

# What is the Quality Management Framework



The Quality Management Framework (QMF) is a way of ensuring disability services continuously achieve positive outcomes for people with disabilities, their families and carers living in Western Australia.

Under the QMF, organisations recurrently funded by the Disability Services Commission must demonstrate the services they provide continuously address the QMF quality requirements.

Consumer focused outcomes and performance indicators have been developed for each service type and are one of the key features of the QMF.

The outcomes identify what a person with a disability, their family and carer can expect from a service. Outcomes are what services are expected to achieve for the benefit of the individual using their service.

Service providers are expected to continuously strive towards the outcomes by constantly improving the way their services are delivered to people with disabilities, their families and carers. The outcomes are 'aspirational' and service providers are expected to progressively implement service improvement strategies to help their consumers achieve the outcomes.

As part of its commitment to providing and funding high quality disability services, the Disability Services Commission will also evaluate all services for their compliance with the nine Disability Services Standards as part of the QMF.

## **The QMF Outcomes and Performance Indicators**

Each service type (or program) has its own set of outcomes and performance indicators which

have been developed by groups of service providers and refined by consumers, families and carers. The performance of a service provider will be evaluated according to the newly identified outcomes. The outcomes and performance indicators for each program are not listed in any order of priority, however, over time some indicators may become more significant.

Measures of service provider performance are based on the associated performance indicators developed for each outcome. Service providers will participate in a Baseline Assessment Survey (BAS) every five years.

Service providers will complete annual Self Assessments to measure the achievement of the outcomes by consumers and identify and report on the progress they have made implementing identified service improvement strategies.

External evaluators will independently evaluate each service to verify the quality of services provided. Consumers, their families and carers will be invited to comment on the services they receive through these measurement processes.

Information from the evaluation process, along with information from other measured indicators, such as the Disability Services Standards, service hours, consumer numbers, financial performance and governance issues, will be jointly coordinated through the Disability Services Commission's Quality Unit and contract management staff. The information collected will provide a clearer picture of existing service quality and help define service quality expectations into the future.