



Quality System Self-Assessment 2016/2017

Key outcomes

Background

Department of Communities, Disability Services (Disability Services) commenced the enhanced Quality System on 1 July 2014. The Quality System applies to all services delivered or funded by Disability Services and is underpinned by the National Standards for Disability Services (the Standards).

The Quality System evaluates service quality in two ways:

- **Quality evaluations** – incorporating independent evaluation of each organisation's compliance with the National Standards.
- **Self-assessment** – enabling organisations to review their policies and procedures and report on their progress towards implementing the National Standards. The Self-assessment is undertaken every April (commencing 2015).

Self-Assessment 2016/2017

The Quality System Self-assessment online survey was sent to 122 disability service organisations (121 external and one internal) in late March 2017, with a completion date of 30 April 2017. Organisations were required to complete the Self-assessment at whole of organisation level (ie one Self-assessment per organisation).

One hundred and twenty-two (122) responses were received by Disability Services representing a 100 per cent response rate.

Key outcomes

Disability Services Quality and Evaluation team conducted an analysis of the sector response to the 2016/2017 Self-assessment, which revealed the following:

- The Self-assessment positively increased the sector's knowledge of the Standards. After completing the survey, there was a seven per cent increase from 69 per cent to 76 per cent in the number of organisations that reported a 'high' level of knowledge of the Standards.
- **Under Standard One:** Rights, 99 per cent of organisations reported they had policies and procedures in place to address the key indicators of the Standard. Policy and procedure were either 'existing' (currently in place) or 'under review' (in place but scheduled for review within the period).
- **Under Standard Two:** Participation and inclusion, 87 per cent of organisations reported they did have policies or procedures related to respecting Aboriginal and Torres Strait Islander culture.
- **Under Standard Three:** Individual outcomes, 98 per cent of organisations reported that policies and procedures supporting 'person-centred individual service planning' were either 'existing' (currently in place) or 'under review' (in place but scheduled for review within the period).



- **Under Standard Four:** Feedback and complaints, 100 per cent of organisations reported they had policies and procedures for encouraging and managing feedback and complaints. A total of 922 complaints were received, at an average of 7.5 per organisation. Of the 922 complaints received, 873 (95 per cent) were resolved and of those that had been resolved, 756 (87 per cent) had a satisfactory resolution for both parties.
- **Under Standard Five:** Service access, 100 per cent of organisations reported they had policies and procedures in place to promote and support fair and transparent service access.
- **Under Standard Six:** Service management, over 93 per cent of organisations reported that policies and procedures were in place supporting 10 of the 11 key indicators of service management, including human resource and financial management.

Results

In general, the results reflect a commitment across the disability sector to implementing the Standards.

All independent evaluators have been informed of the overall results of the annual Self-assessment, which are used in future quality evaluations to verify implementation of Standards.