

Our Quality Journey – the experience of 4 organisations working towards Third Party Verification.

These testimonials are a selection of organisation's journeys through Third Party Verification and embedding continuous quality improvement.

NDS would like to thank Alzheimer's Australia, ACES, Sunnyfield and Lower North Shore Community Transport for allowing us to share their stories with others.

- **Alzheimer's Australia, North Ryde NSW**

“Achieving TPV is beneficial for all organisations as it demonstrates to their stakeholders they have robust, sustainable practices in place; that they run a good business.

Our TPV was done in conjunction with our regular accreditation review which was a positive exercise in that it allowed the reviewers to understand how the principles underlying the Disability Service Standards apply across the whole business, not just those areas funded through ADHC. It would have been very difficult to demonstrate this in a stand-alone review. “

Amanda Allen
Projects Manager and Quality Assurance

- **ACES, Coffs Harbour NSW**

“The need to gain Third Party Verification (TPV) gave us a reason to stop for a while and critically examine all of the processes that we use at our service. For the first time we had a really clear picture of how all that we do fits together. Importantly, we were able to highlight areas for improvement and fix them.

What we are left with is a sense of greater tidiness and clarity in an era filled with uncertainty and overwhelm. TPV has given us a great foundation upon which to build our service for the future, and added confidence that we will survive the challenges before us. “

John Faithfull
CEO

- **Sunnyfield, Allambie NSW**

“Sunnyfield achieved Third Party Verification in May 2014. As Sunnyfield is also certified against another industry standard (ISO 9001:2008- Quality Management), we took advantage of ADHC's mutual recognition of other external certifications by combining our TPV and re-certification for ISO 9001:2008- Quality Management into one audit process. This definitely saved us time; streamlined our resources and enabled Sunnyfield to review our quality management systems when undertaking the TPV self-assessment process.

Sunnyfield's experience and lessons learnt on achieving TPV include:

- It is important to have full commitment from your Board, CEO and management regarding quality, continuous improvement and preparedness for TPV.
- External and internal audits and reviews (feedback) are an integral component of Sunnyfield's Quality Management Systems and continuous improvement culture, as they look at what people actually experience in our services and supports.
- Ensure the self-assessment task is embedded in your organisation's continuous improvement process and not seen as a separate task just for the TPV audit.
- Use the ADHC and National Disability Services (NDS) resources and supports developed to assist organisations in meeting these quality requirements and assisting preparedness for Third Party Verification. This was invaluable for understanding the requirements and ensuring you are ready when it's audit time.
- Sunnyfield undertook a gap analysis (desk top review) prior to TPV. This confirmed that not only were we on the right track but the evidence submitted contributed towards our actual TPV audit and therefore streamlined our audit process.
- Talk to other organisations. Sunnyfield is a member of a Quality Systems Network and found that sharing insights and strategies for preparing for TPV very useful.

Sunnyfield continues to learn and develop further opportunities to improve our organisation, to be ready for client choice in a NDIS marketplace.”

Carrie Voysey
Manager, Quality Assurance in Service Delivery

- **Lower North Shore Community Transport, Crows Nest NSW**

“To establish a clear direction and accountability LNSCT completed our NSW Disability Services Standards gap analysis in May, 2014. We are now in progress of revising and implementing policies and procedures, training and client workshops. Our third party external audit is booked for October 2014.

LNSCT is implementing values that are person centred to ensure our approach is responsive, creative, promotes independence, and individuals to have choice and autonomy. Through a facilitated training day, staff were asked “what's working/what's not working” in being person centred at LNSCT. All staff, drivers and administrators had the chance to voice their opinion, no one person dominated.

This experience dramatically increased the staffs awareness and engagement of a person centred practice. Many staff expressed that this is the best workshop they have attended.

From these engagement planning days LNSCT will be able to imbed evidence based decision making into our processes for future transport services. The outcome of our external audit is important, however the changes already evident from the process of thinking and being person centred is paramount and flows across the entire business and all clients.”

Steve Henderson
Executive Officer