



Disability Services Commission

Fact sheet - Quality System

Independent quality evaluation

Overview

Quality assessments offer valuable opportunities to reflect on policies, practices and training requirements and improve the services that the disability service organisation delivers.

All Disability Services Commission (the Commission) contracted and provided supports and services need to:

- make a difference to the lives of service users
- support individuals' stated goals as documented in individual plans
- comply with the National Standards for Disability Services (the Standards).

The Commission has a quality assessment process to ensure disability service organisations are meeting the Standards and delivering on their obligations.

Quality is assessed in two ways:

1. **Self-assessment**

Annual requirement for all service providers.

Please refer to the [Self-assessment fact sheet](#) for more information.

2. **Independent quality evaluation**

At least every three years.

Evaluators use the enhanced Quality System to assess service providers.



Independent quality evaluation

An independent quality evaluator will assess disability service organisations at least every three years.

What's the same	<ul style="list-style-type: none">• Scheduled visits occur at least every three years• Feedback informs continuous improvement• Required Actions and Service Improvements• Does not include a financial audit and does not look at the disability service organisation's viability• Updated pre-evaluation profile (formerly service point profile).
What's new	<ul style="list-style-type: none">• Evaluations are based on the six National Standards for Disability Services• Increased focus on policies and procedures related to Standards• Increased focus on the content and quality of an individual plan and the planning and review process• Focus on safeguarding practices for individuals who are vulnerable• Updated Quality Evaluation final report, based on compliance against the Standards• Updated booklet: Quality Evaluation information for disability service organisations.

Independent quality evaluation procedure

The evaluation procedure consists of seven steps:

1. Notification to disability service organisation
2. Information exchange and preliminary meeting
3. Quality Evaluation preparation and visits
4. Draft report reviewed and exit meeting
5. Final report endorsed by Commission
6. Endorsed report sent to disability service organisation
7. Contract management and follow-up actions.

Quality evaluation report

Posting the final Quality Evaluation report on the disability service organisation's website is not compulsory, but the Commission does recommend it as best practice.



Actions resulting from an evaluation

What's the same	<ul style="list-style-type: none">• Required Actions apply when there is a major gap in meeting the Standards and focus on minimum satisfactory level of service• Service Improvements apply when the Standards are met, but there is room for service improvement• Progress on Service Improvements is reported in the annual self-assessment.
What's new	<ul style="list-style-type: none">• Required Action compliance follow up – the Commission's Sector Engagement and Development Directorate undertake this work• Required Action compliance is recorded on the Required Action register by the Quality and Evaluation team for audit purposes.

Related fact sheets

- Overview
- National Standards
- Self-assessment
- Service user involvement

Available from the [Commission's website](http://disability.wa.gov.au) (disability.wa.gov.au > Disability service providers > Quality system).