



Disability Services Commission

Fact sheet - Quality System National Standards

Overview

In 2014, Western Australia adopted the six new National Standards for Disability Services (the Standards) that promote nationally consistent quality standards for the disability services sector. From 1 July 2014, the Standards have applied to all services either funded or delivered by the Disability Services Commission (the Commission) and National Disability Insurance Scheme providers (registered through the Commission's Panel Contract) operating in Western Australia.

The Standards form the basis of the WA Quality System and are used to assess the quality of services delivered by disability service organisations. The Standards:

- promote human rights
- encourage good practice and continuous improvement of services.

The Standards are:

1. Rights

The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.

2. Participation and inclusion

The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.

3. Individual outcomes

Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.

4. Feedback and complaints

Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.

5. Service access

The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.

6. Service management

The service has effective and accountable service management and leadership to maximise outcomes for individuals.



Australian Government National Standards for Disability Services 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. It 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](#) (dss.gov.au > Our Responsibilities > Disability and Carers > Standards and Quality Assurance > New National Standards for Disability Services).

Western Australia National Standards resources

The Commission has developed the following resources:

- **Training and resource material** to help disability service organisations become aware of the expectations and requirements of the enhanced Quality System.
- **National Standards - Implementation for Aboriginal people with disability**
This resource is available on the [Commission's website](#) (disability.wa.gov.au > Disability service providers > Quality system > National Standards Resources).

Related fact sheets

- Overview
- Self-assessment
- Independent quality evaluation
- Service user involvement

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