



QCS1-2026

SUPPORT-SERVICE QUALITY VS FUNDING

When Funding Architecture Does Not Support Required Quality Conditions

AMSI Analytical Publication within the Whole Quality Methodology

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Abstract

Editorial Alignment Note (August 2026). This edition aligns QCS1 with the stabilized Whole Quality and AMSI architecture, including the August 2026 controlled editions of WQI_VOC1, AMSI VOC1, WQS1, AMSI ORF1, applicable Core Standards and published Context Guides, and AMSI SCM1. The update strengthens Quality Object anchoring, Structural Checkpoints, Boundary and Interface transparency, and traceability while preserving the article's analytical conclusions and non-normative status.

Support services are experienced through real conditions: safety, dignity, stability, communication, autonomy, participation, employment, continuity, and other intended support results. Funding is usually controlled through a different architecture of eligibility, authorization, rates, service units, contracts, procurement, documentation, and payment. This separation can create a structural mismatch between the conditions required for Function Realization and the conditions that funding actually supports.

QCS1 explains that mismatch within the stabilized Whole Quality architecture. Funding does not define Support Service Quality, and an amount of money is not a Quality State. The actual Support Service Quality State is the interpreted condition of a declared Support Service Quality Object during a stated Service Period. Funding is quality-relevant when it materially enables, restricts, delays, fragments, distorts, or makes unsustainable the Support Work, Support Results, continuity, Interfaces, Evidence, or Critical Service Conditions needed for Function Realization.

The article therefore separates three questions: What conditions are required by the Support Intended Function and applicable Quality Outcome Criteria? What Support Work and realization conditions does the funding architecture support? What Quality State is demonstrated by the Evidence? Keeping these questions separate makes it possible to identify service-performance failures, funding-support failures, interacting failures, and unresolved conditions without allowing funding rules to redefine quality or allowing funding limitations to excuse poor practice.

Core distinction used in QCS1	
Required quality conditions	Conditions expected for Function Realization under the governing Core Standard, applicable Context Guide, Quality Outcome Criteria, and Critical Service Conditions.
Actual Support Service Quality State	The interpreted quality condition of the declared Support Service Quality Object during the stated Service Period, based on Evidence-Supported Findings and applicable limitations.
Funding support condition	An external condition within the applicable Reference Layer that may enable, restrict, delay, fragment, distort, or make unsustainable the Work, Results, continuity, Interfaces, Evidence, or other conditions needed for Function Realization. Funding is not quality itself.

Terminology note. QCS1 uses the expressions funding-quality mismatch and funding-support gap as explanatory language. They are not new AMSI Applied Concepts and do not replace the authoritative definitions in WQI_VOC1 or AMSI VOC1.

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1 Purpose and Analytical Position

QCS1 examines a recurring support-service problem: the quality conditions required for a person and for the declared Support Intended Function may not be supported by the funding architecture that authorizes, pays for, measures, or administratively governs the service. The mismatch may concern more than the nominal amount of money. It may concern what Work is recognized, when it may be performed, which participants and Interfaces are included, what Competence and continuity can be maintained, what Evidence is required, and what Results can realistically be produced or sustained.

The analytical position is intentionally quality-first. The Support Service Quality Object, Support Intended Functions, Support Intended Results, Core Quality Factors, Core Quality Indicators, Context-Specific Quality Outcome Criteria, Critical Service Conditions, and Evidence requirements are identified before the funding architecture is evaluated. This order prevents a payer, billing code, service unit, or reimbursement rule from becoming the hidden definition of quality.

1.1 Relationship to the AMSI document architecture

AMSI SAM1 explains why support services need their own quality standards. AMSI VOC1 establishes the authoritative Applied Vocabulary. WQS1 explains the AMSI Whole Quality Framework. AMSI ORF1 provides the cross-cutting occupational reference. AMSI Core Standards and Context Guides establish the governing quality architecture and bounded contextual interpretation. AMSI SCM1 governs Quality State determination, verification, claims, and certification procedures. QCS1 is an analytical publication: it applies that architecture to funding and value without redefining the governing concepts or creating funding requirements.

1.2 What QCS1 does and does not establish

QCS1 provides a method for seeing and communicating funding-related quality-support conditions. It does not establish reimbursement rates, eligibility, staffing ratios, service entitlements, procurement rules, contractual duties, legal liability, certification status, or a universal formula for funding adequacy. Those matters remain within the applicable Reference Layer and the authority of the responsible legal, program, contractual, or organizational actors.

1.3 Framework Principle

The Support Service Quality Object framework is the governing conceptual model for QCS1. Funding analysis begins only after the declared Support Service Quality Object, its Scale, Support Intended Functions and Support Intended Results, constituent parts, Service Period, Boundaries, Interfaces, responsibilities, Service Context, Evidence basis, and intended Support Service Quality Claim Boundary are sufficiently described. QCS1 explains how funding architecture may support or constrain Function Realization; it does not establish an alternative quality methodology or permit funding rules to redefine the object, the Core architecture, or the actual Support Service Quality State.

Terminology and governance rule. QCS1 uses the authoritative Root Concepts established by WQI_VOC1 and the authoritative AMSI Applied Concepts established by AMSI VOC1 without redefinition. WQS1, AMSI ORF1, the governing Core Standard, applicable Context Guide, and AMSI SCM1 control their respective framework, occupational, quality-architecture, context-interpretation, determination, verification, and claim functions. Explanatory expressions used in QCS1 do not create alternative concepts or modify the principle of one concept—one authoritative definition.

2 The Support Service Quality Object and the Funding Question

2.1 Quality architecture comes first

Every analysis begins with a declared Support Service Quality Object and a sufficiently complete Support Service Quality Object Description. The object may concern one Interaction, one Episode, a Service Period, a Support Service Arrangement, a coordinated arrangement, or another bounded service whole. Structural Checkpoints confirm that the object, participants, Support Work, Support Results, Boundaries, Interfaces, responsibilities, Service Context, Evidence sources, Uncertainty, and intended claim scope are sufficiently clear before interpretation proceeds.

Declaring the object first is not a formal preliminary step. It prevents the funding category, authorized unit, or payer description from becoming the de facto Boundary of the service. The declared object instead makes visible the whole support arrangement that must be understood before funding effects can be interpreted, including material participants, Work, Results, responsibilities, Interfaces, and Evidence needs.

The AMSI realization relationship is: Support Work + Support Result = Support Service. This relationship is conceptual, not arithmetic and not exclusively causal. Funding may affect what Work is possible and what Result can be produced, but the existence of funding, authorization, or payment does not establish that a Support Service was satisfactorily realized or that a positive Quality State exists.

2.2 Funding belongs to the applicable Reference Layer

Funding rules, contracts, authorizations, reimbursement schedules, procurement conditions, billing requirements, and payer policies may form part of the applicable Reference Layer. They may establish rights, obligations, limits, responsibilities, evidence expectations, or permissible service conditions. They do not control the meaning of WQI Root Concepts or AMSI Applied Concepts, and they are not automatically equivalent to Quality Outcome Criteria.

A funding condition becomes quality-relevant when it has a material relationship to Function Realization. The same funding rule may be adequate for one bounded object and inadequate for another because the Support Intended Function, Service Context, risk, timing, travel, communication, competence, or Interface conditions differ. Funding adequacy is therefore object-relative and context-sensitive; it cannot be inferred from a rate or authorization in isolation.

2.3 Boundaries, Interfaces, and Transparency

Internal Boundaries organize the constituent parts of the declared Support Service Quality Object, and Internal Interfaces connect the Person Receiving Support, Support Workers, Support Work, Support Results, information, responsibilities, and other included service components. The External Boundary separates the declared object from funding authorities, payers, regulators, employers, technology vendors, family or natural supports, and other external actors or systems. External Interfaces describe the connections through which those external conditions may authorize, enable, restrict, delay, fragment, transfer, or make unsustainable the realization conditions needed by the object.

Boundary Transparency requires the analysis to state what work, participants, responsibilities, resources, periods, and conditions are included or excluded. Interface Transparency requires the material pathways of influence, transfer, dependence, and responsibility to remain visible. Whether an element or relationship is internal or external depends on the declared Quality Object and its declared Scale; relevance alone does not place an external actor or system inside the object.

Internal and external classification is object- and Scale-relative. A person, organization, technology, funding rule, responsibility, or information source is not inherently internal or external in every application. Its classification depends on the declared Support Service Quality Object, its Scale, the Support Service Quality Object Description, and the Boundary of the determination and proposed claim.

3 Required Quality Conditions and the Actual Quality State

Earlier language may speak of a required Quality State. The stabilized architecture requires a more precise distinction. The Quality State is the actual interpreted condition of the declared object. What may be required or expected are Support Intended Functions, Support Intended Results, Quality Outcome Criteria, Critical Service Conditions, Support Work, continuity arrangements, Evidence conditions, and other realization requirements established by the governing documents and Reference Layer.

These three analytical layers must remain separate throughout the review. Required quality conditions describe what Function Realization calls for; funding support conditions describe what the external funding architecture enables or constrains; and the actual Support Service Quality State describes what the Evidence supports about the declared object. A conclusion at one layer cannot be substituted automatically for a conclusion at another.

The funding analysis therefore compares required quality conditions with funded support conditions, and then considers the Evidence concerning the actual object. A funding gap may create risk or make Function Realization less likely, but a Quality State determination still depends on Evidence-Supported Findings. Conversely, a temporarily favorable Result does not prove that the funding architecture is adequate or that the service is sustainable across the stated or future period.

This distinction also protects against two opposite errors: treating underfunding as automatic proof of poor quality, and treating a positive outcome as proof that funding conditions were sufficient. In both cases, the object, Service Period, Evidence, attribution, and claim Boundary must remain visible.

4 Structural Separation of Quality Need and Funding Authority

The Person Receiving Support experiences the consequences of service success or failure, but often does not control the funding at the full cost and scope of the required service. Funding authority may be held by a public program, managed system, fiscal intermediary, employer, purchaser, insurer, procurement body, or another commissioning party. The party that lives the quality consequences and the party that controls payment may therefore be different.

This separation affects value definition, bargaining power, timing, and accountability. The person may need continuity, dignity, communication access, participation, stability, or employment support, while the funding architecture may recognize only authorized hours, billable units, eligible activities, standardized documentation, or a narrow provider category. The structural problem is not simply that one party pays and another receives. It is that funding controls may shape the service before the complete quality object and its required realization conditions have been made visible.

A responsible Whole Quality approach preserves the voice, rights, preferences, and lived conditions of the Person Receiving Support while also making the roles of Support Workers, providers, payers, families, technology systems, and other contributors transparent. No single actor should silently absorb responsibility for conditions controlled by another actor.

5 Funding Architecture as a Quality-Relevant Support Condition

Funding architecture shapes which activities are authorized, which time is paid, which roles are recognized, which settings are accessible, which documentation is rewarded, and which Results remain visible. It can stabilize quality-support conditions, but it can also narrow or distort the Support Service Realization Pathway. The relevant question is not only how much funding exists. It is whether the architecture supports the particular Work, Result, continuity, competence, responsibility, Interface, Evidence, and Critical Service Conditions required by the declared object.

Funding affects quality indirectly through identifiable realization pathways. A rate, authorization period, billing rule, procurement condition, or excluded activity becomes quality-relevant only when Evidence connects it to a material change in Support Work, continuity, Competence, coordination, an Interface, a Critical Service Condition, or another condition necessary for Function Realization. This preserves a quality-first analysis without making the analysis funding-blind.

5.1 Principal mismatch pathways

Mismatch pathway	Funding condition	Possible quality effect
Authorization and scope	Required Support Work, a service component, or an essential participant falls outside the authorized scope or is authorized too narrowly.	Incomplete Work, omitted Result conditions, fragmented Boundaries, or restricted claim scope.
Time, timing, and continuity	Authorized hours, visit length, scheduling rules, authorization periods, or renewal delays do not support the timing or continuity required by the Support Intended Function.	Interrupted Episodes, unstable Results, missed transitions, or unresolved continuity-related Critical Service Conditions.
Workforce and Competence	Rates or payment conditions do not support recruitment, retention, supervision, training, Competence maintenance, or appropriate Functional Scope.	Role instability, competence gaps, turnover, weak responsibility continuity, or reduced Evidence continuity.

Mismatch pathway	Funding condition	Possible quality effect
Coordination and Interfaces	Coordination, communication, preparation, travel, supervision, transition work, or follow-up is unpaid, excluded, or administratively discouraged.	Failures at Person-Support Worker, provider-funder, organizational, or inter-service Interfaces.
Evidence and administration	Documentation, billing, audit, or data requirements consume Work time without improving Evidence relevance or visibility.	Administrative completion may increase while direct Support Work, Result visibility, or Evidence Sufficiency declines.
Technology and data design	Funding or procurement rewards systems that record billable activity but omit lived Results, context, Uncertainty, or unsupported Work.	The visible object becomes narrower than the real Support Service Quality Object, creating distorted findings or claims.
Setting, access, and travel	Payment rules do not account for location, travel, environmental conditions, communication access, or context-specific resource needs.	The same Core function becomes harder or impossible to realize in the declared Service Context.

The pathways may occur separately or together. A low rate may be important, but the same quality-support problem may also arise from a short authorization period, an excluded activity, a delayed approval, a non-billable Interface, an unrealistic documentation rule, or a procurement design that rewards activity counts rather than Function Realization. The analysis should identify the specific mechanism rather than reduce every mismatch to a general demand for more money.

6 How a Funding-Quality Mismatch Affects Function Realization

A funding-quality mismatch affects the Quality State through its material effect on the object. Funding may prevent required Support Work, change the Functional Scope of a Support Role, reduce continuity, weaken Competence support, fragment a coordinated arrangement, delay an Episode, restrict a Service Context, or make Evidence continuity impossible. These conditions may prevent, weaken, distort, interrupt, or make unsustainable the realization of the Support Intended Function.

A funding-led sequence often appears as: funding rule -> authorized activity -> Job or role design -> Work permitted -> Result achievable. A Whole Quality sequence begins differently: declared Support Service Quality Object -> Support Intended Function and Support Intended Result -> required Support Work and realization conditions -> Core Quality Factors and Core Quality Indicators -> Context-Specific Quality Outcome Criteria and Evidence -> actual Support Service Quality State. Funding is then examined against the conditions this architecture makes visible.

This does not mean every desirable activity must be funded or that funding can eliminate all Uncertainty and risk. It means exclusions and limits should be transparent, the effects on Function Realization should be evidenced, and claims should not represent a narrower funded activity as the complete quality object when material Work or Result conditions remain outside the funded Boundary.

7 Critical Service Conditions and Non-Substitutability

Some quality conditions are critical. A Critical Service Condition may concern safety, dignity, consent, communication access, essential health-related support, continuity of indispensable assistance, Competence, responsibility, or Evidence Sufficiency. Where such a condition is failed, prohibited, unresolved, or insufficiently evidenced, a responsible positive Quality State determination or claim may be prevented or materially restricted.

Funding conditions do not excuse a failed Critical Service Condition, but they may be material to explaining why it failed and who had authority to correct it. Support Service Non-Substitutability means that favorable findings elsewhere cannot compensate for the failed or unresolved critical condition. An efficient billing process, a high satisfaction score, a compliant record, or adequate funding in an unrelated area cannot substitute for the missing condition.

Where funding architecture makes a Critical Service Condition impossible to maintain, the finding should remain visible at the level of the object and the responsible Interfaces. The solution may require immediate safeguarding, scope restriction, alternative service arrangements, changed authorization, corrective action, or

other measures governed by the applicable Reference Layer. QCS1 does not prescribe the legal or program response, but it does not permit the condition to be averaged away.

8 Boundaries, Interfaces, and Transfer of Unsupported Work

Funding-quality mismatches often become visible at Boundaries and Interfaces rather than within one isolated task. A provider-funder Interface may determine whether Work is authorized. A Person-Support Worker Interface may determine whether support is trusted, understood, and effective. An organizational or inter-service Interface may determine whether information, responsibility, and continuity transfer correctly.

Transfers of unsupported Work are especially important because they can create an apparently satisfactory Result while concealing the conditions that made it possible. Boundary Transparency identifies whether the contribution belongs inside or outside the declared object. Interface Transparency identifies how the contribution enters the service, who controls it, whether it is authorized and sustainable, and what Evidence supports attribution. Without that visibility, a temporary or externally sustained Result may be misrepresented as the product of the funded service alone.

When required Work is not supported, it often does not disappear. It may be transferred across the Boundary without clear authorization, payment, responsibility, or Evidence. Families may provide unpaid coordination or direct assistance. Support Workers may complete unpaid preparation, communication, travel, or follow-up. Providers may absorb supervision, documentation, or continuity costs. The Person Receiving Support may carry increased risk, delay, instability, reduced participation, or lost opportunity. Technology may be used to narrow the visible service to what can be coded or automated.

The object description should identify these transfers. A claim about a funded service should not silently rely on Work performed outside the declared Boundary. Where external or unpaid contributions are material to the Result, their role, limitations, responsibility, and Evidence should remain visible. Otherwise, the service may appear sustainable only because unsupported Work has been hidden.

9 Evidence and Responsible Attribution

A funding explanation is a Quality Claim-related assertion and requires Evidence. Relevant sources may include authorization records, contracts, schedules, billing and service data, time and workload information, vacancy and continuity records, supervision and training records, communications, observations, interviews, incident information, records of delayed or omitted Work, changes in Results, and other information connected to the declared object and Service Period. No single source is automatically sufficient.

Evidence does not determine the relationship merely by showing that a funding limitation and an unfavorable Result occurred at the same time. The analysis must establish a credible and traceable pathway between the funding condition, the affected realization condition, the responsible Boundary or Interface, and the resulting finding. Where alternative explanations remain plausible or attribution cannot be supported, the conclusion must remain qualified, restricted, or indeterminate.

Evidence should establish more than the existence of a low rate, denied request, staffing problem, or poor Result. It should support the material relationship among the funding condition, the Work or realization condition affected, the applicable Criterion or Critical Service Condition, the Result or Quality State implication, and the responsible Boundary or Interface. Contrary Evidence, alternative explanations, Assumptions, Uncertainty, and Evidence gaps must remain visible.

9.1 Four possible finding patterns

Finding pattern	Meaning
Service-performance failure	The required funding and other material conditions were reasonably available within the declared scope, but Support Work, Interface performance, responsibility, or Result conditions did not meet applicable criteria.
Funding-support failure	Evidence shows that identifiable required Work or realization conditions could not be performed, sustained, or evidenced because authorization, payment, timing, or funding-related design conditions materially prevented them.

Finding pattern	Meaning
Shared or interacting failure	Both service-performance conditions and funding-support conditions materially contributed. Responsibility and corrective action must remain separated and traceable rather than assigned to only one party.
Unresolved or indeterminate condition	Evidence is insufficient, contradictory, inaccessible, or not sufficiently attributable to determine the relationship. The conclusion and any claim must be restricted rather than converted into an unsupported explanation.

These patterns protect both accountability and fairness. A Support Worker or provider should not be assigned sole responsibility for a condition controlled by authorization or payment. A funding limitation should not be used to excuse Work that was within the actor's authority and resources. Shared conditions should not be simplified into a single-cause narrative. Where the relationship cannot be supported, the finding should remain unresolved or indeterminate.

10 Practical Implications for Stakeholders

- For the Person Receiving Support and family or representative: translate lived needs, preferences, rights, risks, and intended Results into visible quality conditions rather than only service hours or program categories.
- For Support Workers: distinguish the Work actually performed from the Work required but excluded, delayed, transferred, or made unsustainable; preserve Functional Scope, responsibility, Competence, and Evidence attribution.
- For providers: separate administrative compliance, billing completion, and organizational survival from the Quality State of the declared Support Service Quality Object.
- For payers and commissioning parties: test rates, service units, authorization rules, procurement criteria, documentation requirements, and renewal processes against the Work, Result, continuity, Interface, and Evidence conditions they are expected to support.
- For regulators and oversight bodies: distinguish compliance findings from object-level quality findings and consider whether controlling requirements create, prevent, or transfer quality-support conditions.
- For technology and data-system designers: represent the declared object, Work, Results, context, Uncertainty, and claim Boundary rather than narrowing quality to what is easiest to code, count, monitor, or bill.

11 A Controlled Application Sequence

The controlled sequence preserves the architectural dependency: Support Service Quality Object and Object Description -> Structural Checkpoints -> Support Intended Functions and Results -> Boundaries and Interfaces -> required realization conditions -> governing Core and Context basis -> funding architecture and External Interfaces -> Evidence-Supported Findings -> Support Service Quality State determination -> bounded Quality Claim and accompanying funding analysis.

The sequence below preserves the controlled dependency among the declared Support Service Quality Object, Structural Checkpoints, Support Intended Functions and Support Intended Results, Core Quality Factors, Core Quality Indicators, Context-Specific Quality Outcome Criteria, funding support conditions, Evidence, Evidence-Supported Findings, Quality Factor Interpretation, Critical Service Condition review, Support Service Quality State determination, and any bounded Support Service Quality Claim Statement.

The sequence is intentionally ordered. Occupational, organizational, and funding information may be collected early, but it should not control the quality conclusion before the object, required realization conditions, and Evidence basis are established. This ordering protects the determination from being reverse-engineered around an existing budget, billing category, or desired policy position.

A practical QCS1 analysis can proceed through the following controlled sequence:

1. Declare and describe the Support Service Quality Object, Service Period, Service Context, participants, Boundaries, Interfaces, responsibilities, and intended claim scope.
2. Complete Structural Checkpoints and refine or restrict the object where essential elements remain unclear.

3. Identify the governing Support Intended Functions, Support Intended Results, Core Standard, applicable Context Guide, Core Quality Factors, Core Quality Indicators, Context-Specific Quality Outcome Criteria, and Critical Service Conditions.
4. Describe the Support Work, realization conditions, Competence, continuity, coordination, technology, access, and Evidence needed for Function Realization.
5. Map the applicable funding architecture: eligibility, authorization, rates, service units, payment rules, procurement conditions, documentation, timing, exclusions, and responsibility arrangements.
6. Identify where funding supports, restricts, delays, fragments, transfers, or makes unsustainable the required realization conditions.
7. Collect and evaluate Evidence concerning the actual Work, Results, Interfaces, Quality Factor findings, Critical Service Conditions, Uncertainty, and actual Support Service Quality State.
8. Classify the relationship as service-performance failure, funding-support failure, shared or interacting failure, or unresolved condition, and identify the responsible Interfaces and claim limitations.
9. Formulate any Support Service Quality Claim Statement and accompanying funding analysis so that it remains bounded by the object, context, period, criteria, Evidence, Assumptions, Uncertainty, and conditions of continued validity.

The sequence may be proportionately simplified for a narrow object, but its logic should be preserved. Funding analysis should not begin with a desired policy conclusion and then search for supporting quality language. It should begin with the declared object and trace the relationship through Function Realization and Evidence.

12 Quality Claims, Accountability, and Limitations

A Support Service Quality Claim Statement should not say that quality is satisfactory merely because funding was authorized, spent, or judged adequate. It should not say that quality is poor solely because funding is limited. The claim must be derived from the supporting Quality State determination. Where funding conditions materially affect the interpretation, the claim or supporting analysis should identify the relevant object, Service Context, Service Period, criteria, Evidence basis, Assumptions, Uncertainty, Unresolved Conditions, Critical Service Conditions, limitations, and responsible Interfaces.

A funding-support finding may justify corrective discussion, redesign, negotiation, advocacy, or further review, but QCS1 does not itself create a legal entitlement, reimbursement obligation, rate determination, contract modification, or enforcement action. Those consequences depend on the applicable Reference Layer and the authority of the responsible parties.

Claims should also distinguish current state from future sustainability. A service may demonstrate a satisfactory Quality State during a limited period because workers, families, or providers temporarily absorb unsupported Work. That Evidence does not justify an unqualified claim that the funding architecture is adequate or that the same state will continue. Conditions of continued validity should identify material dependencies and foreseeable Assumption Drift.

13 Conclusion

Support Service Quality and funding are related but not identical. Quality is a condition of the declared Support Service Quality Object. Funding is one part of the external architecture that may support or constrain the Work, Results, continuity, Interfaces, Evidence, and Critical Service Conditions through which the object realizes its Intended Functions.

The quality architecture must therefore be established first. The funding architecture can then be examined against the required realization conditions, and the actual Quality State can be determined from Evidence. This sequence makes it possible to identify unsupported Work, hidden transfers, responsibility gaps, service-performance failures, funding-support failures, shared conditions, and unresolved uncertainty without allowing money, authorization, documentation, or compliance to substitute for quality itself.

A quality-supported funding system does not promise unlimited resources or perfect outcomes. It makes the relationship between funding and Function Realization visible, bounded, evidence-supported, and accountable.

Funding should not define quality, but it should be examined and designed in relation to the quality conditions that people and support services actually require.

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