

# EQUASS Conference: Quality initiatives for Quality of Life and Social Inclusion

**27 – 28 NOVEMBER 2018**

SANA LISBOA, AV. FONTES PEREIRA DE MELO 8, 1069-310 LISBOA, PORTUGAL

## Programme

The key focus of the EQUASS Conference is to present a wide range of Quality Initiatives from across Europe, highlighting experiences and research results from practitioners and experts. It will showcase good practices and innovation and the European Commission will also provide their perspectives on the topic.

The Conference will create a learning environment for participants from the content of the topics presented, from the sharing and exchange of ideas in the practical interactive workshops and the open forum question sessions. The aim of the conference is to support the provision of quality services for greater social and labour market inclusion and to highlight the importance of quality services in the social sector.

### Conference programme Tuesday 27<sup>th</sup> November 2018

09:00 – 09:30

Registration and welcome coffee  
*Reception desk outside the Plenary room Castelo VIII*

#### **Morning session**

*Plenary room Castelo VIII*

09:30 – 10:00

**Opening & words of welcome**

10:00 – 10:30

**Quality in Social Services: The view of the European Commission**

10:30 – 11:00

**The new EQUASS system;  
the added value of a sector specific quality approach**

The main elements of the European Quality in Social Service certification program: its key criteria and the way performance of the social service provider is assessed.  
Guus van Beek (NL), *EQUASS Key Expert*

11:00 – 11:30

*Coffee break*



**11:30 – 12:00**      **Exploring quality systems for social services**  
Experiences and differences of auditing quality requirements of various systems in the social sector

Raheem Esmail (GER)

**12:00 – 12:30**      **Forum discussions: Questions and answers**

12:30 – 14:30      *Networking buffet lunch*

**Afternoon session**

**Parallel workshops**

14:30 – 16:30

WS1	<b>Quality and outcome measurement in Social Services</b> Explore a methodology that identifies valid and relevant outcomes as result of providing quality services. Michael Crowley (IRL) - <i>Crowley Quality Consultants</i>	Room Castelo VI
WS2	<b>The impact of quality in Social Services</b> Understand the positive impact on service providers of implementing a quality system with experiences from the field I. Results of Portuguese impact studies Guus van Beek (NL) - <i>All about Quality Consultancy</i> II. Results of Norwegian impact study Geir Moen (NO) - <i>Promenaden Ressurscenter</i> III. Results of Slovenia impact study Valentina Breclj (SLO)- <i>University Rehabilitation Institute</i>	Room Castelo VII
WS3	<b>Quality interventions for creating Employment</b> Inclusive Job Design: Learn about an innovative methodology to include individuals with special needs into the open labour market Brigitte van Lierop (BE) - <i>Disworks</i>	Room Castelo VIII
WS4	<b>VET learning experiences on quality</b> Discover the outcomes and learning methodology of “The Vocational Education and Training Learning Community” (TVLC), that focused on Quality Culture and Quality Assurance Ana Gomes (PORT) - <i>Escola Profissional Val do Rio</i> Birgit Grimbergen (NL) - <i>Rea College Pluryn</i>	Room Castelo X

**16:30 – 17:00**      **Reflections and conclusions of the day**



## Conference programme

### Wednesday 28 November 2018

Plenary room Castelo VIII

- 09:00 – 09:30**      **Quality in Inclusive Education**
- How quality criteria can be used to fulfill key success factors for Inclusive education for persons with special needs. Experiences from an Erasmus Plus project  
Birgit Grimbergen (NL), *Rea college Pluryn*
- 09:30 – 10:30**      **Best practice in implementing Quality in the social sector - sharing learning (I)**
- I.      Experiences of implementing a Quality System in public social services in Lithuania (ESF-project)  
Natalja Markovskaja (LIT), *Valakupiai Rehabilitation Center*
  - II.     Implementation a quality system in Vocational Rehabilitation services for individuals with special needs  
Alexandre Rebelo (PORT), *Formem-APPCDAM Coimbra*
- 10:30 – 11:00**      *Coffee break*
- 11:00 – 12:00**      **Best practice in implementing Quality in the social sector - sharing learning (II)**
- III.    Assuring quality of services in hospitals for individuals with Mental Health problems  
Ir. Paula Carneiro & Ana Gamelas (PORT), *Irmãs Hospitaleiras*
  - IV.    A Person-Centered approach to rehabilitation of people with addictions - alcohol and drugs  
Margarida Neto (PORT)
- 12:00 – 13:00**      **Forum discussions: Questions and answers**
- 13:00 – 13:30**      **Final reflections, summary and official closing of the Conference**

**More information on the speakers will follow shortly!**

