

# 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 – 10:20      Quality in Social Services: The view of the European Commission**  
*Monika Chaba (BE), European Commission*

**10:20 – 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), *i-med-cert GmbH*

**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 (NL) - <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 and Margarida Carvalho de Alvarenga Nunes (PORT) - <i>Escola Profissional Val do Rio</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), *Irmas Hospitaleiras*
  - IV.       A Person-Centered approach to rehabilitation of people with addictions - alcohol and drugs  
Margarida Neto (PORT), *Universidade de Coimbra*
- 12:00 – 13:00**            **Forum discussions: Questions and answers**
- 13:00 – 13:30**            **Final reflections, summary and official closing of the Conference**



## Conference speakers (in alphabetical order)

### Margarida Carvalho de Alvarenga Nunes



Margarida holds a degree in Applied Mathematics and a post-graduation in Educational Sciences, from the Universidade Autónoma de Lisboa. In addition, she obtained a post-graduation in Mathematical Education for Primary Years at the Escola Superior de Educação in Lisbon. Since 2007 Margarida works in the pedagogical field where she teaches mathematics and ITC in Colégio Mira-Rio and from 2013 in Val do Rio professional school. At both schools she assumes different coordination roles. Before teaching Margarida worked in different international Information Technology consulting companies.

### Guus van Beek



Guus van Beek works as key expert for the European Platform for Rehabilitation and is responsible for the development, the promotion, the capacity building and the consultancy of the European Quality in Social Services programs, a quality approach and certification program for quality in the social sector. He has his roots in teaching pedagogic, educational psychology and organizational change at the University of Applied science in the Netherlands. As chairman of an International working group on quality in social services he has 25 years of experience in development and implementation of quality and quality management systems in social services. He has a long-standing experience in presenting the issue of quality and quality management in the social sector in plenary sessions at international conferences.

### Valentina Brecej



Valentina has a Bachelor in Pedagogy and a Master Degree in HRM and Labour Relations. Throughout her career she has been active in the social and educational sector. She began her career as a professional in Centerkontura, an organisation for training and vocational rehabilitation, and continued as a research and development associate at the University Rehabilitation Institute Republic of Slovenia, department Development Centre for Vocational Rehabilitation, whose main task is development of the VR and employment for people with disabilities. She has been actively involved in the EQUASS implementation process in Slovenia as well as in the monitoring of its sustainability. And having had the opportunity to follow the positive effects of EQUASS up close, she has become a strong believer in the necessity and importance of EQUASS in social sector.

## Ir. Paula Carneiro

---



Ir. Paula Carneiro is the hospitaller Sister of the Sacred Heart of Jesus since 1990. Since 2012 she is the director of Quality of the Institute of the Hospitaller Sisters of the Sacred Heart of Jesus. Between 2012 and 2018 she was responsible for the care and organizational area of the Institute. Ir. Paula Carneiro obtained a Master in Bioethics and Mental Health and Psychiatry Nursing at the Portuguese Catholic University. She developed several scientific presentations in the area of care in mental health, bioethics and quality.

## Monika Chaba

---



Monika Chaba works for the Social Investment Strategy Unit in the Directorate-General for Employment, Social Affairs and Inclusion of the European Commission. She is in charge of the social services file and is a member of active inclusion team. She is interested in integrated delivery of social services and quality assessment of social services' provision and delivery. Previously, she has worked in the Commission's Secretariat General and Internal Audit Department. Prior to joining the European Commission, she worked in the private sector as European affairs communication consultant. She holds a MA in European Studies of University of Exeter, UK and Jagiellonian University, Poland.

## Michael Crowley

---



Michael Crowley has a long experience of working in the Social Sector in Ireland and in Europe. He is a founding member of EQUASS and continues to work for EQUASS in Europe. Michael works as a Management Consultant in the Social Sector with his company CQC - Crowley Quality Consultants.

## Raheem Esmail

---



Raheem Esmail is CEO of the DAkkS-accredited Certification Body i-med-cert GmbH in Germany being a Senior auditor and co-releaser beforehand. He has experiences in auditing for various certification standards as for ISO 9001, ISO 14001, OHSAS 18001 / ISO 45001, ISO 22000, AZAV, EQUASS, SA 8000, FLO Cert, SCC, Hygene, BSCI. Working in the health sector since nearly 20 years, as quality manager, auditor and consultant, he came across to be EQUASS-auditor and EQUASS report reviewer in 2010.

## Ana Gamelas

---



Ana Gameles obtained a degree in Social Work. She's a consultant in the area of social economy and an EQUASS certified auditor. Ana Gamelas works mainly with private institutions of social solidarity (IPSS) in the scope of the training of technicians and managers in quality and projects management. She supports organizations in the analysis and alignment between organizational and fundraising needs and financing programs. Ana has worked as a consultant on projects promoted by ASSOC Association - Associatia Profesionala Ne guvernamentala de Asistenta Sociala (Romania) in the area of social innovation and in national projects for social economy organizations as trainer (FAS3

Program (Solidary Action Training) - CNIS / Catholic University of Porto; PRIO Project (Promote Networks Innovation and Opportunities) - EAPN - European Anti-Poverty Network / Portugal). She participated as consultant in the project Credem in Schimbare (Romanian Prison System) in the framework of the implementation of the Common Assessment Framework (CAF).

## Ana Gomes

---



Ana Filipa da Silva Tomás Gomes holds a degree in Modern Literatures and Languages and a post-graduation in Educational Sciences from the Free University of Lisbon. From 2005 to 2008 she taught English in the 1st to the 4th grades at public schools. In 2009 Ana Filipa started teaching English at Escola Profissional Val do Rio (EPVR) 10th, 11th and 12th grades. Since 2013 she is the coordinator of the Sociocultural Subjects' group and class mentor and tutor at EPVR in Estoril.

## Birgit Grimbergen



Birgit Grimbergen works in the sector since 2000, first as a case manager and since 2003 as a Quality Manager. She has been a project leader in European projects on Quality Systems and Quality Culture. Birgit is the project manager of the Erasmus+ project TVLC: The Vet Learning Community. This project focusses on systematic comparing, exchanging and learning from day-to-day practices in a national and international context. The key objectives of the project are: the improvement of the overall quality performance and quality culture of mainstream and special VET providers throughout Europe and the creation of a sustainable partnership for exchange and learning. Birgit has experience as (EUQUASS) auditor since 2006. She is the responsible for Quality Management at REA College Pluryn.

## Laura Jones



Laura Jones has been Secretary General of EPR since mid-2015, the network of service providers to people with disabilities committed to high quality service delivery. She is responsible for the implementation of the organisation's mission to build the capacity of its members to provide sustainable, high quality services through mutual learning and training activities. EUQUASS is an initiative of EPR and Laura leads the EPR-EQUASS staff team in Brussels.

Laura is a board member of Social Services Europe, the network which aims to strengthen the profile and position of social services, and promote the role of not-for-profit social service providers in Europe.

Prior to joining EPR she worked for 9 years at the NGO network Eurodiaconia, focusing on social policy development and advocacy, particularly quality in social services, social innovation, public procurement and service user engagement.

During this time, she was also the Vice-Chair of the Social Platform's working group on Services of General Interest, supporting the development of common positions of the Platform's members on topics related to social services. Laura's academic background is in political science, French, and management.

## Brigitte van Lierop



Dr. Brigitte van Lierop has a long history in research and practical application of interventions to increase the labour participation of people with disabilities. She has been leading a 6th Framework Study in fifteen European countries to optimize strategies to integrate people with disabilities into work. From 2008 – 2012 she led a national program, funded by the Ministry of Social Affairs and Welfare, on increasing labour market chances for youngsters with a disability. Last year she supported

the National Ministries in the practical application of becoming an Inclusive Workplace. She is one of the founders of the methodology of Inclusive Job Design. Dr. van Lierop works as private researcher, consultant and trainer for large private companies and public service providers and has an honorable position at Maastricht University.

## Natalja Markovskaja

---



Natalja Markovskaja works as project manager in Valakupiai Rehabilitation centre and is responsible for the coordination of Local licence holder unit and EQUASS project in Lithuania. She has a Master's degree in Social Work, which she obtained from Vilnius University in Lithuania. She has over 10 years of experience working in the field of social services, delivering, front line social services, as well as managing and consulting providers on improvement of the service delivery and quality management. Since 2012, Natalja is acting as EQUASS consultant in Lithuania and Europe. She has a long-standing experience in providing the trainings in the fields of vocational rehabilitation, person centered approach, quality management, disability ethics.

## Geir Moen

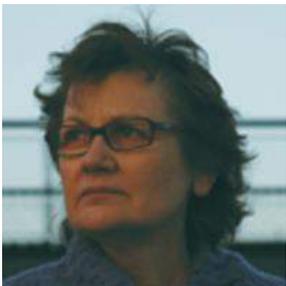
---



Geir has been working in the social sector since 1989 and has been involved in EQUASS since 2008. He is the manager of Promenaden Resource centre in Norway and responsible for trainings, consultation and projects for service providers within the social sector. Today, Geir is the manager of EQUASS' Local License Holders in Scandinavia (Norway, Sweden and Denmark). In addition, Geir is a trainer for recognised EQUASS auditors and consultants.

## Margarida Neto

---



Margarida Sobral Neto is an associate professor at the Faculty of Letters of the University of Coimbra. She is a member of the History of Culture and Society Center. She holds a PhD in the area of Early Modern and Modern History. She is the scientific coordinator of the Salvador Dias Arnaut Local and Regional History Center (Penela), a member of the Portuguese History Academy, of the Economic and Social History Association and of the "Histoire des Sociétés Rurales" Association. She teaches in undergraduate and postgraduate courses.

## Alexandre Rebelo



Alexandre Rebelo is the Quality Manager at APPACDM Coimbra. In the same organization, he is a member of the Board of Directors with his main activities focused on the organizational management. At the same time, and still in social sector area, Mr. Rebelo is also member of the Board of Directors of CAPP (Centro de Assistência Social de Pampilhosa), an institution that mainly presents general social services. Since 2009, Mr. Rebelo has been an Assurance and Excellence Auditor for EQUASS and since 2015 he has been the Co-Responsible for the maintenance and management of the Accreditation System at APPACDM Coimbra and CAPP. Over the last eight years Mr. Rebelo has been an active promoter on national benchmarking and bench learning activities in the Portuguese social sector. He obtained a Master degree in Electrical Engineering at the High Institute of Engineering of Coimbra and a Bachelor in Physics from Coimbra University.

## Conference location



### **SANA Lisboa**

Av. Fontes Pereira de Melo 8,  
1069-310 Lisboa, Portugal

**Distance from the airport: 8.1 km.**  
**Public transport: Metro stop Marquês de Pombal**

