



# Quality system



# Spectrum of approaches

Light

Strong

	Light handed	Mixed/risk based	Strong
<b>Mode of regulation</b>	Minimum fair trading protections and complaints mechanisms	Mixed registration/ fair trading protections	Registration/ approved provider procurement panels
<b>Coverage</b>	Optional quality accreditation/certification	Mandatory coverage of providers of designated types of specialist services	Mandatory coverage of all service providers
<b>Monitoring regime</b>	Self assessment against industry code of practice and public reporting on results of self assessment. Rating tool driven by client feedback.	Common self assessment and reporting to external accreditation bodies	Regular performance reporting, external performance audits/ spot checks
<b>Regulatory tools</b>	Education and training, industry code of practice, self assessment, client ratings	Independent standards, self assessment, Use of existing regulatory framework	Sector-wide mandated requirements and graduated enforcement, use of performance measures, independent assessment

Source: KPMG 2012



# What we know

National  
Standards for  
Disability Services

Self-assessments  
Visits  
Follow up

Person centered

Safeguarding

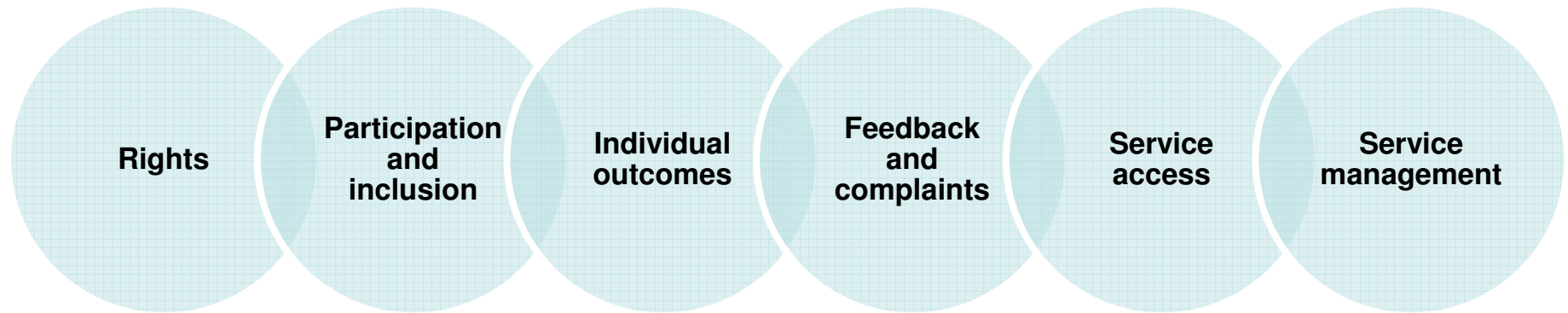
Complaints/  
serious incidents

NDIA  
WA NDIS My Way

1 July 2014



# National Standards for Disability Services





# WA Quality system

The WA approach views quality as a comprehensive responsibility of both the Commission and sector. The enhanced quality system will have three key elements to harness this.





# Sector engagement

Month	Engagement	Target
March	Release of information pack	Whole sector
April	Quality system intro – sector workshop at NDS WA	Whole sector
May	Information session	Lower southwest and Hills providers
June	Full day sector briefing – key system components (two dates)	Whole sector
July	One to one engagement	Trial site providers
Sept	Overview forum	Whole sector

System start →





# Other factors influencing WA

- NDIS and WA NDIS My Way Trial
- Reporting of restrictive practices
- Disability Justice services
- Delivering Community Services in Partnership policy





# Quality system