



Disability Services Commission

Fact sheet - Quality System

Service user involvement

Overview

The end goal of the Quality System is that people with disability receive high quality services that meet their needs and improve their lives. Service users are the main focus of every disability service organisation and the Quality System.

Disability service organisations should have a strategy in place to:

1. Inform service users about the Quality System and the National Standards for Disability Services (the Standards).
2. Actively seek the opinions of service users, not only during quality evaluations, but at all times. This feedback should be used to improve services.

The independent quality evaluator will speak with service users, families, carers, guardians, advocates and other interested people during the quality evaluation process and ask for their (confidential) opinions on the services they receive.

To inform service users about the Standards and to involve them in the quality evaluation process, there are several resources disability service organisations can use.

Western Australia National Standards resources

The Disability Services Commission (the Commission) has developed the following resources:

- Sample letter for disability service organisations to send to service users, inviting their participation in the quality evaluation process. This sample letter will be sent to disability service organisations when they are advised of their pending evaluation visits and may be customised to the organisation's service users.
- Brochure to inform service users of how they can be involved in quality assurance. Independent quality evaluators will present the brochure to service users during their evaluation visits. The brochure is also available from disability service organisations.



Australian Government National Standards resources

The Australian Government Department of Social Services (DSS) has produced a number of resources to support the implementation of the Standards. These include:

- **Full version** provides an overview of each Standard and indicators of practice. The indicators of practice describe what services need to do in order to meet each Standard and what individuals, and their families, friends, carers and advocates can expect.
- **Evidence guide** provides evidence examples for each indicator of practice. The evidence guide helps disability service organisations understand and apply the Standards in practice.
- **Stories** provide examples of what each Standard could look like in practice.
- **Conversation tool** provides guidance on how to promote the Standards and engage people in conversations about the Standards.
- **Easy English version** designed for people who have difficulty reading and understanding written language.
- **Easy English posters** to display in the workplace.

These national resources are available from the [DSS website](https://dss.gov.au) (dss.gov.au > Our Responsibilities > Disability and Carers > Standards and Quality Assurance > New National Standards for Disability Services).

Related fact sheets

- Overview
- National Standards
- Self-assessment
- Independent quality evaluation

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