Strategies for Excellence

Navigating compliance and evidence-based practice

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Community Living Options

ACKNOWLEDGMENT OF COUNTRY

CLO acknowledges the Traditional Custodians of the lands on which we meet today and pays respect to First Nations elders past, present and future.

We acknowledge the continuing cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.

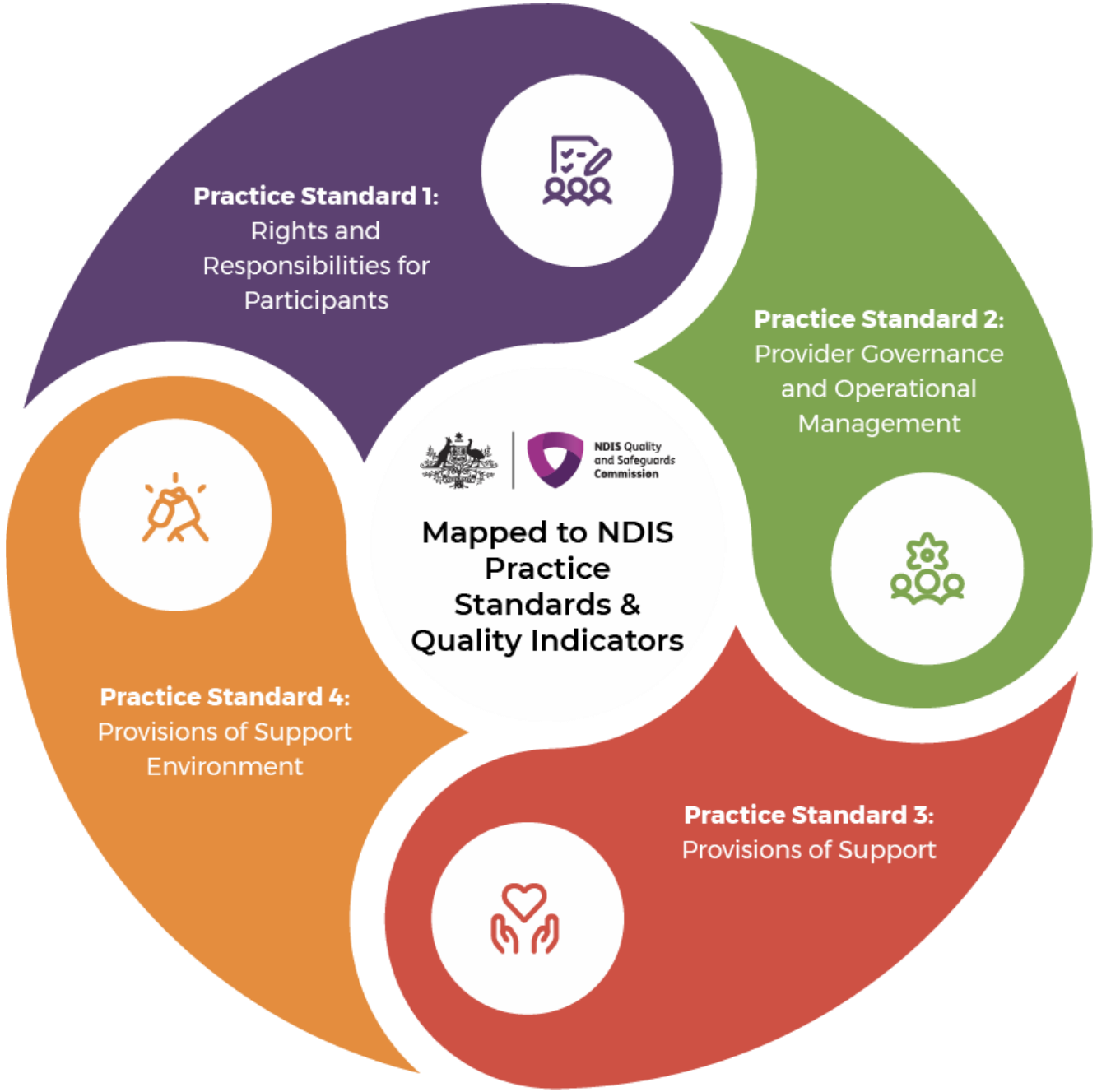
What does quality mean to me?

Compliance to Best Practice

Yes, it can be done

13 X

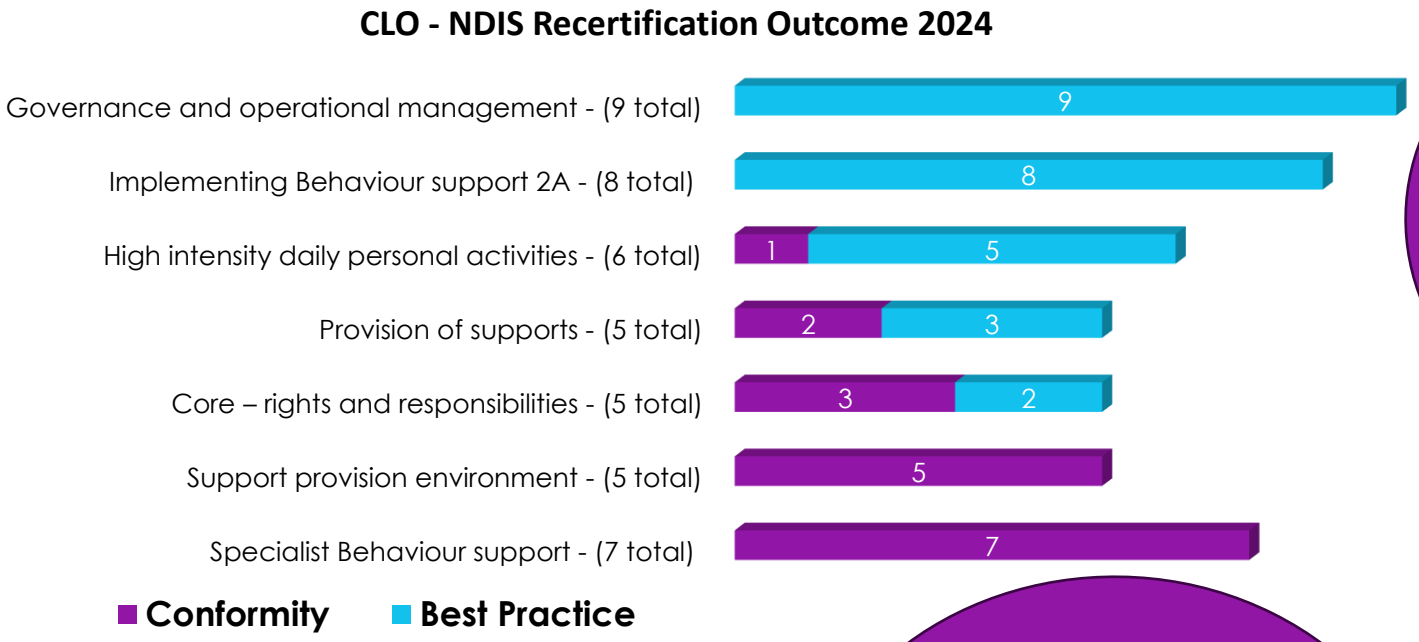
Evidence based practice is mentioned in the **NDIS practice Standards**

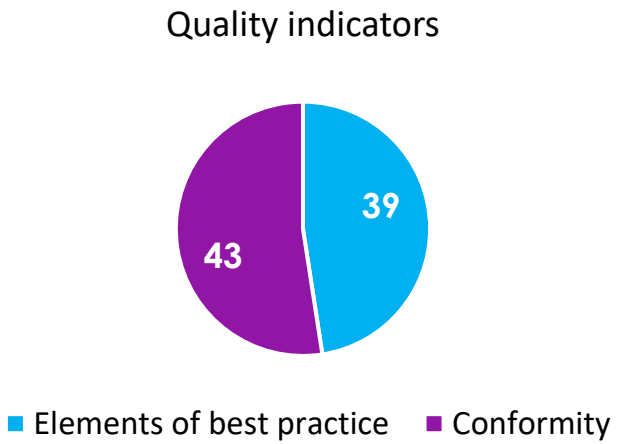


Standard	Evidence Based Practice Outcome to Achieve Compliance
Core Module x 2	
Quality Management	The provider's quality management system supports continuous improvement, using outcomes, risk related data, evidence-informed practice and feedback from participants and workers.
Responsive Support Provision	Supports are provided based on the least intrusive options, in accordance with contemporary evidence-informed practices that meet participant needs and help achieve desired outcomes.
Specialist Behaviours Support Module 2 x 5	
Specialist Behaviour Support	Each participant accesses behaviour support that is appropriate to their needs which incorporates evidence-informed practice and complies with relevant legislation and policy frameworks.
Behaviour Support in the NDIS	Each NDIS behaviour support practitioner undertakes ongoing professional development to remain current with evidence-informed practice and approaches to behaviour support, including positive behaviour support.
Functional Behaviour Assessments & Behaviour Support Plans	Each participants quality of life is maintained and improved by tailored, evidence-informed behaviour support plans that are responsive to their needs.
Functional Behaviour Assessments & Behaviour Support Plans	Behaviour support plans are consistent with evidence-informed practice, including proactive strategies.
Interim Behaviour Support Plans	Each participant with an immediate need for a behaviour support plan receives an interim behaviour support plan which minimises the risk to the participant and others.

Standard	Evidence Based Practice Outcome to Achieve Compliance
Implementing Behaviour Support Plans (2A) x 4	
Behaviour Support in the NDIS	Each participant accesses behaviour support that is appropriate to their needs which incorporates evidence-informed practice and complies with relevant legislation and policy frameworks.
Behaviour Support in the NDIS	Demonstrated appropriate knowledge and understanding of evidence -informed approaches to behaviour support.
Supporting the Assessment & Development of Behaviour Support Plans	Each participant's quality of life is maintained and improved by tailored, evidence-informed behaviour support plans that are responsive to their needs.
Behaviour Support Plan Implementation	Work is actively undertaken with the specialist behaviour support providers to implement each participant's behaviour support plan and to align support delivery with evidence-informed practice and positive behaviour support.
Early Childhood Supports Module 3 x 2	
Evidence – Informed Practice	Each participant receives evidence-informed supports with quality standards and validated practice.
Evidence – Informed Practice	Intervention strategies are based on explicit principles, validated practices, best available research and relevant laws and regulations.

CLO NDIS Recertification Outcomes





"The major focus of all CLO systems is to support quality services for participants by ensuring that wherever possible their voice is heard and reflected in policy and practice."

"The 2024-27 Strategic Plan builds on the achievements in the last plan to become a centre of excellence based on quality person centred support."

"(CLO) demonstrated a very high level of commitment to the principles and practice of person-centred service delivery organisation wide."

"The audit team identified elements of best practice across most areas based on their commitment to quality and transparency and models of practice that are based on human rights, person-cantered planning, active support, and Positive Behaviour Support (PBS) implementation.

CLO's approach emphasizes capacity building, quality of life improvement, and the development of independent living skills through evidence-based practices."

Person Centred Care: Rights and inclusion-based frameworks

- Supported decision making
- Person centered support plan
- My goals
- My risk assessment and emergency plan
- Choice and control survey

Data Governance – measure outcomes

- WHOQOL (World Health Organization Quality of Life Assessment)
- QOLI (Quality of Life Inventory)
- LSP (Life Skills Profile)
- ARMIDILO/DRAMS (Dynamic Risk Assessment and Management System)
- Goals and goal attainment (outcomes)
- Increased independence: LSP + step downs in supports measure
- Incident data – ABC format (Antecedent, Behaviour, Consequence)
- Restrictive practices data – reduction and elimination

Human Rights

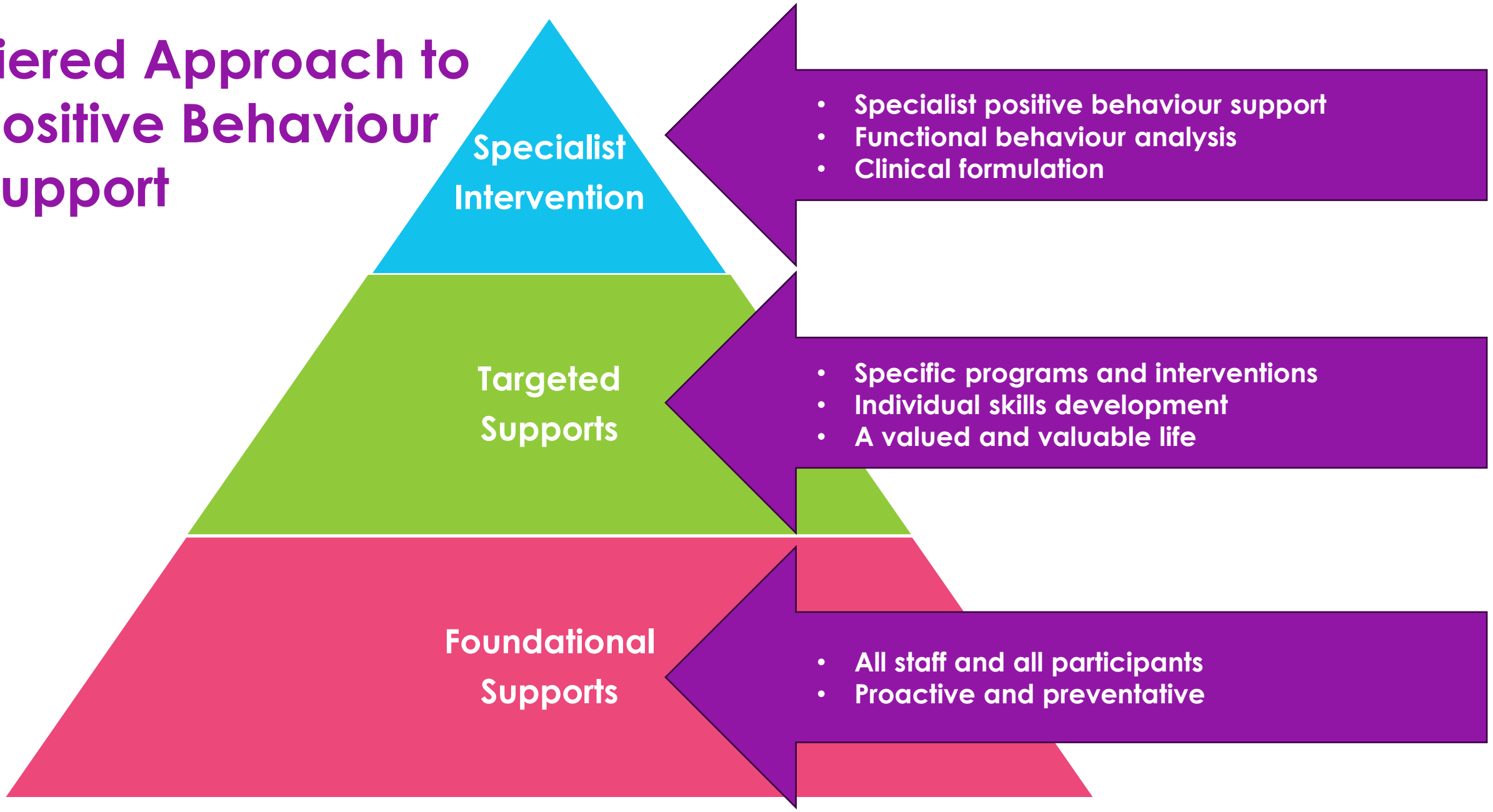
Person Centred Active Support

Trauma Informed Practice
Dialectical Behaviour Therapy
Good Psychiatric Management
The Good Lives Model of Offender Rehabilitation
Cognitive Behavioural Therapy
Acceptance and Commitment Therapy
Recovery Model
Mentalization Therapy
Anger Management Emotional Regulation
Anxiety and Stress Management

Positive Behaviour Support

RISK MANAGEMENT

Tiered Approach to Positive Behaviour Support



Human rights – Ordinary magic

- A home: menu/cooking, decorate, garden, pets
- Physical health: surf, basketball, dance, nature, walking groups, gym
- Work and education: technology, recycling, dog minding, art, music, crafts
- Community: shopping, banking, transport, medical appointment(s),
- Connection: friends, picnics, birthday party, church (culture), cinema, festivals

Learning from the past:

01

Including the voice of participants and lived experience is essential element of future support systems co-design

02

Let's stop using words like conformity and compliance

03

If we want quality we need to stop designing services around funding models. We need to fund practice models.

Shaping the future – research into practice:

01

Clearly defined indicators of evidence-based practice in quality frameworks to support consistent interpretation and implementation

02

Balancing innovation and research with regulatory compliance – reducing administrative burden and enhancing frontline practice

03

Embed reference to evidence informed practice in quality frameworks

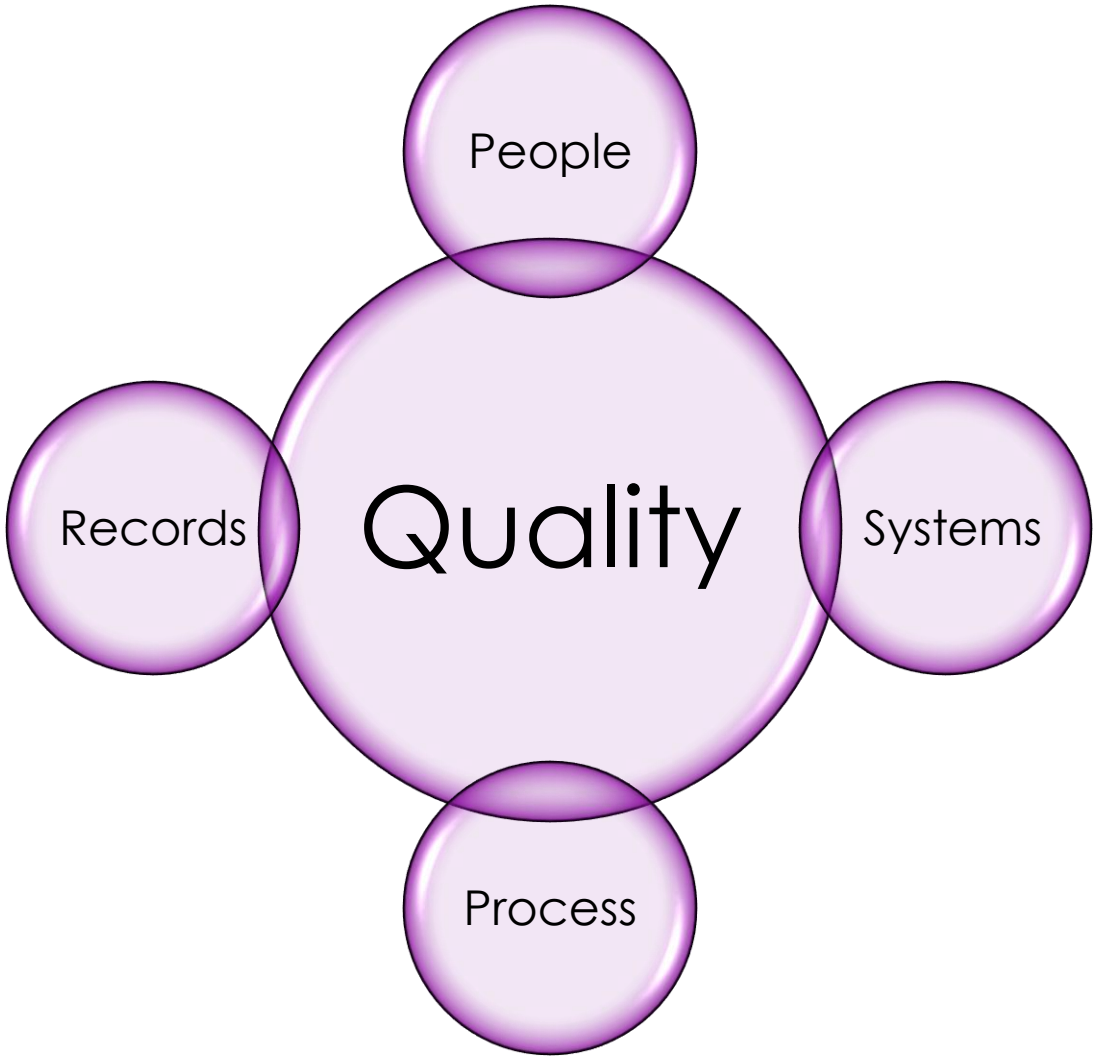
Supported decision making models

Active support models

Compliance and Regulation is not a break from the past it is a continuation of a journey towards a better fairer and more effective disability support system

Structures to Support Quality Evidence Based Best Practice

MINI-MAX



Participant led Evidence Based Best Practice

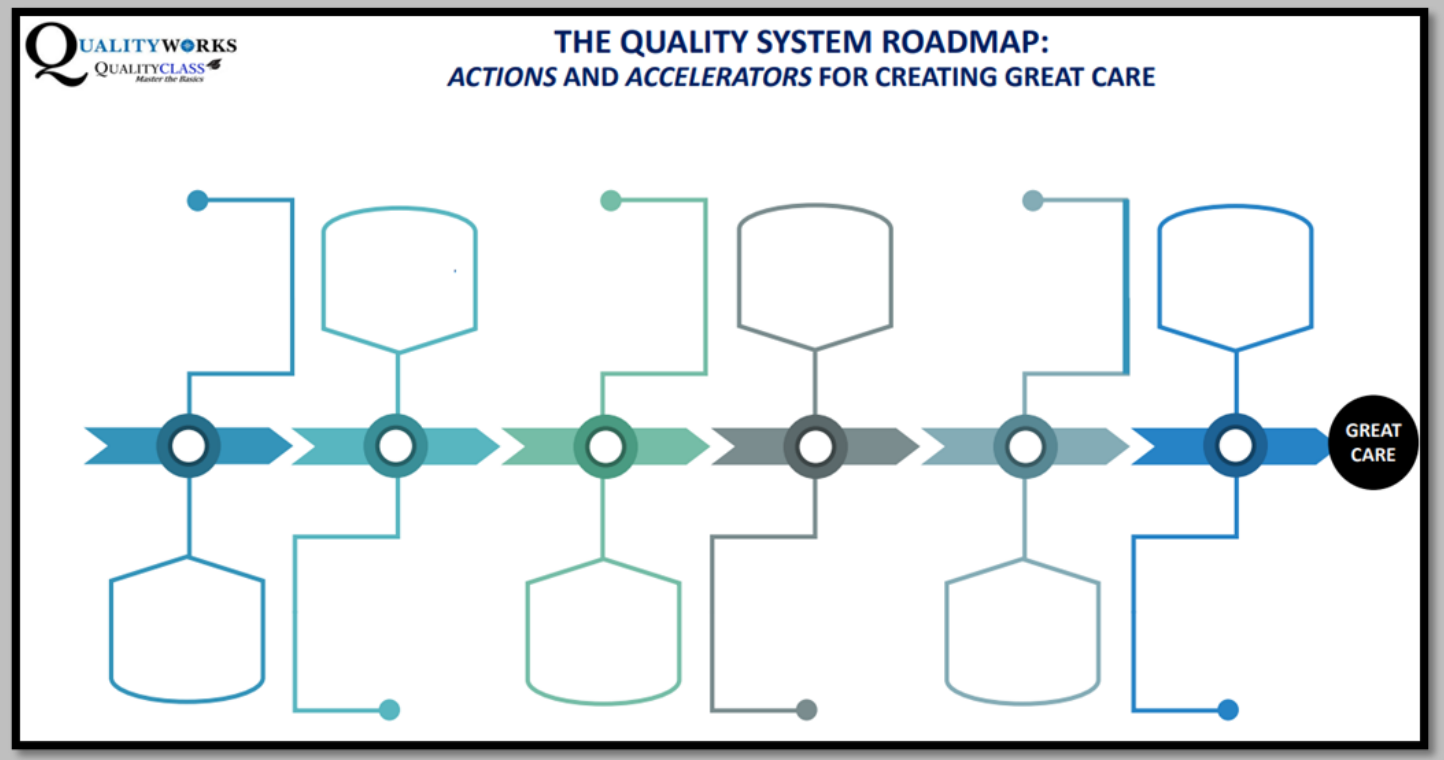
WE WANT TO HEAR FROM YOU! COME JOIN OUR NEW

Participant Advisory Commitee

- Learn about what's happening at CLO and how you can be involved
- Help shape the future of CLO
- Provide feedback to improve our services
- Share your valuable knowledge and experience
- Tell us how we can work with you to make CLO the best it can be
- Transport and refreshments available

Quality Governance & Operational Management

Quality Roadmap for Best Practice



Quality Governance

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Quality Operational Management

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Quality System Roadmaps

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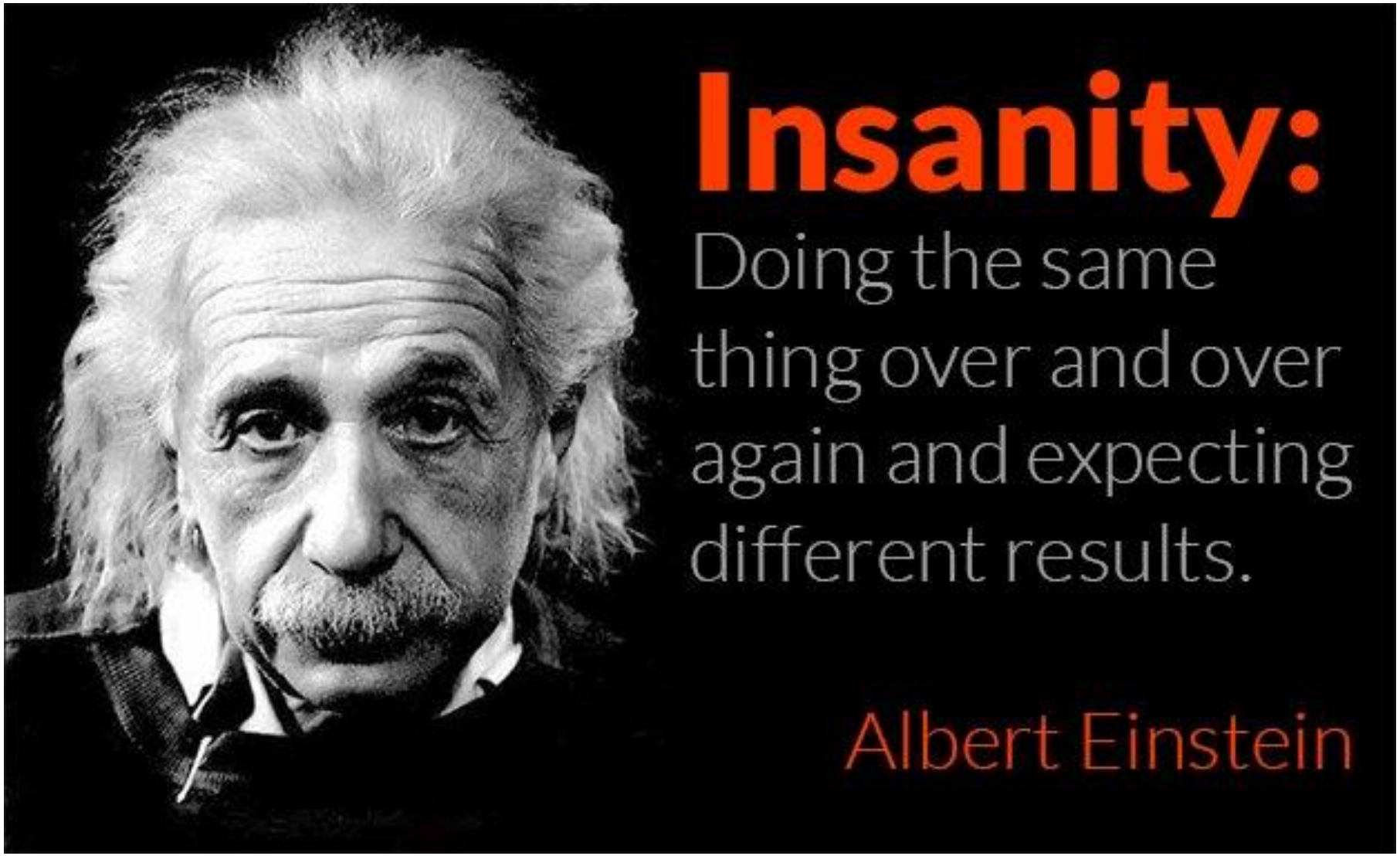
Evidence based practice

But we've always done it this way….



Cathy Balding QUALITYWORKS

ISO

SafeWork SA

LA TROBE UNIVERSITY

RMIA
RISK MANAGEMENT INSTITUTE OF AUSTRALASIA

asid
research to practice

NDS National Disability Services

CQI | IRCA
LEADING QUALITY SINCE 1919

Government of South Australia

NDIS Quality and Safeguards Commission

Australian Government

Australian Charities and Not-for-profits Commission

Meeting Compliance Through Evidence – Based Practice

- Model, Systems & processes aligned to legislation / Compliance obligations and are reviewed regularly
- Clear roles, delegation and accountably Structures
- Integrated Quality Systems and Processes
- Information Security, Records & Data Management
- Continuous Improvement Culture

Thank you

Daniel | Sarah | Jodie | Bianca | Eugine

Jacob | Brendon | Colleen | Sophie | Gabbie

Cara | Jamie | Owen | Kieren

Resources

- https://www.ndiscommission.gov.au/
- https://www.ndiscommission.gov.au/sites/default/files/2022-02/ndis-practice-standards-and-quality-indicatorsfinal1.pdf
- SA.GOV.AU - Restrictive Practices Unit
- https://www.rmia.org.au/
- https://www.latrobe.edu.au/
- Qualityworks The website for Quality Leaders and Professionals - Cathy Balding | Qualityworks

Thank You

FOR GROWING WITH US

CLO