

# Senses Foundation (Incorporated)

## Specialist Communication Service

This was a comprehensive monitoring assessing the service against all nine standards undertaken through April and May 2009.

### Acknowledgements

The monitor acknowledged the commitment of the staff in providing a high quality meaningful service to all clients. This was evident from the feedback the monitor received from people with disabilities, family members and staff from other organisations receiving services from The Specialist Communication Service.

### Commendations

The monitor was particularly impressed by:

- The presentation of staff policies and procedures, including the ease of access to specific relevant information for staff in each service.
- The professional and sensitive way that the recent restructure of The Specialist Communication Service was undertaken.
- The experience, knowledge and skill of staff working within this service.
- The organisation's efforts to ensure that the skills of highly specialised staff are shared with other members of the disability sector.
- The efforts to promote and advocate for deafblind people, nationally and internationally.

### Summary

The monitor reported that the service meets Standards 1 to 9.

### Required Actions

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

### Opportunities for Service Improvement

The monitor identified the following opportunities for service improvement.

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

2.1 The Specialist Communication Service reviews policies and procedures relevant to Standard 2 to ascertain if they reflect the newly developed consultancy model and actions any findings.

2.2 Given the infancy of the consultancy, the service could be reviewed again in approximately 18 months to ascertain if it is making anticipated progress and meeting the needs of all service recipients.

#### **Standard 3 - Decision Making and Choice - *Having choices and making decisions***

3.1 When the service has further developed and consolidated, a Specialist Communication Service handbook could be developed. An important inclusion should be the rights and responsibilities of all clients, including consumers and staff from other organisations.

#### **Standard 7 - Complaints and Disputes - *Sorting out problems***

7.1 Make the brochure 'Complaints Compliments and Ideas' available on the Senses Foundation website.

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### **Standard 8 - Service Management - *Running the service well***

8.1 The organisation to set in place a process to ensure that part time staff have the same opportunities for emergency evacuation training as full time staff.

***Action has already been taken to implement the opportunities for service improvement.***