

# GOVERNANCE FOR SERVICE EXCELLENCE IN DISABILITY

**Live Online Training:** This course will give you the opportunity to consider ways to implement and improve your clinical governance systems and practice and become a provider of choice and ensure your organisation meets regulatory expectations.

**February 2021**

**August 2021**

Course Parts will commence at **09:30** and end at **12:30 (AEDT)**. There will be short breaks during each course Part.

Part 1: **25<sup>th</sup> February**

Part 2: **26<sup>th</sup> February**

Part 1: **26<sup>th</sup> August**

Part 2: **27<sup>th</sup> August**

**2 Part Series**



**Our Expert Course Instructor**



**Cheryl Lambert**

With 25 years of experience across Disability, Aged Care, Health and Mental Health, Cheryl Lambert is a former senior executive in disability with extensive experience as a NDIS consultant. Cheryl specialises in governance, strategy, and service improvement.

## Key Learning Objectives

- ▶ Know how to align and use clinical governance to achieve compliance with the NDIS Quality and Safeguarding framework
- ▶ Understand clinical governance, how it improves outcomes and prevents harm to your clients, your staff, and your organisation
- ▶ Discover the key components of a clinical governance framework to become a high performing organisation
- ▶ Practically apply clinical governance systems to share accountability for delivering excellence in practice across all levels of staff

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## ABOUT THE COURSE

The intention of this full day interactive workshop is to simplify governance for quality and safeguarding in disability, providing strategies to make it easier to achieve service excellence with efficiency.

The course content, activities and discussion will give you the opportunity to consider ways to implement and improve your clinical governance systems and practice, become a provider of choice and ensure your organisation meets regulatory expectations, including:

- discussing the foundations of clinical governance and the impacts of the Royal Commission and the safeguarding task force.
- unpacking what effective clinical governance looks like in practice, covering the key components used by high performing organisations to enable practice improvement and better outcomes for clients.
- reflecting on the key components of clinical governance systems to help you apply what you have learned to your organisation.

## OUR EXPERT COURSE INSTRUCTOR



**Cheryl Lambert**

With 25 years of experience across Disability, Aged Care, Health and Mental Health, Cheryl Lambert is a former senior executive in disability with extensive experience as a NDIS consultant.

Cheryl specialises in governance, strategy, and service improvement.

Her experience includes the implementation and management of corporate and clinical governance frameworks under multiple health/human services standards and accreditation processes, including the NDIS Quality and Safeguarding Framework.

As part of the PHI team, Cheryl assists organisations to establish and improve systems for governance, improving outcomes for the most vulnerable people in our community.

## WHO WILL BENEFIT

This course is designed for those accountable for the planning, delivery and evaluation of disability services. It is particularly suited to people who are new to clinical governance in disability, or people looking to increase the effectiveness of existing systems to improve practice and outcomes for consumers, including:

- General Managers, CEOs and COOs
- Service Managers
- Quality, Compliance, Safety and Risk Managers

## Course Outline

### Part 1: Governance Framework

#### 1. Foundations of governance for quality and safeguarding, and governance issues facing the disability sector today

- Background to clinical governance, and common governance failures
- Requirements of the NDIS Quality and Safeguards Framework, and impacts of the Disability Royal Commission and Safeguarding Task Force
- Key outcomes of a clinical governance framework

#### 2. Creating and leading a culture for governance that high performing organisations embody to move beyond compliance towards excellence

- Alignment of purpose and values for quality and safeguarding
- Governing Body and Quality & Safeguarding Committee obligations
- Roles and accountabilities for service excellence and compliance

#### 3. Partnering with clients to improve outcomes and satisfaction

- Client participation in clinical governance
- Client-centred and goal-oriented support
- Client choice and dignity of risk

#### 4. Designing service models to support staff to provide high quality support

- Systems approach to service design
- Procedure informed practice
- Documentation and client information

### Part 2: Governance Systems in action

#### 5. Building a capable workforce to deliver safe practice and better outcomes for clients

- Workplace culture for safe environment and service excellence
- Worker recruitment, screening, and supervision
- Supporting practice improvement and performance development

#### 6. Quality, safety and risk systems to monitor, prevent harm, learn from errors and continuously improve

- Managing risk in the delivery of support
- Managing incidents and complaints and monitoring trends
- Effective internal audit and quality improvement

#### 7. Data collection and performance evaluation systems to facilitate decision making and measure success

- Quality of Care and Quality of Life measures
- Client outcomes

#### 8. Apply governance systems to high-prevalence risk areas within disability services:

- Positive Behaviour Support and Restrictive Practice

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## Easy Ways to Register



### Web

[www.informa.com.au/serviceexcellenceindisability](http://www.informa.com.au/serviceexcellenceindisability)



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### Email

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## Governance for Service Excellence in Disability

Course Code	Location	Course Parts	Month	Standard Price	4+ Dels Discount
P21GL28V	Live Online Training	All 2 Parts	February 21	\$995 + \$99.50 GST	<b>\$1,094.50</b>
P21GL2802V	Live Online Training	All 2 Parts	August 21	\$995 + \$99.50 GST	<b>\$1,094.50</b>

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