

Department of Human Services, Federal Consultation on the Draft National Standards

[National Quality Framework for Disability Services in Australia](#)

[Draft National Standards for Disability Services](#)

The National Standards for Disability Services (National Standards) are being revised during a period of significant reform for disability services in Australia. In its 2011 report to the Australian Government, the Productivity Commission found that the current disability system is underfunded, unfair, fragmented and inefficient, and recommended the establishment of a National Disability Insurance Scheme (NDIS).

A validation study is being conducted to confirm that the draft National Standards are a practical tool for improving service quality. A key process underpinning the validation study is national consultation with stakeholders. Consultation will be held from April June 2012.

Consultation feedback will be used to inform a final set of National Standards. Synergistiq will analyse the consultation feedback and make recommendations for changes, additions or revisions to the draft National Standards. A report on findings and recommendations arising from the validation study will be made available on the National Quality Framework project website by December 2012.

How can I participate?

You can participate in the validation study in the following ways:

Online survey (open 7 May - 15 June 2012)

All stakeholders can provide feedback on the draft National Standards by completing the online survey. The survey aims to capture individual perceptions and reflections on the draft National Standards.

Synergistiq is running the online survey. Take part in the survey now by selecting the following link:

- [Online survey - draft National Standards for Disability Services](#) (external link, opens in a new window)

Note: A **hard-copy version of the survey** can be made available for people to complete if they prefer. Please contact NSDS@synergistiq.com to request a copy.

Written submissions (opens 7 May - 15 June 2012)

This method is particularly recommended for organisations, networks or community groups who wish to provide feedback on the draft National Standards.

Prepare a written submission now by downloading the guiding questions that have been developed to assist you to respond:

- [Download the guide for how to make a written submission](#) (opens the Draft National Standards for Disability Services webpage)

Facilitated workshops and focus groups (20 April - 15 June 2012)

Synergistiq will facilitate 25 focus groups and workshops across Australia. The aim of the groups and workshops is to seek input on the draft National Standards from people with disability, their families and carers, service providers, advocacy groups, and evaluation, audit and certification bodies. Specific focus groups will also be conducted with people with an Aboriginal and Torres Strait Islander background and people from Culturally and Linguistically Diverse backgrounds.

Jurisdictions will manage a targeted invitation process for the face-to-face consultation. This will ensure a representative section of ideas and views about the draft National Standards are gathered. Individuals or organisations wishing to provide feedback on the draft National Standards are encouraged to complete either the online survey or a written submission.

National Quality Framework Working Group Chair contact

Chair National Quality

Framework Working Group Kathleen Forrester kathleen.forrester@dhs.vic.gov.au (03) 9096 0084

LISA Comment: There is not much time left to comment on, make a submission to the consultation on the, 'National Standards for Disability Services'.

As these standards will be a main factor in services funded under the NDIS, we really don't want just more of the same services as we have now, especially not those directly provided by governments.

The Department of Human Services, Victoria, has very extensive and comprehensive care policies, standards and values, yet these are not consistently implemented.

Under NDIS, the consumer will, with 'ISP funding in their pocket', have 'market-place-choice' of service provider. This 'choice' may, however, be limited or negated, as many people with high support needs and challenging behaviour do not move or settle easily.

Therefore, robust and comprehensive standards may have to compensate for the consumer having reduced market place choice with which to drive service level and quality.

LIFESTYLE IN SUPPORTED ACCOMMODATION (LISA) INC.

Tel: 03-9434-3810: **Email:** info@lisainc.com.au or vk3qq@optusnet.com.au

Web: www.lisainc.com.au : www.lisa-aus.blogspot.com

NOTE: We are always interested in feedback and information; general, specific, good or bad.

If you wish anonymously: Our mail address is, 73 Nepean Street, Watsonia, 3087