“A Good Life”:

measuring quality of life helps disability services learn what matters and improve the support they provide

Innovation & Impact

Onemda

Onemda wants to learn how happy, healthy and comfortable people feel in their life.

This is called quality of life.

About the Project

- We are using a validated assessment tool to guide conversations about quality of life with the people we support
- We are implementing the tool as it is intended to be used – other service providers have adapted it or parts of it
- We want to learn what matters to each person and how our services affect their lives
- Project length – 3 years
- Self-funded
- Project partners – University of Ghent (Belgium), University of Technology (Sydney), QOLzone

Background to the Project

- Onemda worked with University of Technology Sydney researchers to explore what tools are available to measure quality of life for people with intellectual disability.

- A detailed Literature Review was completed, with a focus on tools suited for people with intellectual disability and those that had been validated and peer reviewed. 2,530 papers were reviewed with 508 meeting the criteria.

Literature Review Findings

- Over 120 quality of life tools were found, varying in scope from broad to condition-specific applications.

- Few instruments were psychometrically sound or adequately validated, highlighting a gap in reliable assessment tools.

- Two tools in particular were the most frequently used validated tools. Onemda chose one of these to trial – the Personal Outcomes Scale (POS).

The Personal Outcomes Scale (POS) is currently being used in research and practice in 12 countries

About the Personal Outcome Scale

- Allows for self & observer/proxy reporting
- Likert 3-point scale
- 48 questions
- Measures:

Quality of Life Factor	Quality of Life Domain
Independence	- Personal Development - Self Determination
Social Participation	- Interpersonal Relations - Social Inclusion - Rights
Wellbeing	- Emotional Wellbeing - Physical Wellbeing - Material Wellbeing

Implementing the POS

- Recruited a team of POS interviewers from Onemda staff
- Undertook training in the POS and quality of life with the University of Ghent
- Aim is to recruit 80-100 Onemda participants to be involved in quality-of-life conversations using the POS – 78 participants recruited so far
- This is already providing Onemda with quantitative and qualitative data on what is important to the people we support and how they rate their quality of life, and influencing organisational direction

“I am really enjoying being part of this project, it is deepening my connection to participants and understanding of what’s important to them and why, and how better to support them”

POS team member

Key Early Learnings

- Autonomy and safety are central to the quality of life of people who access Onemda's services
- Onemda is a central and positive part of people's lives
- Community and relationships are important, but rated the lowest out of all the indicators
- People desire greater control over decision-making
- People want more opportunities to learn and grow, and to contribute to the community
- Emotional wellbeing and resilience is an area of strength

We are finding out new things about what is important to people because we are asking different questions

Turning insights into action

- **Enhancing choice** – we have introduced a range of initiatives that further support individuals to make the decisions that matter to them
- **Strengthening learning outcomes** – reviewing and further developing the curriculum to ensure group programs focus on demonstrable learning outcomes and embed the learning area priorities identified by individuals
- **Enhancing independence through design** – reviewing and adapting spaces to further promote physical autonomy and reduce reliance on others

And this is just the beginning!

Next steps for the project

- **Pilot QOLzone** – AI technology purpose built to enhance POS implementation and data analysis
- **Continue POS conversations** – ensure every recruited participant completes two POS conversations during the 3-year project
- **Embed insights organisation-wide** – continue to integrate learnings into practice and culture through regular data review
- **Collaborate globally** – partner and share knowledge with international organisations using POS
- **Contribute to sector learning** – continue sharing outcomes and insights

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