



**kaleidoscope**

*Partnering People Into Work*

# Quality KPI's

Kaleidoscope Vocational Rehabilitation Programme



# **1 QUALITY STRATEGY**

## **1.1 Aim**

To improve the quality of Kaleidoscope services through set service standards, a commitment to continuous improvement and achievement of better outcomes for Kaleidoscope clients.

## **1.2 Continuous Improvement**

As part of the continuous improvement process, Kaleidoscope will:

1. Plan continuous improvement activities as an integral part of service development planning (*in-service training, conferences, study, appraisal process, service evaluation, research*)
2. Identify possible performance gaps and areas for improvement, and set continuous improvement goals and priorities in areas where gaps have been identified
3. Have all staff participate in approved professional supervision on a monthly basis
4. Complete a weekly client case review to evaluate and monitor progress towards vocational outcomes
5. Participate in the ongoing discussions about what constitutes quality in service provision.

## **1.3 Service Standards**

The 5 Service Standard areas are:

- a) **Values and Principles**
- b) **Service Outcomes**
- c) **Service Delivery**
- d) **Service Management**
- e) **Staff Recruitment, Employment and Training**

### 1.3.1 Values and Principles

Having the right approach to working with clients.

**Valued** - Each person has the opportunity to explore, develop and maintain skills which promote their independence and vocational resettlement.

**KPI** -Kaleidoscope promotes the belief and ability of every individual to participate in some form of relevant, rewarding and sustainable employment.

**KPI** -Kaleidoscope promotes the belief in *independently living* and the opportunity for each individual to be at the centre of their vocational rehabilitation experience.

**KPI** -Kaleidoscope's commitment to valuing each individual is reflected through its responsible communication, thorough preparation, service quality, and commitment to an outcome.

#### 1.3.1.1 Service Access

Each person with a serious spinal cord impairment has access to Kaleidoscope within our available resources.

**KPI** - Kaleidoscope adopts and applies non-discriminatory entry criteria in respect of age, gender, race, culture, or religion, consistent with the contractual obligations and purpose of Kaleidoscope.

**KPI** -Kaleidoscope's entry and exit procedures are fair and equitable and consistently applied.

#### 1.3.1.2 Privacy, dignity and confidentiality

Each individual's right to privacy, dignity and confidentiality in all aspects of life is recognized and respected.

**KPI** -Kaleidoscope complies with the Privacy Act 1993 and the Health Information Privacy Code 1994 in order to protect and respect the rights of individuals. Kaleidoscope does not disclose personal information about individuals without their informed consent.

**KPI** -Kaleidoscope promotes tolerance and respect for each individual's personal needs and circumstances.

### **1.3.1.3 Protection of human rights and freedom from abuse**

Kaleidoscope acts to prevent abuse and neglect and to uphold the legal and human rights of individuals.

**KPI** -Kaleidoscope takes all practical and appropriate steps to prevent abuse and neglect of individuals.

**KPI** -Kaleidoscope upholds the legal and human rights of its service recipients.

### **1.3.2 Service outcomes - Having the right end result for clients**

#### **1.3.2.1 Employment Conditions**

Each individual with a spinal cord impairment finds employment which is relevant, rewarding and sustainable.

**KPI** -Kaleidoscope ensures that individuals receive the highest possible standard of pre-vocational career support and vocational career support which effects vocational resettlement which is relevant to the individual, rewarding and sustainable.

**KPI** - Kaleidoscope ensures that, when individuals secure employment, that their conditions of employment are consistent with the hopes of the individual, current legislation, and follows the relevant processes required by funders.

#### **1.3.2.2 Participation and Ownership**

Each individual is supported and encouraged to own and participate fully in the vocational rehabilitation experience.

**KPI** - Kaleidoscope facilitates a vocational rehabilitation experience which establishes partnership with the individual and promotes ownership of their return to work.

**KPI** – Kaleidoscope acts in the best interest of the individual and is committed to representing their vocational direction to funders, employers, key support people and any other relevant parties.

### **1.3.3 Service Delivery**

Having the right processes for assisting clients

### **1.3.3.1 Individual Needs**

Each individual receives a service that is designed to meet, in the most effective and timely manner, their individual vocational needs and goals.

**KPI** - Each individual's pre-vocational career support and vocational action plan is established objectively to reflect their needs, personal goals, skills, and experience, and are the basis for service provision.

**KPI** - Kaleidoscope undertakes a process of consultation, planning, implementation, reporting, review and adjustment to facilitate the achievement of these goals.

**KPI** – Kaleidoscope services are facilitated based on the assessed pre-vocational or vocational goals of the individual and not primarily on the basis of a funders referral. Kaleidoscope will work with funders to clearly establish the pre-vocational or vocational requirements based on the individuals needs.

### **1.3.3.2 Decision Making and Choice**

Each individual has the opportunity to participate as fully as possible in making decisions about the events and activities of their vocational rehabilitation experience with Kaleidoscope.

**KPI** - Kaleidoscope provides appropriate and flexible opportunities for each individual to participate in decision-making at all levels, including individual choices in pre-vocational and vocational planning, and service delivery planning.

**KPI** – Every individual partnering with Kaleidoscope will complete an exit questionnaire on 1<sup>st</sup> discharge, re-assessments, non-compliance exit and/or completion of vocational rehabilitation.

### **1.3.3.3 Complaints and Disputes**

Each individual is encouraged to raise, and have resolved without fear of retribution, any complaints or disputes they may have regarding Kaleidoscope.

**KPI** - Kaleidoscope encourages the raising of complaints by individuals regarding any areas of dissatisfaction with Kaleidoscope.

**KPI** - Individuals have no fear of retribution in raising complaints.

**KPI** - Kaleidoscope facilitates the resolution of complaints or disputes by individuals regarding Kaleidoscope as per the complaints procedure 3.1.5 of the Quality Systems Manual.

### 1.3.3.4 Training and Support

The employment opportunities of each individual are optimized by effective and relevant training and support.

**KPI** - Kaleidoscope facilitates access to relevant training and support programs that are consistent with the employment goals and opportunities of each individual and where approved by the funder.

### 1.3.4 Service Management

The right elements to direct Kaleidoscope.

#### 1.3.4.1 Service management responsibilities

Each branch or sub-contractor adopts quality management systems and practices that optimize outcomes for individuals.

**KPI** -Kaleidoscope has management systems in place that facilitate quality management practices and continuous improvement, that being;

- *Induction process for new staff*
- *Weekly client case reviews*
- *Monthly programme evaluation*
- *Monthly reporting to funders*
- *Monthly branch visits*
- *Monthly professional supervision*
- *Annual staff performance reviews*
- *Professional association memberships*
- *Support with ongoing training opportunities*

### 1.3.5 Staff Employment and Training

Having the right staff to do the work.

#### 1.3.5.1 Staff Recruitment, Employment and Training

Each person employed by Kaleidoscope has the relevant skills and competencies.

**KPI** - Kaleidoscope identifies and ensures the skills and competencies of each staff member.

**KPI** – Kaleidoscope ensures all new staff complete a period of induction and training.

**KPI** – Kaleidoscope ensures staff have access to monthly professional supervision.

**KPI** – Kaleidoscope ensures all staff have an individual employment agreement.

**KPI** - Kaleidoscope ensures the provision of appropriate and relevant training and skills development for each staff member.