



Council for Quality and Leadership (CQL™) Personal Outcome Measures

The Council for Quality and Leadership (CQL™) is an international not-for-profit organisation dedicated to the definition, measurement and improvement of personal and community quality of life for people with disabilities and mental illness. The CQL™ tools build on basic organisational assurances and values of inclusion, respect and opportunity for all people. Through 6,500 interviews, CQL™ has identified 21 personal outcomes that are universally important to people with disabilities, their families and supporters. These outcomes are grouped into 3 factor areas: My self, my world and my dreams. The 21 outcomes that underpin all CQL™ tools are:

My Self

- People are connected to natural support networks
- People have intimate relationships
- People are safe
- People have the best possible health
- People exercise rights
- People are treated fairly
- People are free from abuse and neglect
- People experience continuity and security
- People decide when to share personal information

My World

- People choose where and with whom they live
- People choose where they work
- People use their environments [in the broader community]
- People live in integrated environments
- People interact with other members of the [broader] community
- People perform different social roles
- People choose services

My Dreams

- People choose personal goals
- People realise personal goals
- People participate in the life of the community
- People have friends
- People are respected

CQL™ uses seven quality strategies to support systems change and quality of life based on these personal outcomes:



- Shared values alignment™
- Basic Assurances® Certification
- Planning with Personal Outcomes
- Personal Outcome Measurement
- Organisational Quality Improvement
- CQL™ Accreditation
- Community Life™

The personal outcomes have been developed, tried and tested for more than 35 years. The tools enable an organisation to discover an individual's personal definition of each outcome from his or her perspective, so that individualised supports and organisational systems are responsive to the person's need.

The CQL™ reliable interviewing tool for personal outcome measures provides a statistically reliable and objective measurement for an individual's subjective experience of quality of life. The CQL Personal Outcome measurements can be used to secure and enhance, monitor and evaluate quality of life for all people served. This positive approaches tool can also be used for person-directed planning, as a personal outcome measurement, and as an organisational analysis and assessment tool to identify and address systems strengths and gaps.

The CQL tools offer leaders a functional process for holding to person-directed outcomes in all organisational arrangements, performance targets and reforms, and build local capacity using the tools.