

**Senate Community Affairs Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILIES, HOUSING, COMMUNITY SERVICES AND**  
**INDIGENOUS AFFAIRS PORTFOLIO**  
**2011-12 Additional Estimates Hearings**

**Outcome Number: 5**

**Question No: 170**

**Topic:** Better Start for Children with Disability

**Hansard Page:** Written

**Senator Fifield** asked:

What quality assurance processes are in place to ensure that advisory and expert assessment services are performed consistently and at a high quality level across Australia?

**Answer:**

Carers Australia has been contracted to provide the Registration and Information Service in each state and territory under the standard departmental funding agreement. The standard funding agreement provides for quality assurance processes as do the operational guidelines for providers which can be viewed at:

[http://fahcsia.gov.au/sa/disability/progserv/people/betterstart/Pages/better\\_start\\_operational\\_guidelines.aspx](http://fahcsia.gov.au/sa/disability/progserv/people/betterstart/Pages/better_start_operational_guidelines.aspx)