

Senses Foundation (Incorporated)

Community Living Program

The final report dated 24 November 2009 describes the findings of the monitor who visited people in the Community Living Program in October and November 2009 and completed an assessment of the service's compliance against the following Disability Services Standards:

- Standard 2 Individual Needs
- Standard 3 Decision Making and Choice
- Supporting Standard 8.3 Consumer involvement in planning, management and evaluation
- Supporting Standard 9.6 Response to allegations of abuse and neglect

Acknowledgments

The monitor noted her thanks to the service users for the assistance they provided throughout the monitoring visit. The monitor acknowledged the commitment of the staff in providing services to the consumers. This was evident from the monitor's observations of the consumers and staff interactions and from the positive comments about staff, the monitor received.

In particular, the monitor thanked one service user who opened their home to host an afternoon attended by service users, staff and the monitor, enabling the monitor to conduct individual and group interviews and gather information to support the monitoring report.

Commendations

The monitor was particularly impressed by:

- The Compact Disc (CD) format of the organisations policies and procedures designed to support staff induction processes, which is easily updated and is available to all stakeholders.
- The enthusiasm with which each service user spoke about their support workers and the flexibility of the support that is received.
- The high value placed upon the Community Living Program service by its users.
- The sense of respect, valued status and sense of fun that was evident in all interactions between the service coordinator, support staff and service users.
- The service user's sense of pride.
- The incredible memories and stories that belong to this service user group whose lives have evolved from institutionalised histories to independent community living experiences.

Summary

The monitor reported the service meets Standards 2, 3 and Supporting Standards 8.3 & 9.6.

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 Individual files to be updated and where relevant, information to be archived.

2.2 To ensure that the service user group are supported to arrange and enjoy regular gatherings.

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2.3 To invite and support service users to record their common histories and experiences.

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