

# Victoria's Performance and Monitoring Regime

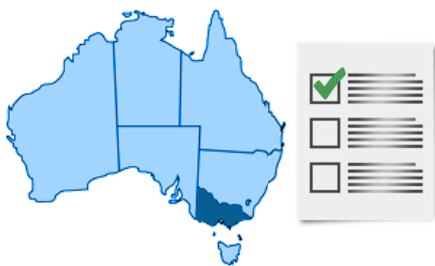
## Keeping people safe and making sure services do a good job



Victoria has always given good support to Victorians with disability. The government will keep supporting people as accommodation and respite services change to non-government services



We will work with services while the change happens, and after the change to make sure people keep getting good and safe services.



The National Disability Insurance Scheme (NDIS) will make sure that all disability services in Australia give people a safe and good service.



This is called the NDIS Quality and Safeguards Commission, will start in Victoria in 2019 and will monitor service quality.



The Victorian Government will also be checking to make sure services are doing the right thing. This will happen until 2025.



There are rules and laws that all disability services must follow in Victoria.



The services must show they are doing the things they said they would do like keeping people safe, being a good service and treating the staff well.

Services must show that:

**Residents will still get the same services they do now.**



Services must make sure residents get the same services they do now, if that is what they want.

**Residents and families will keep the staff they know and trust.**



The service will need to keep the house supervisor and staff.

**The transport residents have will not change.**



The service will need to make sure residents still get the same transport that they have now. This might be buses or cars.

**Residents must get advocacy services to help them speak up if they need them**



Being able to get help to speak up about problems and things that people are not happy with is important.

Services must have rules to make sure residents are supported to speak up and get advocacy services.

**Residents will be supported have more choice and control.**



Services must help people change if they choose to go to a different service.



Services must treat the staff well and pay them right.



The government will make sure services are doing the right thing and that residents, families and staff are listened to.

**The things we need to check: What residents and families have to say is the most important thing.**



The government will be watching what services are doing and checking that residents, families and staff are happy with the services they get.

What residents, families and staff say is important to the government.



Services will need to talk to residents, families and staff often to ask if they think that the service is doing a good job and keeping people safe.



One way they will do this is with surveys. Residents, families and staff will help make the survey so it asks the right questions.

Services needs to listen to residents, families and staff and try to make sure they are doing the best they can.

Services must show the government that

- they are a good safe service
- they treat the staff well
- The house is a safe, happy place for people who live and work there.



The government can ask services for information at any time and can check that they are doing a good job.

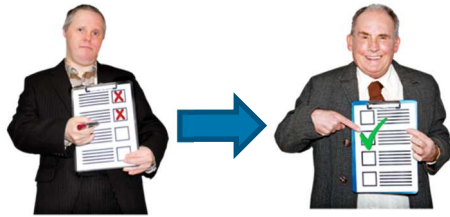


A groups of residents, families and staff will tell the government what they think about how the new service is doing their job. This group will be called a Stakeholder Advisory Committee.

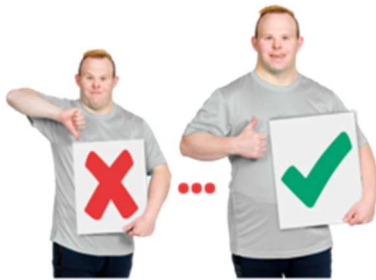
**The government will make sure services follow the rules and do the right thing.**



The government will be told what residents, families and staff say about services. We want to know residents and families are happy with the services they get.



If residents and families do not think the service is safe or doing a good job the government will work with the service to fix the problems.



If the problems are really bad and the service is not safe the government will make sure residents are safe, happy and keep getting support.

They might change the agency that is managing the house.

### What will happen next



In about six months, services will ask residents, families and staff if they think that the service is doing a good job and keeping people safe.



Services will have to tell government what residents, families and staff say about the services.