

The Victorian ECIS Quality Framework

Measurement	Our Vision		For All Children (including children with a disability or developmental delay)						That every young Victorian thrives, learns and grows to enjoy a productive, rewarding and fulfilling life, while contributing to their local and global communities								
			For children and young people with a disability or developmental delay		That all Victorian children and young people with a disability or developmental delay:						<ul style="list-style-type: none"> Actively participate, enjoy and learn, along with their peers, in care and education settings and prepare for an active adulthood Belong to supportive and inclusive communities Are cared for effectively by families and carers, who choose and benefit from the services and supports they need. 						
Capacity Building	Outcomes		Quality Domain		Quality Area 1: child development, learning and wellbeing (Child)		Quality Area 2: Relationships with Families (Family)		Quality Area 3: Partnerships and Community (Community)		Quality Area 4: Service management / Leadership (Organisation)						
			For all children (including children with a disability or developmental delay)		<ul style="list-style-type: none"> have a strong sense of identity are connected with and contribute to their world have a strong sense of wellbeing are confident and involved learners are effective communicators 												
		For children and young people with a disability, developmental delay and or additional needs		<ul style="list-style-type: none"> develop the skills and capability to achieve meaningful civic, social and economic participation enjoy optimal health and wellbeing and quality of life are engaged in, and benefit from, educational opportunities and achieve improved knowledge and skills 		<ul style="list-style-type: none"> access services that support their workforce and community participation choices are well supported and confident in their abilities to support their children's learning and development and capacity to live independently 		<ul style="list-style-type: none"> support inclusive communities, that understand the contribution that children and young people with a disability or developmental delay make and will make into the future 		<ul style="list-style-type: none"> provision of ECIS is evidence-based, efficient and effective 							
Risk Management	Standards		Quality Area 1: child development, learning and wellbeing		Quality Area 2: Relationships with Families		Quality Area 3: Partnerships and Community		Quality Area 4: Service management / Leadership								
			The service supports each child to: 1 develop their skills and capabilities to achieve meaningful family and social participation 2 maximise their opportunities for optimal health, wellbeing and quality of life 3 engage in and benefit from educational opportunities 4 to develop positive relationships with other children and adults in their family and community		The service works with each family to: 5 develop and maintain respectful relationships between the service and each family 6 plan and deliver services based on the child's and family's strengths, needs, capabilities, culture, interests, aspirations and experiences; 7 be confident in their ability to support their child's development, learning and wellbeing.		The service works in partnership with other services and community organisations to: 8 achieve positive outcomes for each child and family; 9 develop inclusive communities that recognise the beneficial contributions of all children in their community. 10 The service supports each family to participate, at their desired level, in their community.		The service supports: 11 standards that ensure that the workforce has appropriate skills and knowledge to support child development, learning and wellbeing 12 the development of its workforce 13 effective management and leadership, and supports clear directions for the service. 14 Family and community feedback is managed effectively								
Governance	Service and Practice Principles		Quality Domain		Collaborative		Effective		Reflective								
			For services for all children (including children with a disability or developmental delay)		<ul style="list-style-type: none"> Family centred practice Partnerships with professionals High expectations for every child 		<ul style="list-style-type: none"> Equity and diversity Respectful relationships and responsive engagement Integrated teaching and learning approaches Assessment for learning and development 		<ul style="list-style-type: none"> Reflective practice 								
		For services and supports for children and young people with a disability, developmental delay and or additional needs		<ul style="list-style-type: none"> The best interests of the child are paramount Services and support adopt a child and family centred approach that promotes choice and opportunity Services and supports are well integrated to meet the holistic needs of children and young people with a disability or developmental delay and their families 		<ul style="list-style-type: none"> Services and supports protect the human rights of the child and young person with a disability or developmental delay Services and supports are accessible and coordinated to intervene early and adopt a life-cycle approach to planning and provision Services promote social inclusion Services and supports are accessible and appropriate for children and young people from diverse cultures and their families 											
Quality Management Principles		Client focus		Leadership		Involvement of people		Process approach		System approach to management		Factual approach to decision making		Continual improvement		Mutually beneficial collaboration	
Quality Management System		Organisational self-assessment against the standards				Consumer assessment against the Standards				Outcomes Measurement				Continuous Quality Improvement			
		All ECIS providers implement an annual self-assessment process to assess, monitor and improve the quality of services against the Standards for ECIS in Victoria. <ul style="list-style-type: none"> Documented Planned, processed based approach Involve management/team members Involve service users promote continuous improvement support compliance against the standards Identify and prioritise improvement opportunities 				ECIS providers implement processes to support people who use their services (children, families, communities) to provide feedback about performance against the standards and their achievement of outcomes. <ul style="list-style-type: none"> Documented Planned and co-ordinated Independently facilitated Provide support to fully participate in the process Focus on the effectiveness of supports and improved outcomes 				ECIS providers implement processes to measure if their practices support the attainment of outcomes for stakeholders. <ul style="list-style-type: none"> Documented Outcomes and strategies clarified and planned for upfront Involves service users Identifies the extent to which strategies and interventions have facilitated or detracted from outcomes for service users. Identify improvement opportunities 				ECIS providers implement processes to support continuous improvement <ul style="list-style-type: none"> Documented Based on data analysis of self-assessment, consumer assessment and outcomes measurement Informed by other statistical data /events Set priorities, strategies, responsibility and timeframes Be monitored and reviewed 			