

In partnership with the Community Sector, strengthen the sustainability and responsiveness of the Service Delivery Sector

This strategy aims to provide a framework within which Disability ACT will work with its partners, in accordance with the principles contained in the *Social Compact*, to enhance the viability and sustainability of service providers in supporting people with disabilities, their families and carers.

Aims

In collaboration with our community partners, Disability ACT will:

- establish an effective partnership with the service delivery sector, in accordance with the principles and intentions of the *Social Compact*;
- ensure equitable and transparent access, eligibility and funding arrangements;
- support services to comply with recognised standards of service and implement a quality improvement framework;
- develop a skilled workforce that works in a way that reflects the *Vision and Values*; and
- increasingly attract and retain a quality workforce.

Objectives	Actions 2002 - 2004	Priorities for 2005-2008
4.1 Implement the principles underpinning the <i>Social Compact</i>	Contributed to the redevelopment of the <i>Social Compact</i> to better reflect government's commitment to building a stronger, more effective community	Communicate and partner with the community sector according to the principles and undertakings agreed in the <i>Social Compact</i>
4.2 A sustainable service delivery sector with support and capacity to plan for the long-term	Identified key issues for specialist disability services sustainability through contract audit Additional funding provided to specialist disability providers through recurrent and non-recurrent grants to address identified issues Three year funding agreements negotiated with specialist disability providers Expanded non-government accommodation, community access and respite services	Work in partnership with service providers to further strengthen organisational infrastructures Develop joint strategies to enable non-government service providers to secure and maintain appropriate facilities, including safe and accessible accommodation Review the management and allocation of resources for specialist disability services across government and non-government organisations
4.3 Access, eligibility and funding arrangements are equitable and transparent	Evaluated funding through Individual Support Packages (ISP) Developed recommendations, in consultation with key stakeholders, for review of Individual Support Packages (ISP), including funding mechanisms	Develop and implement improved funding models for government services, funded non-government services and Individual Support Packages (ISP) Develop and implement clear access, eligibility and priority criteria for government-funded services, supports and programs Develop an ACT policy on portability arrangements for clients who relocate from interstate to the ACT and vice versa
4.4 Service options are flexible and respond to identified need	Restructured government-provided specialist disability support services to reflect a person-centred approach	Review the role of government as a provider of accommodation, community access and respite and consult on and implement an Individual Support Services Change Management Plan
4.5 Sector has a stable, well-trained workforce to provide quality services to people with disabilities	Partnered with the Workforce Reform Working Group to develop a request for proposal for a competency-based training program that reflects the <i>Vision and Values</i> Improved recruitment and retention of disability support staff in government services Undertook profile audit of disability workforce across the sector	With the community sector, develop and implement a comprehensive workforce strategy Establish workplace practices that encourage stability and transferability of skills across the sector In partnership with the disability sector, continue to develop and promote training resources which incorporate required skills, competencies, attitudes and behaviours
4.6 All services meet recognised quality standards, including the Disability Service Standards	Quality Framework developed by the Quality and Standards Reform Working Group Funded position to consult and implement quality framework across the sector	In consultation with stakeholders, develop and implement quality service standards that are consistent with National Disability Service Standards In consultation with stakeholders, continue to develop and implement a continuous quality improvement framework Implement recommendations from audits on Disability ACT support services