



Disability Services Commission

Fact sheet - Quality System Overview

Overview

The Disability Services Commission is committed to ensuring the highest quality of supports and services for people with disability.

WA's Quality System has been updated to incorporate the new National Standards for Disability Services (the Standards). This enhanced Quality System builds upon the former Quality Management Framework (QMF). Disability service organisations which met the nine standards under the QMF should be able to align with the new Standards.

National Standards for Disability Services

To ensure consistent quality, all disability service organisations must meet these quality standards:

1. **Rights**
2. **Participation and inclusion**
3. **Individual outcomes**
4. **Feedback and complaints**
5. **Service access**
6. **Service management**

For more information on the Standards, see the [National Standards fact sheet](#)



The Standards promote and drive consistent quality standards across the disability services sector. The changes to the Quality System are considered evolutionary rather than revolutionary. The Quality System:

- maintains the basic structure of annual self-assessments, periodic quality evaluation visits and follow up action
- increases focus on individual outcomes, good individual planning processes and a person-centred approach
- increases focus on safeguarding of individuals' human rights and support for individuals' decision-making and choice
- reviews complaints and serious incident reporting as part of risk assessment of organisations. This is a critical component under the National Disability Insurance Scheme (NDIS).



Main differences introduced by the enhanced Quality System:

- The self-assessment and quality evaluation processes are now easier for disability service organisations, with simpler forms and reporting aligned to the Standards.
- New National Standards for Disability Services are incorporated.
- The focus is on human rights and individual outcomes, which are embedded in the Standards. Services are no longer evaluated against program outcomes.

Key elements of the Quality System

The quality system consists of the following key elements:

1. Self-assessment
2. Person-centred planning
3. Safeguarding
4. Individual plans
5. Quality evaluation visits and follow up actions
6. Complaints and serious incidents review
7. National Standards for Disability Services

How is quality assessed?

Service quality is evaluated in two ways:

1. **Self-assessment** (annually)
For more information see the [Self-assessment fact sheet](#)
2. **Independent quality evaluation** (at least every three years)
For more information see the [Independent quality evaluation fact sheet](#)

Related fact sheets

- National Standards
- Self-assessment
- Independent quality evaluation
- Service user involvement

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