

Accreditation Report



Quality
Innovation
Performance

Accreditation Assessment Report: QIC Standards

Organisation: Heal For Life

Assessment date: 9th– 10th December 2015

This assessment was conducted according to the requirements of the Quality Improvement Council (QIC) Standards and Accreditation Program.

Disclaimer

Accreditation status conferred by the Quality Improvement Council certifies that the participating organisation has met the applicable standards at the time of assessment and participates in an ongoing quality improvement program. It does not, however, guarantee the safety, quality or acceptability of a participating organisation or its services or programs, or that legislative and funding requirements are being, or will be, met. Similarly, accreditation does not prevent staff of participating organisations from sometimes making mistakes.

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Foreword

Continuous quality improvement (CQI) underpins the QIC Standards and Accreditation Program and the modules of Standards. Quality is the result of a way of working rather than a single or set of events such as those leading to accreditation. There is an expectation, therefore, all organisations will have embedded or be in the process of embedding quality in their everyday work practices.

Central concepts of continuous quality improvement (CQI) include:

- The organisation's leaders and management encourage the processes of CQI among individual staff and the organisation as a whole;
- A range of formal and informal mechanisms are used to evaluate and improve current work practices and staff are directly involved in the reflection on the efficacy of their own work and that of the organisation;
- Resources are specifically allocated to CQI;
- Staff and Volunteers are actively acknowledged for initiatives they take in improving services and programs;
- Staff are aware of the purposes, components and processes of CQI and the Plan-Do-Check-Act cycle and have the skills to implement them;
- Quality processes are implemented in a systematic way and are evident at all levels of the organisation;
- There is an explicit and implemented process for working co-operatively, sharing and incorporating new knowledge within the organisation.

The QIC Health and Community Services Standards as well as industry wide or sector specific quality improvement themes guide the Assessment Team in its assessment of the organisation and its service activities. The Assessment Team's findings are reported as a summary description of the major issues identified and specific areas for commendation or improvement.

Assessment details

Organisation	Heal for Life
Chief Executive Officer (CEO)	Liz Mullinar
Manager of organisation being reviewed (if different from above)	As above
Organisation Contact	Jan Craft
Number of staff (EFTs)	1
Number of staff (actual)	3 (number of volunteers not included on scope)
Assessment Team Leader	Trish Jean

Assessor	Peta Miller
Standards used in assessment and number of accreditation cycles including this cycle	Quality Improvement Council Health and Community Services Standards (6 th edition)

Accreditation Decision	Accredited
Accreditation Decision Maker	Renee Andrews
Decision Maker Signature	
Accreditation Commencement Date	10 December 2015
Accreditation Expiry Date	10 December 2018

Four levels of attainment are used consistently throughout this report to give an overall rating for each Standard. The levels of attainment are:

- Exceeded
- Met
- Met in Part
- Not Met

In order to meet QIC accreditation requirements all the Standards must be met.

The purpose of this accreditation assessment report is to record the findings of the external assessment upon which a recommendation for accreditation is made.

It is also prepared to assist participating organisations with future planning through identifying organisational achievements, areas for development and recommendations to support continuous quality improvement.

Executive summary

Scope of assessment

The scope of this report and the accreditation is described by the agreed Scope of Assessment and Accreditation Statement signed by the organisation and the Licensed Provider, the central elements of which are set out below.

Service

Residential programs for children, adolescents and adults. Training provision.

Site/s

Adult Centre

Hennessey House

Phillip House

Organisational structures

Heal for Life (HFL) is a freestanding organisation

Exclusions

None

Evidence Trail

Documentary evidence

Strategic Plan and notes from current strategic planning

Constitution and deed of amendment

Organisation chart

Quality work plan

WHS and Quality documentation including these items included in meeting agendas and minutes, review and audits summary

Website, social media, newsletters, onsite library

Board meeting agendas, minutes, governance procedures and reports

Core Group and Management Committee meeting minutes, agendas and Terms of Reference

CEO performance review template

Policies and Procedures

Financial reports, delegations instrument, budget projections Registers for Complaints, Legislation, WHS Incidents, etc.

Asset register

Demographic and program data

Funding reports and service agreements

Program documentation including surveys and feedback forms, brochures

Training flyers, manuals and PowerPoints

Program manuals/modules

Feedback from external reviews (e.g. ACNC, evaluations, research)

HFL Community feedback including surveys, monkey survey questions

WHS and property/maintenance documentation

HR documentation including Induction and orientation, staff checklist etc.

Contact Relationship Management (CRM) database manual and permissions register

Interviews

2 Board Members,

CEO

4 former guests

1-member staff, 3 administration/maintenance volunteers

3 PSVs

1 Facilitator

1 external supervisor

1 stakeholder

1 provider of training to Facilitators/PSVs

1 provider ICT support

Site visits

Adult Centre

Hennessey House

Organisational context

HFL is a provider of services to survivors of childhood abuse and trauma. Based in Quorrobolong, NSW, between Sydney and Newcastle, the land on which the property houses the service was named 'Mayumarri', an aboriginal word meaning 'Peace'. Half of the land was gifted to the Mayumarri Trust in perpetuity and in 1998 the building of a centre began with a few accommodation cabins. In 1999 the main service building and chapel were built. Mayumarri was officially opened by the then Governor General, Sir William Deane, in October 1999. In 2000, the current one-week healing program for survivors of child abuse and trauma was introduced. Another 120 acres adjoining Mayumarri were purchased in 1999 and gifted to the charity and in 2003 the Kids Kamp was established on this new piece of land. Mayumarri has now expanded its services to include Hennessey House, a residence for young women aged 16-25 years who have survived childhood trauma or abuse. Hennessey House is situated in the southern section of the property and was opened by the Hon Tony Abbott, Minister for Health & Ageing, on March 13 2006. In 2010 The Heal For Life Foundation opened "Phillip House" which is for young men 16-25 yrs. – the male equivalent of Hennessey House.

HFL values the role of personnel who are themselves survivors and feedback from personnel and former guests indicates that this is highly valued in terms of relatability and safety for guests. The organisation places an emphasis on building individual and community understanding of healing childhood trauma and in addition to providing healing weeks for guest HFL provides information and training for health professionals and others who work with people with a lived experience of childhood trauma.

In recent years the organisation has been the subject of complaints and media coverage, which has impacted on their reputation. HFL has cooperated with reviews (e.g. ACNC and QIP) and responded to any findings or recommendations. HFL has demonstrably acted to develop and employ a culture of improvement and continues to consider the best ways to rebuild reputation and strategically position itself using its resources.

Section Summaries

QIC Section 1 | Building quality organisations

All standards in this section were MET

HFL is an organisation that is clear in its purpose with a governance and management structure that reflects both the governance and operational needs of the organisation and its philosophical approach. Changes to the structure have been made to reflect best use of resources and to enable assignment or responsibilities and decision making where appropriate by consensus. As an organisation it continues to manage day-to-day operations whilst countering reputational concerns and crafting the best ways forward to ensure sustainability and impact.

It is evident that there is a quality culture and a strong commitment to safety and transparency. Whilst a number of systems or system elements are newly implemented or being reviewed for improvement, it was clear from documentation and interviews that the changes taking place are strengthening the organisation and honouring their intentions in their contribution to their community and the vision for the future.

QIC Section 2 | Providing quality services and programs

All standards in this section were MET

HFL comprises separate centres for our Adult, Youth, Children and Private healing programs. They hold programs at venues in West Australia, Victoria, and Queensland as well as internationally. The organisation has been in operation since 1999 and they have a good understanding about the needs of its target group, and well-established programs.

HFL has worked to have a high level of cultural safety not only for their guests but also the staff and volunteers. There are only three paid staff members and HFL relies on their volunteers. Personnel demonstrated skill and commitment to guests' wellbeing. Guests of the program spoke highly about the staff and volunteers and reiterated that they felt listened to, safe, empowered and supported.

HFL uses a range of mediums to promote their service and programs. These include their Facebook page, Twitter and their website. They maintain an openness and transparency within the community.

There are also well robust systems in place for protecting guest's right to privacy and confidentiality. The opportunities for improvement include the use of developing tools that enhance the guest's knowledge about their rights and responsibilities. There are also well defined systems for protecting guest's right to privacy.

QIC Section 3 | Sustaining quality external relationships

3 standards in this section were MET and 1 standard was EXCEEDED

HFL works to develop partnerships and alliances with other organisations and services both nationally and internationally and has determined to continue to build opportunities for collaboration and partnership. Key stakeholders include other service providers and agencies both government and nongovernment. The organisation has some excellent examples of collaboration in the Kimberly Western Australia and Albury Wodonga in New South Wales.

A key organisational strength is the contribution being made to the HFL community, the professional community to which they belong and to the general community through their training, information and collaborations. The organisation and its personnel have been recipients of numerous awards.

Quality Workplan

HFL has been pursuing compliance with the standards and investing significantly in continuous improvement as an organisation against a self-assessment and quality work plan. The quality work plan has been reviewed for currency and will continue to be developed in line with the recommendations of this review. It is noted that the improvements identified by HFL in their quality journal, and as documented in this report, may have already been actioned or actioned in part.

Overall summary

HFL has a small, primarily part time staff and yet is demonstrating ability to influence the community and provide a well targeted service and provide a safe place for survivors of childhood trauma and abuse. The review team was impressed by the high level of commitment staff had to guest outcomes and to supporting the provision of HFL programs in other states and internationally.

The Assessment Team was impressed by the commitment to developing and supporting personnel, including administration personnel, PSVs and facilitators. There has been good consideration given to how to strengthen support and supervision and a keen focus on all aspects of safety and opportunity for effective communication and sharing of information.

HFL continues to strategically position itself and work to maintain viability and sustainability at a time when their reputation is being rebuilt and opportunities for new income are available. The commitment to succession planning for the CEO's position and consideration of Board composition are also important elements in securing the future of the organisation.

This report offers a range of recommendations that reflect the continuous quality improvement activity already underway in the organisation and in order to assist the organisation to continue its quality journey and protect its capacity to demonstrate its effectiveness in meeting community needs.

Accreditation status

Accreditation

Heal for Life is to be congratulated for achieving three (3) year Quality Improvement Council (QIC) National Accreditation.

Acknowledgements

The hospitality and willing co-operation of the CEO and Board, administration personnel, volunteers and former guests have greatly assisted the work of the Assessment Team. The Assessment Team acknowledges the role of Jan Craft and the organisation in collectively embracing an organisational culture of shared responsibility for quality and for supporting the Assessment Team while on site.

Level of attainment for each standard: QIC Standards

Section 1 | Building quality organisations

Standard	Standard descriptor	Rating
Standard 1.1	Governance	MET
Standard 1.2	Management systems	MET
Standard 1.3	Human Resources	MET
Standard 1.4	Physical resources	MET
Standard 1.5	Financial management	MET
Standard 1.6	Knowledge management	MET
Standard 1.7	Risk management	MET
Standard 1.8	Legislative compliance	MET
Standard 1.9	Safety and Quality integration	MET

Section 2 | Providing quality services and programs

Criteria	Standard descriptor	Rating
Standard 2.1	Assessment and planning	MET
Standard 2.2	Focusing on positive outcomes	MET
Standard 2.3	Cultural safety and appropriateness	MET
Standard 2.4	Confirming consumer rights	MET
Standard 2.5	Service coordination	MET

Section 3 | Sustaining quality external relationships

Criteria	Standard descriptor	Rating
Standard 3.1	Service agreements and partnerships	MET
Standard 3.2	Collaboration and strategic positioning	MET
Standard 3.3	Incorporation of and contribution to good practice	MET
Standard 3.4	Community and professional capacity building	EXCEEDED