



Disability Services Commission

Fact sheet - Quality System Self-assessment

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
- 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.

Service quality is assessed in two ways:

1. Self-assessment

Annual requirement for all disability service organisations.

2. Independent quality evaluation

At least every three years.

Please refer to the [Independent quality evaluation fact sheet](#) for more information.

Self-assessment

All disability service organisations are required to complete an annual self-assessment to review their policies, and procedures and report on their progress towards implementing the Standards. Reporting on complaints is included.

The self-assessment is undertaken every April (commencing 2015). Disability service organisations are required to:

- identify where their service is meeting the Standards
- identify gaps in current policies, and procedures



- report progress on areas that required service improvement as identified in the last Quality Evaluation report(s).

Changes to the self-assessment process

As part of the transition to an enhanced Quality System, the self-assessment process has been altered.

<p>What's new?</p>	<ul style="list-style-type: none"> • Self-assessment is undertaken every April (commencing 2015) • Self-assessment process aligns with the Standards • Self-assessment is completed online • Complaints handling report is included.
<p>What's the same?</p>	<ul style="list-style-type: none"> • Annual self-assessment is completed by the disability service organisation • Reporting on service improvements is included • Data is analysed by Quality and Evaluation team. The self-assessment is provided to evaluators and Service Contract and Development Officers (SCDOs) • One self-assessment to be completed per organisation. However, it may make sense for organisations with multiple service points to complete the self-assessment at service point level.

Self-assessment procedure

Step 1: The Commission sends all disability service organisations an email indicating that the annual self-assessment for the financial year is ready for completion, with a Help Guide attached (at the end of March each year).

Step 2: The disability service organisation completes the online self-assessment survey including feedback and sends it to the Commission before the due date (30 April each year).

Related fact sheets

- Overview
- National Standards
- Independent quality evaluation
- Service user involvement

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