

Quality Reform in the South Australian Disability Services Sector

Within the Funds Management directorate of Disability SA, the Quality and Service Development unit has a focus and dedicated resources to work with non-government organisations in the areas of

- the quality of funded services
- complaints management
- a range of broader service development and improvement initiatives

A discussion paper has been developed by the Quality team, *Quality in the South Australian Disability Services Sector*. This has been developed to provide context for, and to stimulate discussion with, service providers about how we can work together to provide high quality disability services in South Australia.

There are many imperatives for further improvement in relation to quality in the disability services sector and a wide range of questions yet to be answered. These include:

- *Should disability services in South Australia have an independent, third party assessment specifically against the (new) National Standards for Disability Services?*
- *What should the Government be doing to support disability service providers to improve the quality of services for people with disability?*
- *How can the Government and service providers effectively engage people with disability, their families and carers about the quality of services they receive from the disability services sector?*
- *What do you need in a quality system to ensure it works in an environment of individualised funding?*
- *In many ways, training for disability support workers underpins the quality of services delivered. How can the sector improve training for workers in the disability services sector?*
- *What can the Government and service providers do to build capacity in the disability services sector to improve the quality of services?*
- *What works? What initiatives have been implemented by service providers that have improved the quality of their service?*

Although it is a difficult time to consider how the quality of services can be improved, on top of large scale reforms currently occurring, it is important for South Australia to develop clear goals and initiatives that reflect the needs of, and provide real outcomes for, South Australians with disability.

Disability SA, Funds Management directorate, plans to engage initially with government and non-government service providers, and then more broadly with people with disability, their families and carers, about what is important to them in the development of an effective quality system for the disability services sector in South Australia.

Further information can be sought from quality@dcsi.sa.gov.au



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