



Quality assurance for service providers

Fact sheet

The National Disability Insurance Scheme (NDIS) began rolling out across Western Australia from 1 July 2017. The National Disability Insurance Agency (NDIA) will assume responsibility for the NDIS in WA from 1 July 2018. All eligible people will have access to the scheme by 2020.

The State Government is committed to ensuring the highest quality supports and services for people with disability.

Whether it's for recreational services, or more intense living support, individuals with disability, their families and carers should expect to receive consistently high quality services.

Quality assurance systems for disability services were updated in 2014 to incorporate the new National Standards for Disability Services.

National Standards for Disability Services

To ensure consistent quality standards across the country during the NDIS trial, State and Commonwealth Governments have revised quality standards. They are:

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

The [National Standards for Disability Services](#) are available online (www.disability.wa.gov.au > Disability sector > Quality system) or email quality@dsc.wa.gov.au.



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Who is responsible for quality assurance?

Quality assurance is a shared responsibility. The State Government and service providers work together to ensure that people with disability have a positive experience when using supports and services.

Please note that if a person is partly or fully managing their own funding, they are responsible for the quality of the paid supports and services they choose.

Safeguarding vulnerable people

Safeguards are an important element of quality assurance. They promote, enhance and protect an individual's:

- human rights
- decision-making, choice and control
- safety and wellbeing
- citizenship and quality of life.

When individuals are vulnerable and are at risk of experiencing compromised services and outcomes, safeguards provide a range of preventative and proactive responses to minimise that vulnerability and risk.

Complaints process

The National Standards for Disability Services includes a section on feedback and complaints. This ensures that both positive and negative feedback, complaints and disputes are effectively handled and used as opportunities for improvement.

To meet these Standards, service providers must have effective systems in place to address and resolve issues raised by individuals, their families and carers.

Service agreements require service providers to:

- keep records of the number, nature and outcome of complaints made about the activities and a list of service improvements as a result of complaints lodged, and
- report annually on complaints raised about the services provided to individuals.

If a complaint is not resolved internally by service organisations, people can refer the issue to the Health and Disability Services Complaints Office (HADSCO) or visit the [website](http://www.hadsko.wa.gov.au) (www.hadsko.wa.gov.au).



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Further information

- **Visit:** www.disability.wa.gov.au
- **Email:** dsc@dsc.wa.gov.au
- **Call:** (08) 9426 9200
- **TTY:** 9426 9315

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