

Coming in the New Year - The Consumer Quality Assurance Tool,  
which will underpin an Independent Disability Regulatory Authority

myqa.com.au

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*Consumers' National Disability Quality Assurance Tool*

What is: The Consumers'  
National Disability Quality Assurance tool?

It is a Data Base Web site "myqa.com.au" it will be consumer focused and is your voice supported by CIRA to develop quality services that you ask for and need. It is independent from Government and totally Consumer driven.

People with disability will be accessing the database either directly or with support. Registering with their Individual Profile. Their profile will determine the initial parameters that services need to satisfy; availability of services and the type of services needed. This system will provide a conduit to service providers. During this structured process the consumer will make choices to select services to support their needs.

Service provider, quality, service ratings will help consumers choose services. The consumer will also be able to rate the services they use; and both will be displayed on the database. If there is disparity between the ratings this will be recorded; specific to the problems experienced. This is an evidence-based profile of quality levels and competency in practical service delivery. This system will produce strong competition between service providers while giving them support to develop and articulate their services and staff professionalism.

Where services required are not listed or not available the unmet need can be recorded. Practical solutions to address unmet need can be implemented where possible. This System is a Consumer National Disability Quality Assurance tool. The capacity to identify practical solutions is vast. It is designed to continually evolve to meet the needs of people with disability, their families and carers.

Specific referral to Advocacy will be proactive and support the Consumer where deficits or difficulties are subjective. This will also contribute the data base and practical solution development.

The Consumers' National Disability Quality Assurance tool will:

- provide a quality assurance tool for both service providers & people with disability their families and carers
- further the relationship between service provider and people with disability, their families and carers
- support service development
- identify the unmet need of people with disability
- evaluate carer and client satisfaction
- match the needs of the individual to service providers
- evaluate social inclusion/participation.

This will be achieved by:

- providing a system for people with disability, their families and carers along with disability sector organizations and the disability services workforce to provide detailed and timely information via an online portal
- listing, correlating and allowing retrieval of all of services offered by individual service providers
- indicating who the providers are in a selected geographic location
- allowing quality self-rating of individual service providers against disability service standards
- informing consumers to allow greater choice of services and providers, relationships, quality and provide information to develop practical solutions
- consolidate consumer feedback to produce a consumer quality rating for each service
- produce a database that will provide practical solutions for people with disability, their families, carers
- provide current data in order to improve and support the disabilities services workforce and disability sector organisations to meet the expressed needs of the consumer
- identifying where training/accreditation can improve service provision.



*Underpinned by*  
myqa.com.au

What is the: Consumers  
Independent Regulatory Authority?

The CIRA is the voices of all people with disabilities and carers who are consumers.

The CIRA is your assurance that you are happy with the services supporting your needs; it's free and it is what you think and say. Because you are now purchasing services you are in the drivers seat and your opinion matters more than any one else. The CIRA makes sure you are listened too. Service providers will be competing for your business and you will have more choice than ever before.

This means each person using services will rate the quality, availability and the kind of service and help develop services, create new services and change policies. The CIRA uses the "Consumers' National Disability Quality Assurance Tool" to make sure you aren't given poor service and to make sure things aren't hidden and that services are developed - to support your needs properly.

The CIRA is non government it's free and is there to make sure your not ripped off, ignored or given poor service. It has been developed by people just like you; consumers who have been in crises.

To be part of the CIRA you must be registered with the "Consumers' National Disability Quality Assurance tool" known as "MYQA" to give your valuable input, (this site will launch in 2013).

The CIRA also supports service providers to do better and can give them evidence based development strategies and specific training. The CIRA will be able to direct service demand, areas of service development and who is best placed to develop them; always driven by consumer, the most important person, you!