What should a quality service provide?
When you receive quality supports or services, you will:
• know what to expect from your service
• be involved in decisions about your service needs
• be able to tell your service provider you want to try something different
• have a say about how and where services are delivered
• see how your feedback is improving your services.

Having a say at other times
You can have a say about your service and supports at any time.
If you have concerns about the service you are receiving, you should discuss this with your service provider in the first instance.
Where this is unsuccessful or not possible, you can contact one of the services on the back of this brochure.

Will my service improve?
Yes. The Quality System has processes in place to work through actions identified in quality evaluation reports. In addition, service providers are continuously improving their services with support from Disability Services.
Ensuring quality
Organisations funded by the Department of Communities (Disability Services) have to show that their services and supports improve the lives of people with disability, their families and carers. This is done through a quality assessment process.

How does it work?
Through its Quality System, Disability Services evaluates service quality to ensure people with disability receive the services and supports they need.

Service providers are expected to continuously improve their services and supports and help each person receiving their services meet agreed outcomes.

A person’s outcomes refer to the difference the person experiences as a result of their involvement in a service or activity.

The person with disability, their family and carers play an important role in quality evaluation by providing feedback on the services and supports they use.

How is service quality measured?
Quality is measured through:

1. Service provider self-assessments
Service providers complete a self-assessment every year. This includes information about service improvements they have made and their plans for the next twelve months.

Service providers are encouraged to ask service users, families and carers for feedback as part of this process.

These self-assessments are used by independent quality evaluators as part of their evaluations and by Disability Services to make improvements across the disability sector.

2. Independent quality evaluations
Disability uses independent quality evaluators to check that people with disability are receiving the services and supports they need from their service provider.

Each service provider is evaluated, on average, once every three years.

How can I be involved in quality evaluation?
When a service provider is 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 service provider’s website, in their newsletter, sent out via an email or a letter in the mail.

You may:
- directly contact the evaluator to maintain anonymity
- let the service provider know that you don't wish to participate, or
- do nothing and the service provider will send your name to the evaluator for possible contact.

The evaluator will meet with you to discuss the services and supports you use. Confidentiality is paramount and you can withdraw at any time.

The evaluator summarises all information in a report that is presented to Disability Services and the service provider.