They are subject to the normal organisational planning processes and are not a directive of the Disability Services Commission.

The monitor identified the following minor opportunities for service improvement.

Standard 2 - Individual Needs - *Getting the right help*

2.1 The agency might consider developing adaptations of the PIP for use with Aboriginal clients.

Supporting Standard 8.2

8.1 The agency could consider arrangements to improve security in the library area.

Service Profile

The service profile provides a brief overview of the service monitored.

Service Provider:	Family Planning WA (FPWA)
Service:	People First Programme (PIP) Metropolitan Education Service
Address:	Northbridge
Chief Executive Officer:	Mr Steve Blackwell

Brief Description of the Service

The service commenced early in the 1990s with the aim being to support individuals with intellectual disabilities in human relationships, sexuality and sexual health. Information, education and counselling are provided through PIP.

The service has a Manager, two Project Officers/Educators (1.2 FTE), four Educators (2.2 FTE), a Trainee Educator (FTE 0.3), a Peer Educator who works casual hours and Administrative Support (FTE 0.4).

Consumer Group

All individuals living in the metropolitan area who qualify for service from the Disability Services Commission, together with their family members and significant others are consumers of the service from PIP.

Consultations

During the monitoring assignment, the monitor consulted with the Program Manager, Project Officers and Educators. Two families, five clients and program staff attended the preliminary meeting and spoke informally with the monitor. A total of 21 clients returned consent forms. The monitor contacted 12 clients at random by 'phone. This number included three parents. It was not possible to have contact with school groups or service providers during the time frame for the assessment.

Summary of Findings

The summary of findings reports the monitor's findings of the service's compliance with the Disability Services Standards.

Policies and Procedures - This section relates to the policy component of the Disability Services Standards

Observation	Yes	No	N/A	Info Source
The service provider has developed written policies and procedures on the following:				
• Entry policies.			N/A	8
• Exit policies.			N/A	8
• Planned approaches to meeting individual needs.	Yes			2,3,5,6
• Maximising consumer participation in decision making and choice.			N/A	8
• Protecting consumers' privacy, dignity and confidentiality.	Yes			2,3,5,6
• The resolution of consumers' complaints and disputes.			N/A	8
• The resolution of complaints and disputes by staff and other persons.			N/A	8
• Protection of human rights and freedom from abuse and neglect.			N/A	8
All policies and procedures are:				
• Dated.	Yes			5
• Include a review date.	Yes			5
• Developed in consultation with consumers.	Yes			2,5,6
• Reviewed in consultation with consumers.	Yes			2,6
• Available to potential and current consumers.	Yes			2,4,5,6
• Made available in appropriate formats, including languages other than English, where appropriate.	Yes			2,4,5,6

Information source legend: 1 direct observation; 2 discussion with management staff; 3 discussion with direct care staff; 4 discussion with consumer/s; 5 documentation; 6 self assessment; 7 SPD staff; 8 not determined.

Comments

- The relevant policies and procedures for FPWA have been compiled.
- The service has a Procedure Manual for the PIP that was made available to the monitor.
- The service has a number of procedural brochures available to current and potential clients.

Standard 2 - Individual Needs - *Getting the right help*

Observation	Yes	No	N/A	Info Source
The service provider implements its policies and procedures on planned approaches to meeting individual needs.	Yes			1,2,3,4
The service, in consultation with each consumer, identifies the ongoing and changing needs of the person with a disability and the approaches for meeting those needs.	Yes			2,3,4,5,6
The service, in consultation with each consumer, documents the ongoing and changing needs of the person with a disability and the approaches for meeting those needs	Yes			1,2,3,4,5,6
Individual plans are dated.	Yes			2,5
Individual plans include a review date.	Yes			2,5
Individual plans are regularly reviewed with consumers.	Yes			2,3,4,5,6
Individual plans have detailed goals and strategies to achieve them.	Yes			2,3,4,5
Individual plans have provision for recording the achievement of goals.	Yes			2,3,4,5
The agreed approach for meeting each consumer's individual ongoing and changing needs is implemented.	Yes			1,2,3,4
Individual plans include strategies to assist each person with a disability access community facilities and services.	Yes			2,3,4,5
Individual plans identify opportunities to facilitate socialisation and development of friendships for each person with a disability, where appropriate.	Yes			2,3,4,5
Each person with a disability is provided with support in a manner which maximises his or her potential to reach personal goals.	Yes			1,2,3,4,5
Individual plans and service provision reflect activities appropriate and relevant to the age sex, cultural, linguistic and religious background of the person with a disability.	Yes			2,3,4,5
There is an up to date consumer profile for each person with a disability.	Yes			2,5
Staff appear to know each consumer well.	Yes			1,2,4
A health/medical file is kept for each person with a disability where appropriate.	Yes			2,5,6
The health needs of each person with a disability are addressed.	Yes			1,2,3,4,5,6

Information source legend: 1 direct observation; 2 discussion with management staff; 3 discussion with direct care staff; 4 discussion with consumer/s; 5 documentation; 6 self assessment; 7 SPD staff; 8 not determined

Comments

- The PIP Procedures Manual contains copies of all documentation to be used in the program including an outline of procedures that are followed by educators in client sessions.
- Consumers are given a brochure on service options and are assisted to decide on their objectives.
- Staff follow a procedure for the initial client session and complete a checklist to ensure that all items have been covered.
- Each client has an Attendance Record and client notes are compiled for each session.

- The Client Notes have a summary sheet and the notes list objectives, education content, outcomes, future education and resources used.
- The monitor looked at all individual files for which consent had been given and was most impressed with the high quality of their content. The sessions were varied according to need of individuals and the files provided a good overview of the scope of the program.
- There are ongoing reviews after each session and after seven sessions the educator makes a formalised review to evaluate the goal achievement and provide opportunities for client and educator discussion of future options.
- Staff have monthly meetings with the Manager to discuss caseloads and issues.
- Consumers who attended the preliminary meeting spoke openly about what they had gained from the program, and family members present reported positive educational outcomes, growth of self esteem and satisfaction expressed by their family members.
- Phone interviews with consumers gave affirmation of what they had learned in the program, their satisfaction and confidence with the staff and improvements in the quality of their lives. Some parents said that they would appreciate having some feedback information from the service when family members had given consent for contact. This would allow for family reinforcement of strategies where this was appropriate.
- Some parents would have liked continuing sessions but acknowledged that there was a waiting list for the service. The Manager said that services had to be limited and that the family member needed to be able to consolidate and practise what had been learned. In some cases, clients may return for further sessions at a future time.
- The Funding Agreement provides for 5400 hours for a minimum of 150 persons.
- The PIP education and counselling service for people with disabilities is also available to families, carers and service providers. The monitor was shown a Thank You card from pupils at a secondary school Education Support Unit that gave positive comments about what had been learned and enjoyed by students.
- The service uses Client Satisfaction Surveys and the monitor was shown a summary of anonymous comments from 72 clients.
- The service uses a variety of resources during sessions and maintains a very good library of appropriate material to support the program.
- Currently all sessions are individual. Some youth workshops are offered periodically for participants with prior contact with PIP.
- The service endeavours to make its service appropriate for clients of various ages, cultures and religious differences. The agency might consider developing adaptations of the PIP for use with Aboriginal clients.
- The PIP program makes a special contribution in the promotion of human rights for people with disabilities in respect of their human relationships, sexuality and education and the prevention of abuse and neglect in a highly vulnerable group. The agency could consider exploring funding options to develop a project relevant to the Declaration of Human Rights.

Standard 2 is met.

Standard 4 - Privacy, Dignity and Confidentiality - *Keeping things private*

Observation	Yes	No	N/A	Info Source
The service implements its policies and procedures on protecting consumers' privacy, dignity and confidentiality.	Yes			2,3,4
The service only collects consumer information that is directly relevant to effective service delivery.	Yes			2,3,4,5,6
Each consumer is informed of the types of personal information that the service provider holds and the reasons for holding this information.	Yes			2,3,4,5,6
The consent of each consumer is obtained in line with Supporting Standard 9.1 and the Disability Services Act before any information about him or her is sought or released by the service provider.	Yes			2,3,4,5,6
The right of each consumer to dignity and privacy is recognised, respected and protected in relation to personal activities.			N/A	
Staff attempt to maximise privacy when assisting each person with a disability with personal hygiene.			N/A	
Staff don't talk about consumers in front of others.	Yes			2,3,5,6
Staff treat each consumer with dignity and respect.	Yes			1,2,3,4,5,6
Consumers are included in discussions about themselves.	Yes			1,2,3,4,5,6
Each consumer can see information maintained about him or her in a timely manner.	Yes			2,3,4,5,6
Staff sign a confidentiality form at the commencement of employment and are aware of the need to maintain confidentiality.	Yes			2,3

Information source legend: 1 direct observation; 2 discussion with management staff; 3 discussion with direct care staff; 4 discussion with consumer/s; 5 documentation; 6 self assessment; 7 SPD staff; 8 not determined

Comments

- The PIP has a Privacy Statement brochure. It was developed by the program following funding secured from the Independent Living Centre in 2008 and uses Compic images and Plain English.
- The brochure is made available to all clients at service commencement and the content is explained to the client by the educator.
- In the initial session, staff explain to clients about their right to access information about them and the release of information to other agencies in line with Standard 9 of the Disability Services Standards.
- The service respected the rights of young adults to keep details of sessions private from other family members.
- At the preliminary meeting, staff were observed treating clients with dignity and respect.
- No clients or families expressed any concern about their privacy dignity or confidentiality being compromised by PIP or the agency.

Standard 4 is met.

Supporting Standards 8.1 and 8.2 - The agency conducts police clearances and provides a safe physical environment for its consumers - *Operating a safe service*

Observation	Yes	No	N/A	Info Source
The service provider conducts police checks for Board members, staff, volunteers and contractors prior to commencement.	Yes			2,5,6
Police checks are regularly updated.	Yes			2,5,6
The service knows what to do if an unsatisfactory check is received.	Yes			2,5,6
The service has an emergency evacuation plan.	Yes			1,2,3,5,6
The service regularly practises its emergency evacuation plan.	Yes			2,3
The service keeps records of evacuation trials.	Yes			2,3
The service has policies and procedures on the administration of medication.	Yes			2,3,5,6
The administration of medication occurs as detailed in the policies and procedures instructions.			N/A	8
The buildings are maintained in a condition that does not pose a risk to service users.	Yes			1,2,3

Information source legend: 1 direct observation; 2 discussion with management staff; 3 discussion with direct care staff; 4 discussion with consumer/s; 5 documentation; 6 self assessment; 7 SPD staff; 8 not determined.

Comments

- The Human Services Department of FPWA through the Manager provided the monitor with evidence that police clearances are updated and current. Staff also have Working With Children accreditation.
- PIP has a Risk Management Strategy that relates to client, staff and organisation risks listing identified risks, ratings and risk reduction strategies. A Risk Assessment for PIP was carried out in October 2008.
- The Manager gave the monitor details of emergency procedures and practices. The agency uses Fire Wardens and has an Emergency Checklist and Incident Log for use in an emergency.
- The premises have duress alarms that can be activated by staff under threat of harm. Duress alarms are tested regularly.
- The emergency arrangements were updated in June 2008.
- Currently visitors to the agency are logged in at Reception but are not required to have an Identification Card. The library can be separately accessed by the public. The agency could consider arrangements to improve security in the library area.

**Supporting Standard 8.1 is met.
Supporting Standard 8.2 is met.**

The monitoring assessment is necessarily limited by the following:

The methodology used for the monitoring has been designed to allow a reasonable degree of assessment in all the circumstances, particularly cost effectiveness.

The standards against which assessment is made involve subjective terms and this entails an exercise of subjective judgement.

The assessment involves a reliance on written records, and the accuracy of these records cannot always be completely verified.

The assessment will often involve a determination as to which of two or more versions of the same facts put to the monitoring team is correct under circumstances where this issue cannot be determined with absolute certainty.

The assessment will involve the monitoring team raising issues with a sample of consumers. On some occasions information gathered from a sample will not reflect the circumstances applying over the whole group.

For these reasons the monitors cannot and do not accept responsibility for the veracity of any information on which they have based their reports and for a subsequent incorrect assessment that may have occurred based upon that information.