

Reviewing Accommodation Services using the Quality Checkers Project: Evaluating the Program for the Australian Environment. Prepared for Achieve Australia

Riches, T., Taylor, D. & Rodrigues, R. (2019).

This report provides an analysis of the efficacy of the Quality Checkers Project: a pilot program that trained people with disabilities to assess the quality of residential services and support offered by Achieve Australia (Achieve). People with disabilities were partnered with a person without a disability and the pair, known as Quality Checkers would visit a person's house upon invitation to check the quality of the living arrangement and service provision. A report would then be written by the Quality Checker pair then handed on to the Achieve Quality Management Team who would come up with an action plan based on the report. The Quality Checkers would then return some weeks later to assess whether the report had been actioned and whether the level of satisfaction by the home occupier.

This report contains an analysis of the Quality Checked reports with an overview of the common areas requiring change. The reports were also compared against follow-up reports that were completed for a purposive sample of home occupiers. This analysis identified a need for more person-centred support, particularly around bringing the home occupier into the centre around the day-to-day running of the household.

The report also provides an analysis of three focus groups conducted with the Quality Checkers at different stages of the project. These focus groups revealed a considerable amount of enthusiasm for the project as well as a need for additional training in interviewing (and other) skills for this program to be ongoing.

Additionally, there is also an analysis of interviews that were conducted by the research team with representatives of various levels of Achieve management. While there were a few concerns around logistics and implementation, these interviews revealed significant amount of positive regard for the program.

The report concludes with a series of recommendations with a particular emphasis on the need for intensive training in interviewing and report writing for the Quality Checkers. As well emphasis was placed on the creation of a Quality Checker coordination role to manage the administration and logistical workload of different phases of the Quality Checking process.