



## Disability Services Provider Panel - Request for Registration DSC0702016

### Quality Standards (Category 3, Condition 3)

#### 6 Simple Steps to Standard 6: Service Management compliance

The **6 Simple Steps to Standard 6** outlined here are relevant to applicants providing evidence against **Category 3: Condition 3** in their application for registration to join the Disability Services Provider Panel (DSPP). The evidence provided against Category 3: Condition 3 demonstrates an applicant’s compliance with National Standards for Disability Services (NSDS) Standard 6: Service Management.

The 6 Simple Steps described below outline the process applicants must participate in to meet compliance requirements for NSDS Standard 6 prior to registration.

**NOTE:** All other applicants (Category 1, Category 2, Category 3: Conditions 1 & 2) should refer to the Request for quality requirements.

The registration application package with all relevant information is listed under tender number DSC0702016 on the [Tenders WA](#) website.

Any queries related to registration should be directed to: [registration@dsc.wa.gov.au](mailto:registration@dsc.wa.gov.au)

### 6 Simple Steps to Standard 6 compliance

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## Introduction to Standard 6

Evidence of compliance with quality standards is a mandatory requirement of the DSPP Request for Registration. As such, applicants must demonstrate their compliance with quality standards **before** they can be registered to provide individually funded services.

Since 1 July 2014, the [National Standards for Disability Services](#) have applied to all services either funded or delivered by service providers operating in WA and registered through the Commission's DSPP or Panel Contract for Individually Funded Services.

NSDS Standard 6: Service Management ensures that disability services are managed effectively and efficiently. It requires services to be person-centred and to ensure flexibility to respond to individual strengths and needs. It also requires services to promote a culture of continuous improvement as a basis for quality service delivery.

NSDS Standard 6 emphasises the importance of:

- sound governance and management in all aspects of service planning, development and provision;
- clear communication to staff, people with disability and other stakeholders;
- continuous improvement and evidence based practice;
- a range of methods for active participation of people with disability and their family, friends, carers and advocates in planning, delivery and review at the individual, service and organisational levels; and
- compliance with workplace related legislation and regulation including Work Health Safety, human resource management and financial management

The majority of new providers applying for registration on the DSPP will need to demonstrate compliance with NSDS Standard 6 by:

- completing a Self-assessment of their services against NSDS Standard 6 using the Self-assessment template; and
- participating in an Independent Quality Assessment undertaken by third-party Quality Assessors nominated by the Disability Services Commission.

An applicant's Self-assessment, their Code of Conduct, and the Independent Quality Assessment report provided by Quality Assessors, comprise the required evidence that must be attached to a complete application for registration to demonstrate compliance with NSDS Standard 6.

### **Step 1: Complete your self-assessment**

- Self-assessment against NSDS Standard 6: Service Management provides the Quality Assessor with a snapshot of your service management.
- It also provides a wealth of information by highlighting where you have developed sound systems of management and where there may be identified areas for further improvement.
- If you have difficulty understanding any of the indicators of practice or the type of evidence required, further information is available through the NSDS Evidence Guide on the [Commission's website](#).
- Complete your Self-assessment using the template available at [Attachment 1: Self-assessment template](#)

### **Step 2: Choose an independent Quality Assessor**

- Independent Quality Assessors will undertake an assessment of your compliance with NSDS Standard 6: Service Management.
- All Quality Assessors nominated by the Commission have extensive experience in assessing quality service management systems, particularly in the human services sector, and are independent, ethical and professional in their conduct.
- When choosing a Quality Assessor applicants should consider:
  - Timeframes requested for the Independent Quality Assessment
  - Availability and current workload of a Quality Assessor
  - Any special issues or requests you may have.
- Choose an independent Quality Assessor from the List of approved independent Quality Assessors [available at: www.tenders.wa.gov.au](http://www.tenders.wa.gov.au)

### **Step 3: Complete the Key Information Checklist prior to your Independent Quality Assessment**

- Completing your Key Information Checklist provides important details to the Quality Assessor regarding the structure of your service/organisation, human resources, core goals (strategic and short-term), service sites, policies and consumer service pamphlets.
- You can discuss any queries you may have in compiling the information in the Key Information Checklist with your Quality Assessor.
- The Key Information Checklist and copies of requested information, along with your Self-assessment (refer Step 1), should be completed and sent to the Quality Assessor at least two weeks prior to the agreed Independent Quality Assessment date.
- Complete the Key Information Checklist using the template available at [Attachment 2: Key Information Checklist](#)

#### **Step 4: Participate in an Independent Quality Assessment**

- The Quality Assessor will review your completed Self-assessment and Key Information Checklist prior to the Independent Quality Assessment date.
- The Independent Quality Assessment will take place at the applicant's premises.
- Following assessment, the Quality Assessor will issue a *draft* Independent Quality Assessment report assessing the accuracy of your Self-assessment against NSDS Standard 6 and, on the basis of evidence and information collated, whether your service/organisation is compliant with NSDS Standard 6.
- This assessment will be made on a met/not met basis.

#### **Step 5: Review the draft Independent Quality Assessment report**

- The *draft* Independent Quality Assessment report gives you an opportunity to discuss and review the accuracy of the findings and recommendations made by the Quality Assessor before a *final* report is completed.
- If you agree with the *draft* Independent Quality Assessment report, you will need to notify the Quality Assessor in writing to that effect (an email is acceptable) within three (3) business days of receiving it.

#### **Step 6: Receive the final Independent Quality Assessment report**

- The Quality Assessor will finalise the Independent Quality Assessment report within fifteen (15) business days of the commencement date of the assessment visit(s) and send it to you with written notification of the overall finding.
- The report will include an assessment description, compliance tables, qualitative information, opportunities for improvement and an assessment rating against NSDS Standard 6: met/not met.
- If you have achieved a met assessment rating against NSDS Standard 6 you can now test your eligibility to become registered on the DSPP. You must provide your Independent Quality Assessment report, completed Self-assessment, and Code of Conduct as attachments to your complete application.
- If you receive a not met assessment rating against NSDS Standard 6, then you may reapply for a second assessment from the same Quality Assessor six months from the date of final written notification.

#### **After you have become registered – what's next?**

- If you submit a successful application for registration on the DSPP, you will be assessed against the Commission's Quality System 12 months after the date of registration. The Commission's Quality System, as stipulated in the Request, comprises NSDS Standards 1-6.
- If you fail to meet NSDS Standards 1-6 during this assessment the Commission may revoke your registration and terminate your Head Agreement.
- Future Quality Evaluations will occur within a three-yearly cycle.

## Attachment 1: Self-assessment template

**NOTE:** Header should contain service /organisation's business name /logo

### **Self-assessment – National Standards for Disability Services (NSDS) compliance with Standard 6: Service Management**

The Self-assessment has been developed for applicants to assess their compliance with National Standard 6: Service Management. This template lists the standard and associated indicators of practice, and provides space to list examples of evidence that support compliance. It also allows applicants to list any improvement actions that may need to be taken.

The Self-assessment is completed by the applicant prior to their Independent Quality Assessment to allow for verification of evidence by the Quality Assessor. The completed Self-assessment, Code of Conduct and Independent Quality Assessment report comprise required evidence to demonstrate applicant compliance with the mandatory requirements of DSPP Request for Registration – DSC0702016.

Further information about National Standards and evidence indicators is available on the [Commission's website](#).

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## Self-assessment – National Standards for Disability Services (NSDS) – Standard 6: Service Management

The intent of this Standard is to ensure that organisations are accountable and have sound governance that will enable services and supports to be delivered in a safe environment by appropriately qualified and supervised staff. It also requires organisations to promote a culture of continuous improvement as a basis for quality service delivery.

**The rating scale is:**

**(M) Met:** existing /currently in place

**(NM) Not met:** not existing /not currently in place

**Name of service /organisation:**

**Proposed support clusters:**

**Date Self-assessment completed:**

IOP	Indicator of Practice	Met	Not met	List examples of evidence (eg policies, procedures, work instructions, recording systems, forms and templates)	Improvement action plan/s
6.1	<b>HR management</b> Frontline staff, management and governing bodies are suitably qualified, skilled and supported.				
6.2	<b>Regulatory compliance</b> Practice is based on evidence and minimal restrictive options and complies with legislative, regulatory and contractual requirements.				
6.3	<b>Business and risk management</b> The organisation documents, monitors and effectively uses management systems including work health safety, human				

	resource management and financial management.				
<b>6.4</b>	<b>Feedback and continuous improvement</b> The organisation has monitoring feedback, learning and reflection processes which support continuous improvement.				
<b>6.5</b>	<b>Corporate governance</b> The organisation has a clearly communicated vision, mission and values which are consistent with contemporary practice.				
<b>6.6</b>	<b>Management of information and service delivery</b> The organisation has systems to strengthen and maintain organisational capabilities to directly support the achievement of individual goals and outcomes.				
<b>6.7</b>	<b>Accountable processes</b> The organisation uses person-centred approaches including the active involvement of people with disability, families, friends, carers and advocates to review policies, practices, procedures and service provision.				

## Attachment 2: Key Information Checklist

**Please note:** Applicants must send copies of 'Key Information' requested in this checklist to the Quality Assessor at least two weeks before the agreed Independent Quality Assessment date. Information provided to the Quality Assessor is kept confidential.

**Before** visiting your organisation to complete an Independent Quality Assessment, the Quality Assessor will want to know more about your service /organisation, its key management systems and the services you provide /intend to provide. This should improve the usefulness and quality of the assessment review and resultant report findings.

Please discuss any queries you may have in providing the information requested in this checklist with the Quality Assessor.

### **Key Information requested** *Please record if 'not available' or 'not applicable'*

<input type="checkbox"/> Organisational charts and diagrams (showing the current /proposed staff structure of your organisation)	
<input type="checkbox"/> Strategic Plan (usually 3-5 year plan)	
<input type="checkbox"/> Business Plan (current year operational plan)	
<input type="checkbox"/> Annual Report (if applicable)	
<input type="checkbox"/> List only of previous Audit reports (internal or external) undertaken in last 12 months (if applicable)	
<input type="checkbox"/> List only of ethical, Privacy or Confidentiality policies	
<input type="checkbox"/> Index only of Policy /Procedure manuals, and related work instructions, recording systems and forms /templates	
<input type="checkbox"/> Copy only of your organisation's Risk Management policy – approved by Executive or Board	
<input type="checkbox"/> Small sample of promotional materials – pamphlets, brochures, newsletters outlining services, consumer access, consumer rights, etc	
<input type="checkbox"/> List of key web-based information link details (if any)	
<input type="checkbox"/> If your organisation operates /proposes to operate on more than one site – provide details (if relevant) of: <ul style="list-style-type: none"> <li>• Number of sites</li> <li>• Address of each site</li> <li>• Purpose of each site</li> <li>• Number of people with disability at each site</li> <li>• Number of employees at each site (approx. full-time, part-time, casuals, volunteers)</li> </ul>	
<input type="checkbox"/> Consumer feedback survey /template	
<input type="checkbox"/> Specific management requests – Specific concerns or key areas of focus that your organisation may want to highlight up front to the Quality Assessor. These should be discussed prior to the review and will assist the Quality Assessor during the planning and review stage of your assessment.	
<input type="checkbox"/> Copy of your completed Self-assessment	