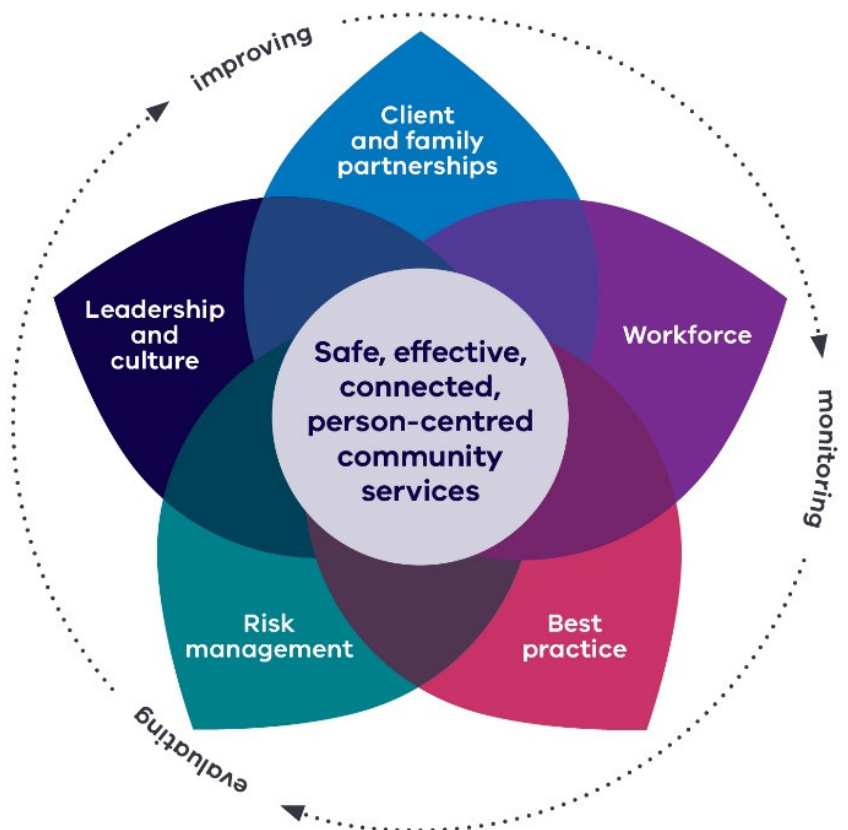




Forum 28th November, 2018

There are many useful frameworks for ensuring that the services we offer result in positive outcomes. The new DHHS Quality Governance Framework is supported by a large body of evidence that demonstrates that the 5 key elements (listed below), when integrated in a systematic way, are effective in ensuring that the work we do is:

- **Safe:** free from preventable harm including neglect or isolation.
- **Effective:** incorporates contemporary evidence, providing appropriate services in the right way, at the right time, supporting the right outcomes for every person.
- **Person-centred:** people's values, beliefs and situations guide how services are designed and delivered. People are enabled and supported to meaningfully participate in decisions and to form partnerships with their service providers.
- **Connected:** services work together to achieve shared goals; people experience service and support continuity as they move through the service system.



Reference: <https://dhhs.vic.gov.au/publications/community-services-quality-governance-framework>