



# Disability Employment Services Fact Sheet

## Disability Employment Services Quality Framework

The Disability Employment Services (DES) program was extended until 30 June 2025.

The extension included immediate actions to improve provider performance and quality of services for DES participants, to help them find and keep a job.

To improve DES services, the Department of Social Services (the department) released the DES Quality Framework (framework) in July 2023.

Three Key Performance Indicators support the performance framework for the DES Program.

- KPI 1: Efficiency
- KPI 2: Effectiveness
- KPI 3: Quality

The department will monitor, measure, and evaluate KPI 3: Quality in line with the DES Grant Agreement.

## What is the DES Quality Framework?

The framework aims to improve the quality of DES services to achieve better employment outcomes for people living with disability. Support provided to participants is about achieving employment, social and economic outcomes.

The framework includes 4 quality elements:

1. **Participant rights** – Participants understand their rights and responsibilities. They also understand how providers offer supports that help them prepare for, find and keep a job.
2. **Understanding quality** – Providers understand participants' needs and help them achieve their employment goals. They also understand the local job market and the needs and expectations of employers. They work with employers and community services to support participants.
3. **Provider capability** – Providers have a continuous improvement culture with appropriate policies, systems and processes. They deliver quality services and manage risk.
4. **Compliance** – Providers use existing compliance and assurance processes to support quality service delivery and continuous quality improvement.

# What is the difference between the framework and the National Standards for Disability Services (NSDS)?

The four quality elements of the framework line up with the NSDS giving DES providers a level of flexibility and the opportunity for continuous improvement. NSDS audit outcomes are a primary source of information used to evaluate performance against the framework.

## How will quality be assessed?

DES providers will be assessed against the framework and given a Quality Rating. This rating will be published on the department's website in mid-2024.

Assessments will be based on a review of a DES provider's NSDS audit outcomes, their Understanding Quality Self-Assessment results, and the department's program management activities. This includes how a provider's knowledge, understanding and awareness of each element is applied in practice and supports in place for continuous improvement.

Audit results against the NSDS will be the primary source of information for determining a quality rating against each element and will be supported by existing departmental data sources.

## What is a Quality Rating?

Quality Ratings will be determined at a provider organisational level and awarded for each element on a three-point scale:

- Exceeds – providers are exceeding the department's quality expectations.
- Meets – providers are meeting the department's quality expectations.
- Improvement Required – providers have not fully met the department's quality expectations and actions will be required to improve.

Each provider will receive a Quality Rating after their quality assessment.

## Ongoing development of the Framework

The department will continue to improve the Framework. This includes:

- finalising a participant information pack that is being tested with participants.
- considering options to strengthen the participant and employer voices.
- improvements to the NSDS and departmental processes
- how to better use DES program data.

## More information

You can read the DES Quality Framework and find more information at [www.dss.gov.au/des](http://www.dss.gov.au/des)

If you have any questions about the framework, please email [DEP.Engagement@dss.gov.au](mailto:DEP.Engagement@dss.gov.au)