



WA National Disability Insurance Scheme

Quality assurance for individuals

Service organisations funded by the Disability Services Commission have to show that their supports and services are making a difference to the lives of people with disability, their families and carers.

How does it work?

Through its Quality System, the Commission monitors and evaluates service quality to ensure people with disability are receiving the supports and services they require.

Service providers are expected to continuously improve their supports and services and meet agreed outcomes for each person receiving services. A person's outcomes refer to the differences the person experiences as a result of their involvement in a service or activity.

People with disability, their families and carers play an important role in quality evaluation by providing feedback on the supports and services they receive.

How is service quality measured?

Quality is assessed through:

1. Independent quality evaluations

The Commission uses independent quality evaluators to check that people with disability are receiving the supports and services they need from their service provider. Each service provider is evaluated, on average, once every three years.

2. Service provider self-assessments

Each year service providers complete a self-assessment including information about the service improvements they have made and their plans for the next 12 months.

How can I be involved in quality evaluation?

Once a service provider has been notified of their next quality evaluation, they are required to invite all service users, families and carers to participate. The invitation may be advertised on the organisation's website or in its newsletter, sent out via an email or a letter in the post.

People with disability, their families and carers play an important role in quality evaluation by providing feedback on the supports and services they receive.

Once you receive this you can:

- directly contact the evaluator to maintain anonymity
- let the service provider know that you do not wish to participate
- do nothing and have your name forwarded by the service provider to the evaluator for possible contact.

The evaluator will meet directly with you to discuss the supports and services you use. Confidentiality is paramount and you can withdraw at any time. The information gathered is summarised in the final report presented to the Commission and the service provider.

How does quality assessment ensure service improvement?

The Quality System has processes in place to work through actions identified in the quality evaluation report. In addition, service providers are continuously improving their services with support from the Commission.

Having a say at other times

You can have a say about your supports and services at any time, not just during quality evaluations and self-assessment.

If you are concerned about the services you are receiving, you should discuss this with the service provider in the first instance.

Where this is unsuccessful or not possible, you can contact one of the services below:

Disability Services Commission Consumer Liaison Officer:

- phone 9426 9244
- email CLO@dsc.wa.gov.au

Health and Disability Services Complaints Office (HaDSCO):

- phone 6551 7600
- email mail@hadsco.wa.gov.au
- website www.hadsco.wa.gov.au

For more information about making a complaint, read the [‘How to have your say – a guide to making a complaint about services for people with disability’](#) brochure or visit www.disability.wa.gov.au > Individuals > Complaints.

Further information

- **Visit:** www.disability.wa.gov.au
 - **Email:** WANDIS@dsc.wa.gov.au
 - **Call:** 1800 996 214
 - **TTY:** 9426 9315
 - **Am I Eligible?:** This online tool allows people to test their potential eligibility for WA NDIS. Go to www.disability.wa.gov.au and click on **Am I Eligible?** It also provides contact details for State Government disability services throughout WA.
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