

SHEPPARTON COMMUNITY SHARE



Making Quality Happen Project

The Shepparton Community Share partnership is a unique opportunity for four locally governed community agencies to focus on our joint strengths, rather than our service differences. Together we have a greater capacity to identify shared knowledge, continually improve service provision by listening to our community, and enhancing individual outcomes.

We believe that community services users have a right to expect and receive high quality services that meet their needs. However, meeting accreditation and compliance requirements for small service organisations can be costly, inefficient and detract from service improvements. Shepparton Community Share has come together in a unique collaboration to develop an approach to accreditation that is driven by client experience and person-centred, producing more focused and responsive systems, ultimately leading to better outcomes for clients and their families.

Building on cross-agency trust, goodwill and shared values established between the four participating organisations the, “Making Quality Happen” project aims to create a culture and environment of continuous quality improvement (CQI). A key objective is to develop a collaborative CQI Community of Practice with oversight of a cross agency quality review program which will drive quality initiatives and service enhancements, improving professional development for staff and outcomes for clients. The project recognises that a framework such as this needs to be interchangeable in order to be able to extend its reach within the community service sector and be applied outside of the network.

The project has a dedicated Project Manager responsible for implementation, which includes the recruitment and training of internal auditors, establishment of a CQI Community of Practice, and a toolkit for sustainability and replication of the project.

Any enquiries regarding the Making Quality Happen Project can be made to Trish Quibell, Collective improvement Manager, Shepparton Community Share, at tquibell@thebridge.org.au

Helen Macpherson Smith Trust

The project is generously supported by the Helen McPherson-Smith Trust, a case study of the project can be found on their website at <https://hmstrust.org.au/case-studies/shepparton-community-share2/>