



EQUASS Newsflash

Welcome to the fifth issue of the EQUASS newsflash! This publication is an initiative of the European Quality in Social Services to provide you with regular updates about the most recent developments and achievements of the EQUASS System.

EQUASS information seminar in Germany

On Thursday, 3 September 2009 the JG-Gruppe organised an information seminar for directors and quality managers of member organisations of the Brüsseler Kreis in Bigge (Germany). The aim of this seminar was to inform them about the EQUASS approach on quality and the process for certification. Manfred Schulte (director of JG Benediktushof),

August Busch (director BFW Hamm), Dietmar Scholz (Quality Manager BFW Hamm) and Hubert Vornholt (Director JG Bigge) contributed to this seminar by sharing their experiences of implementing the EQUASS criteria in their organisation. The seminar was attended by 25 persons, and was highly appreciated by the participants.

A few words from our newest EQUASS Assurance certified organisations

In the last 3 months, a number of organisations have been certified by EQUASS Assurance. Here are the reactions of some of them:



AS Rehabil proudly presents its EQUASS Assurance certificate

"BFW Hamm is proud to fulfil the high requirements of the Assurance Certificate and, as a result, to prove the quality and outstanding level of its social services."

Berufsförderungswerk Hamm GmbH
(Germany)

"The key focus will now be to guarantee service-users quality and continuous improvement in our work. We are so proud!"

AS Rehabil (Norway)

"Through the work with the certification system we have achieved better knowledge and understanding of each other and with each others working processes. We all are proud owners of the valuable certificate."

Fredrikstad
attføringscenter
(Norway)

NEW EQUASS Assurance Certified Organisations

1. Grønnevikken (Norway)
2. AS Rehabil (Norway)
3. Forus Industri AS (Norway)
4. Noransonde AS (Norway)
5. Fredrikstad Attføringscenter (Norway)
6. Berufsförderungswerk Hamm GmbH - Berufliches Rehabilitationszentrum in katholischer Trägerschaft (Germany)
7. Svanem AS (Norway)
8. Unikum AS (Norway)
9. OrbitArena AS (Norway)
10. Fretex Vest-Norge AS (Norway)
11. Fretex Nord-Norge AS (Norway)
12. Fretex Midt-Norge AS (Norway)
13. Fretex øst-Norge AS (Norway)

Nomination of EQUASS Assurance and Excellence auditors

Based on the decision of the EQUASS Awarding Committee, who met on Thursday, 17 September 2009, five EQUASS auditor training participants have been officially nominated as EQUASS Excellence auditors and six as EQUASS Assurance auditors.



First international seminar on disability and rehabilitation in Braga (Portugal)

Guus van Beek has been invited by Prof. Dr. Ivo Domingues (director of a post-graduation programme in "Gestão da Qualidade das Organizações da Economia Social" and a member of the APQ) to present the EQUASS approach in an international seminar on disability and rehabilitation. The seminar will take place at the University of Minho, on the Campus de Gualtar, in Braga, Portugal, on 16 and 17 October 2009. The seminar is a great opportunity to promote and to create a good understanding of the EQUASS approach in the Portuguese scientific community.

Upcoming EQUASS events and contributions

- **16 & 17 October 2009:** Contribution to the 'First international seminar on disability and rehabilitation', Braga (Portugal)
- **2 & 3 November 2009:** EQUASS in Practice – project meeting, Ljubljana (Slovenia)
- **26 & 27 November 2009:** EQUASS Assurance Auditor training, Lisbon (Portugal)
- **2 December 2009:** EQUASS Awarding Committee, Brussels (Belgium)
- **9 & 10 December 2009:** Quality Seminar "Implementation of Quality Assurance in Rehabilitation Services", Brussels (Belgium)
- **10 December 2009:** EQUASS Awarding Event, Brussels (Belgium)

News from EQUASS Local Licence Holders

EQUASS has currently four Local Licence Holders: The Association of Vocational Rehabilitation Enterprises (AVRE) in Norway, LOS/ CAKU - Quality secretariat - Akkreditering in Denmark, the Excellence Ireland Quality Association (EIQA) in Ireland and the Portuguese Association for Quality (APQ) in Portugal. The Local Licence Holders offer EQUASS Assurance in their national language. Potential Local Licence Holders have been

identified in Germany, Lithuania, Slovenia, Hungary and Estonia.

Every Local Licence Holder has been trained in understating the EQUASS approach and the procedures for operating the EQUASS Assurance Certification Programme. There are consultancy and auditor trainings organised currently in Portugal in order to build the local capacity for the implementation of EQUASS Assurance.

Document on the Quality control of EQUASS audit processes and auditors

The EQUASS unit compiled the measures for management and control of the quality of the EQUASS services in a comprehensive document. The document describes the procedures for selecting and approving auditors, for monitoring and controlling the audits and for controlling the quality of the trainings and consultancy activities. This document has been discussed and approved by the EQUASS Management Committee and the EQUASS Awarding Committee.

EQUASS Assurance Auditor training

The EQUASS Unit in cooperation with the Portuguese Local Licence Holder - Portuguese Association for Quality (APQ) - will organise a training for EQUASS Assurance Auditors in Portugal. The training will take place in Lisbon on 26 and 27 November 2009. Interested applicants can find all the information on the EQUASS website. The deadline for registrations is 16 November 2009.

EQUASS UPDATE!

For regularly updated information on EQUASS and its activities, please check our website:

www.equass.be