

Human Services Quality Framework

Self-assessment workbook for Specialist Homelessness Service Providers

A tool for reviewing processes and practices against the Human Services Quality Standards

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1. Introduction

This self-assessment workbook is a tool to assist organisations review their processes and practices to determine the extent to which they are meeting the Human Services Quality Standards (the standards). It is relevant to organisations that are required to demonstrate compliance with the standards through self-assessment.

The workbook should be used in conjunction with its two companion resources (available at www.hpw.qld.gov.au/Housing/Homelessness).

- *Human Services Quality Framework: Self-Assessment and Continuous Improvement Guide* which explains how to rate your organisation's performance against the standards and the types of evidence you can use
- *Human Services Quality Framework: Continuous Improvement Plan Template*.

2. About the Workbook

The self-assessment workbook contains:

- a cover sheet – to be submitted with the findings of your self-assessment
- worksheets to review and assess your processes and practices against each of the standard indicators and to record the findings
- an assessment summary to provide a snapshot of the ratings of each standard indicator
- a checklist to assist you submit your self-assessment to the department
- an appendix with examples
- a check list
- an appendix with examples of completed self-assessment worksheets for a fictional service.

When working through the self-assessment process and completing the workbook, organisations should refer to the accompanying guide and consider and record details about:

- documents used to support your operation
- processes followed in your organisation
- results or outcomes of what your organisation accomplishes (e.g. what do your customers say about the services they receive?)
- how your organisation demonstrates that it meets any common requirements detailed in the Human Services Quality Framework User Guide (available at: www.hpw.qld.gov.au/Housing/Homelessness)
- how your organisation records or captures what it achieves
- areas where improvement may be needed.

3. Cover sheet – HSQF Self-assessment

Please complete the following details, to be submitted with the self-assessment to the department.

Organisation name		
Organisation Head Office address		
ABN		
Service details	Service/service outlet name/s	Service number/s or Provider Outlet ID
Contact details for organisation	(Insert contact name) (Insert postal, email and phone contact details)	
Name and position of person within the organisation who endorses the self-assessment outcome		
Signature of above named person		
Date workbook submitted		
Due date for continuous improvement plan		

Please record below the details of the departmental contact point used to submit your self-assessment and coversheet	
Name of contract manager	
Email address	

4. Workbook – HSQF self-assessment

Standard 1	Governance and management
Expected outcome	Sound governance and management systems that maximise outcomes for stakeholders.
Context	The organisation maintains accountability to stakeholders through the implementation and maintenance of sound governance and management systems. These systems should reflect the size and structure of the organisation and contribute to maximising outcomes for people using services.
Indicator	1.1 The organisation has accountable and transparent governance arrangements that ensure compliance with relevant legislation, regulations and contractual arrangements.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 1	Governance and management
Expected outcome	Sound governance and management systems that maximise outcomes for stakeholders.
Context	The organisation maintains accountability to stakeholders through the implementation and maintenance of sound governance and management systems. These systems should reflect the size and structure of the organisation and contribute to maximising outcomes for people using services.
Indicator	1.2 The organisation ensures that members of the governing body possess and maintain the knowledge, skills and experience required to fulfil their roles.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 1	Governance and management
Expected outcome	Sound governance and management systems that maximise outcomes for stakeholders.
Context	The organisation maintains accountability to stakeholders through the implementation and maintenance of sound governance and management systems. These systems should reflect the size and structure of the organisation and contribute to maximising outcomes for people using services.
Indicator	1.3 The organisation develops and implements a vision, purpose statement, values, objectives and strategies for service delivery that reflect contemporary practice.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 1	Governance and management
Expected outcome	Sound governance and management systems that maximise outcomes for stakeholders.
Context	The organisation maintains accountability to stakeholders through the implementation and maintenance of sound governance and management systems. These systems should reflect the size and structure of the organisation and contribute to maximising outcomes for people using services.
Indicator	1.4 The organisation’s management systems are clearly defined, documented and monitored and (where appropriate) communicated including finance, assets and risk.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 1	Governance and management
Expected outcome	Sound governance and management systems that maximise outcomes for stakeholders.
Context	The organisation maintains accountability to stakeholders through the implementation and maintenance of sound governance and management systems. These systems should reflect the size and structure of the organisation and contribute to maximising outcomes for people using services.
Indicator	1.5 Mechanisms for continuous improvement are demonstrated in organisational management and service delivery processes.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-Rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 1	Governance and management
Expected outcome	Sound governance and management systems that maximise outcomes for stakeholders.
Context	The organisation maintains accountability to stakeholders through the implementation and maintenance of sound governance and management systems. These systems should reflect the size and structure of the organisation and contribute to maximising outcomes for people using services.
Indicator	1.6 The organisation encourages and promotes processes for participation by people using services and other relevant stakeholders in governance and management processes.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 1	Governance and management
Expected outcome	Sound governance and management systems that maximise outcomes for stakeholders.
Context	The organisation maintains accountability to stakeholders through the implementation and maintenance of sound governance and management systems. These systems should reflect the size and structure of the organisation and contribute to maximising outcomes for people using services.
Indicator	1.7 The organisation has effective information management systems that maintain appropriate controls of privacy and confidentiality for stakeholders.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 2	Service access
Expected outcome	Sound eligibility, entry and exit processes facilitate access to services on the basis of relative need and available resources.
Context	The organisation makes their services available to their target group in fair, transparent and non-discriminatory ways and people seeking access to services are prioritised and responded to.
Indicator	2.1 Where the organisation has responsibility for eligibility, entry and exit processes these are consistently applied based on relative need, available resources and the purpose of the service.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 2	Service access
Expected outcome	Sound eligibility, entry and exit processes facilitate access to services on the basis of relative need and available resources.
Context	The organisation makes their services available to their target group in fair, transparent and non-discriminatory ways and people seeking access to services are prioritised and responded to.
Indicator	2.2 The organisation has processes to communicate, interact effectively and respond to the individual's decision to access and/or exit services.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 2	Service access
Expected outcome	Sound eligibility, entry and exit processes facilitate access to services on the basis of relative need and available resources.
Context	The organisation makes their services available to their target group in fair, transparent and non-discriminatory ways and people seeking access to services are prioritised and responded to.
Indicator	2.3 Where an organisation is unable to provide services to a person, due to ineligibility or lack of capacity, there are processes in place to refer the person to an appropriate alternative service.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 3	Responding to individual need
Expected outcome	The assessed needs of the individual are being appropriately addressed and responded to within resource capability.
Context	The organisation provides appropriate services that are identified/assessed, planned, monitored, reviewed and delivered in collaboration with the person using the service, their representative and/or relevant stakeholders. The organisation uses referral pathways and partnerships to promote integrated service
Indicator	3.1 The organisation uses flexible and inclusive methods to identify the individual strengths, needs, goals and aspirations of people using services.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 3	Responding to individual need
Expected outcome	The assessed needs of the individual are being appropriately addressed and responded to within resource capability.
Context	The organisation provides appropriate services that are identified/assessed, planned, monitored, reviewed and delivered in collaboration with the person using the service, their representative and/or relevant stakeholders. The organisation uses referral pathways and partnerships to promote integrated service provision.
Indicator	3.2 The organisation formulates service delivery that respects and values the individual (e.g. identity, gender, sexuality, culture, age and religious beliefs).
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 3	Responding to individual need
Expected outcome	The assessed needs of the individual are being appropriately addressed and responded to within resource capability.
Context	The organisation provides appropriate services that are identified/assessed, planned, monitored, reviewed and delivered in collaboration with the person using the service, their representative and/or relevant stakeholders. The organisation uses referral pathways and partnerships to promote integrated service
Indicator	3.3 The organisation ensures that services to the individual/s are delivered, monitored, reviewed and reassessed in a timely manner.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 3	Responding to individual need
Expected outcome	The assessed needs of the individual are being appropriately addressed and responded to within resource capability.
Context	The organisation provides appropriate services that are identified/assessed, planned, monitored, reviewed and delivered in collaboration with the person using the service, their representative and/or relevant stakeholders. The organisation uses referral pathways and partnerships to promote integrated service provision.
Indicator	3.4 The organisation has partnerships and collaborates to enable it to effectively work with community support networks, other organisations and government agencies as relevant and appropriate.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 3	Responding to individual need
Expected outcome	The assessed needs of the individual are being appropriately addressed and responded to within resource capability.
Context	The organisation provides appropriate services that are identified/assessed, planned, monitored, reviewed and delivered in collaboration with the person using the service, their representative and/or relevant stakeholders. The organisation uses referral pathways and partnerships to promote integrated service provision.
Indicator	3.5 The organisation has a range of strategies to ensure communication and decision-making by the individual is respected and reflected in goals set by the person using services and in plans to achieve service delivery outcomes.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 4	Safety, wellbeing and rights
Expected outcome	The safety, wellbeing and human and legal rights of people using services are protected and promoted.
Context	The organisation upholds the legal and human rights of people using services. This includes people's right to receive services that protect and promote their safety and wellbeing, participation and choice.
Indicator	4.1 The organisation provides services in a manner that upholds people's human and legal rights.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 4	Safety, wellbeing and rights
Expected outcome	The safety, wellbeing and human and legal rights of people using services are protected and promoted.
Context	The organisation upholds the legal and human rights of people using services. This includes people's right to receive services that protect and promote their safety and wellbeing, participation and choice.
Indicator	4.2 The organisation proactively prevents, identifies and responds to risks to the safety and wellbeing of people using services.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 4	Safety, wellbeing and rights
Expected outcome	The safety, wellbeing and human and legal rights of people using services are protected and promoted.
Context	The organisation upholds the legal and human rights of people using services. This includes people’s right to receive services that protect and promote their safety and wellbeing, participation and choice.
Indicator	4.3 The organisation has processes for reporting and responding to potential or actual harm, abuse and/or neglect that may occur for people using services.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 4	Safety, wellbeing and rights
Expected outcome	The safety, wellbeing and human and legal rights of people using services are protected and promoted.
Context	The organisation upholds the legal and human rights of people using services. This includes people's right to receive services that protect and promote their safety and wellbeing, participation and choice.
Indicator	4.4 People using services are enabled to access appropriate supports and advocacy.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 4	Safety, wellbeing and rights
Expected outcome	The safety, wellbeing and human and legal rights of people using services are protected and promoted.
Context	The organisation upholds the legal and human rights of people using services. This includes people's right to receive services that protect and promote their safety and wellbeing, participation and choice.
Indicator	4.5 The organisation has processes that demonstrate the right of the individual to participate and make choices about the services received.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 5	Feedback, complaints and appeals
Expected outcome	Effective feedback, complaints and appeals processes that lead to improvements in service delivery.
Context	The organisation listens to people and takes on feedback as a source of ideas for improving services and other activities. It includes the way the organisation responds to complaints from people using services and their right to have complaints fairly assessed and acted upon.
Indicator	5.1 The organisation has fair, accessible and accountable feedback, complaints and appeals processes.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 5	Feedback, complaints and appeals
Expected outcome	Effective feedback, complaints and appeals processes that lead to improvements in service delivery.
Context	The organisation listens to people and takes on feedback as a source of ideas for improving services and other activities. It includes the way the organisation responds to complaints from people using services and their right to have complaints fairly assessed and acted upon.
Indicator	5.2 The organisation effectively communicates feedback, complaints and appeals processes to people using services and other relevant stakeholders.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 5	Feedback, complaints and appeals
Expected outcome	Effective feedback, complaints and appeals processes that lead to improvements in service delivery.
Context	The organisation listens to people and takes on feedback as a source of ideas for improving services and other activities. It includes the way the organisation responds to complaints from people using services and their right to have complaints fairly assessed and acted upon.
Indicator	5.3 People using services and other relevant stakeholders are informed of and enabled to access any external avenues or appropriate supports for feedback, complaints or appeals and assisted to understand how they access them.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 5	Feedback, complaints and appeals
Expected outcome	Effective feedback, complaints and appeals processes that lead to improvements in service delivery.
Context	The organisation listens to people and takes on feedback as a source of ideas for improving services and other activities. It includes the way the organisation responds to complaints from people using services and their right to have complaints fairly assessed and acted upon.
Indicator	5.4 The organisation demonstrates that feedback, complaints and appeals processes lead to improvements within the service and that outcomes are communicated to relevant stakeholders.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 6	Human resources
Expected outcome	Effective human resource management systems, including recruitment, induction and supervisory processes, result in quality service provision.
Context	The organisation has human resource management systems that ensure people working in services (including volunteers) are recruited appropriately and are suitable for their roles within the organisation. Once appointed, people working in the organisation have access to support, supervision, opportunities for training and development and grievance processes.
Indicator	6.1 The organisation has human resource management systems that are consistent with regulatory requirements, industrial relations legislation, work health and safety legislation and relevant agreements or awards.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 6	Human resources
Expected outcome	Effective human resource management systems, including recruitment, induction and supervisory processes, result in quality service provision.
Context	The organisation has human resource management systems that ensure people working in services (including volunteers) are recruited appropriately and are suitable for their roles within the organisation. Once appointed, people working in the organisation have access to support, supervision, opportunities for training and development and grievance processes.
Indicator	6.2 The organisation has transparent and accountable recruitment and selection processes that ensure people working in the organisation possess the knowledge, skills and experience required to fulfil their roles.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 6	Human resources
Expected outcome	Effective human resource management systems, including recruitment, induction and supervisory processes, result in quality service provision.
Context	The organisation has human resource management systems that ensure people working in services (including volunteers) are recruited appropriately and are suitable for their roles within the organisation. Once appointed, people working in the organisation have access to support, supervision, opportunities for training and development and grievance processes.
Indicator	6.3 The organisation provides people working in the organisation with induction, training and development opportunities relevant to their roles.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 6	Human resources
Expected outcome	Effective human resource management systems, including recruitment, induction and supervisory processes, result in quality service provision.
Context	The organisation has human resource management systems that ensure people working in services (including volunteers) are recruited appropriately and are suitable for their roles within the organisation. Once appointed, people working in the organisation have access to support, supervision, opportunities for training and development and grievance processes.
Indicator	6.4 The organisation provides ongoing support, supervision, feedback and fair disciplinary processes for people working in the organisation.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

Standard 6	Human resources
Expected outcome	Effective human resource management systems, including recruitment, induction and supervisory processes, result in quality service provision.
Context	The organisation has human resource management systems that ensure people working in services (including volunteers) are recruited appropriately and are suitable for their roles within the organisation. Once appointed, people working in the organisation have access to support, supervision, opportunities for training and development and grievance processes.
Indicator	6.5 The organisation ensures that people working in the organisation have access to fair and effective systems for dealing with grievances and disputes.
What practices and processes does your organisation have in place to meet this indicator?	
What results have you achieved/evidence can you provide that demonstrates you are meeting this indicator?	
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met
What needs to be recorded on the continuous improvement plan?	

5. HSQF self-assessment summary

Assessment summary sheet			
<i>Add results of your self-assessment here.</i> <i>Please tick <input type="checkbox"/> a box:</i>	Met	Partially met	Not met
Standard 1: Governance and management			
1.1 The organisation has accountable and transparent governance arrangements that ensure compliance with relevant legislation, regulations and contractual arrangements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 The organisation ensures that members of the governing body possess and maintain the knowledge, skills and experience required to fulfil their roles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 The organisation develops and implements a vision, purpose statement, values, objectives and strategies for service delivery that reflect contemporary practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 The organisation's management systems are clearly defined, documented and monitored and (where appropriate) communicated including finance, assets and risk.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5 Mechanisms for continuous improvement are demonstrated in organisational management and service delivery processes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.6 The organisation encourages and promotes processes for participation by people using services and other relevant stakeholders in governance and management processes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.7 The organisation has effective information management systems that maintain appropriate controls of privacy and confidentiality for stakeholders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard 2: Service access			
2.1 Where the organisation has responsibility for eligibility, entry and exit processes, these are consistently applied based on relative need, available resources and the purpose of the service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 The organisation has processes to communicate, interact effectively and respond to the individual's decision to access and/or exit services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Where an organisation is unable to provide services to a person due to ineligibility or lack of capacity, there are processes in place to refer the person to an appropriate alternative service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard 3: Responding to individual need			

Assessment summary sheet			
3.1 The organisation uses flexible and inclusive methods to identify the individual strengths, goals and aspirations of people using services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 The organisation formulates service delivery that respects and values the individual (e.g. identity, gender, sexuality, culture, age and religious beliefs).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 The organisation ensures that services to the individual/s are delivered, monitored, reviewed and reassessed in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4 The organisation has partnerships and collaborates to enable it to effectively work with community support networks, other organisations and government agencies as relevant and appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.5 The organisation has a range of strategies to ensure communication and decision-making by the individual is respected and reflected in goals set by the person using services and in plans to achieve service delivery outcomes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard 4: Safety, wellbeing and rights			
4.1 The organisation provides services in a manner that upholds people’s human and legal rights.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2 The organisation proactively prevents, identifies and responds to risks to the safety and wellbeing of people using services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3 The organisation has processes for reporting and responding to potential or actual harm, abuse and/or neglect that may occur for people using services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4 People using services are enabled to access appropriate supports and advocacy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.5 The organisation has processes that demonstrate the right of the individual to participate and make choices about the services received.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard 5: Feedback, complaints and appeals			
5.1 The organisation has fair, accessible and accountable feedback, complaints and appeals processes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.2 The organisation effectively communicates feedback, complaints and appeals processes to people using services and other relevant stakeholders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.3 People using services and other relevant stakeholders are informed of and enabled to access any external avenues or appropriate supports for feedback, complaints or appeals and assisted to understand how they access them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Assessment summary sheet

5.4 The organisation demonstrates that feedback, complaints and appeals processes lead to improvements within the service and that outcomes are communicated to relevant stakeholders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard 6: Human resources			
6.1 The organisation has human resource management systems that are consistent with regulatory requirements, industrial relations legislation, work health and safety legislation and relevant agreements or awards.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.2 The organisation has transparent and accountable recruitment and selection processes that ensure people working in the organisation possess the knowledge, skills and experience required to fulfil their roles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.3 The organisation provides people working in the organisation with induction, training and development opportunities relevant to their roles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.4 The organisation provides ongoing support, supervision, feedback and fair disciplinary processes for people working in the organisation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.5 The organisation ensures that people working in the organisation have access to fair and effective systems for dealing with grievances and disputes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Self-assessment checklist

Checklist		
Please ensure you have completed the following information before submitting your self-assessment worksheet to your relevant department contact point	Where can I find this?	
Your organisation's details and Board or Management Committee approval of the self-assessment outcome	Cover sheet	<input type="checkbox"/>
Self-assessment summary	Summary sheet	<input type="checkbox"/>
Your evidence examples for each standard indicator (people, process and paper)	Under each standard indicator in the workbook template	<input type="checkbox"/>
Self-assessment rating for each standard indicator	Under each standard indicator in the workbook template	<input type="checkbox"/>
Have you added any identified ratings (e.g. 'partially met' or 'not met') to the continuous improvement plan template?	Continuous improvement plan template	<input type="checkbox"/>
Have you recorded the details of the departmental contact point used to submit your completed self-assessment?	Your department contract manager can advise the most applicable contact point and email address to submit your self-assessment	<input type="checkbox"/>

7. Appendix – Examples of how to complete the self-assessment workbook

Standard 1 (Example A)	Standard 1 – Governance and management
Expected outcome	Sound governance and management systems that maximise outcomes for stakeholders.
Context	The organisation maintains accountability to stakeholders through the implementation and maintenance of sound governance and management systems. These systems should reflect the size and structure of the organisation and contribute to maximising outcomes for people using services.
Standard Indicator	1.6 The organisation encourages and promotes participation by people using services and other relevant stakeholders in governance and management processes.
What practices and processes does your organisation have in place to meet this indicator?	<p>At Care Services Queensland, we meet this indicator by:</p> <ul style="list-style-type: none"> • having a policy called ‘Participation in Management Planning’ – this is given to each new person using services and is available in the office foyer • providing a feedback form to every new person using services in the welcome pack • involving people using services and their families in quarterly planning meetings with management • conducting an annual survey on services which is distributed to people using services and preferred suppliers • Holding open days with preferred suppliers, people using services and families.
What results have you achieved / evidence can you provide that demonstrates you are meeting this indicator?	<ul style="list-style-type: none"> • Meeting minutes and actions from quarterly planning meeting which show involvement of people using services and community engagement • Survey results, reports and action plans • Minutes from management meetings where feedback forms and complaints are discussed • Reports which show feedback and complaints and action taken to address any issues. <div style="border: 1px solid black; height: 100px; width: 100%; margin-top: 10px;"> <ul style="list-style-type: none"> • </div>
Self-rating	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Partially met <input type="checkbox"/> Not met

Standard 1 (Example A)	Standard 1 – Governance and management
What needs to be recorded on the continuous improvement plan?	We would like to have an electronic feedback form on our website. Although not a priority for at least 12 months, we believe this would be a great way to get feedback from a wide range of stakeholders and would also allow people to give feedback to us anonymously.

Standard 1 (Example B)	Standard 1 – Governance and management
Expected outcome	Sound governance and management systems that maximise outcomes for stakeholders.
Context	The organisation maintains accountability to stakeholders through the implementation and maintenance of sound governance and management systems. These systems should reflect the size and structure of the organisation and contribute to maximising outcomes for people using services.
Standard Indicator	1.7 The organisation has effective information management systems that maintain appropriate controls of privacy and confidentiality for stakeholders.
What practices and processes does your organisation have in place to meet this indicator?	<ul style="list-style-type: none"> • At ABC Carers Limited, we have an Information Technology (IT) policy and procedure which states that the IT system will be tested and audited for data quality annually. • The IT policy and procedure requires that delegated positions are given authority to access areas of the network which are relevant to their roles. This is done via the new staff member registration form.
What results have you achieved / evidence can you provide that demonstrates you are meeting this indicator?	<ul style="list-style-type: none"> • Records demonstrating that staff have been made aware of, and understand their privacy, confidentiality and information management obligations (e.g. staff files). • Policies and procedures addressing information management, privacy and confidentiality requirements, retrieval, archiving and disposal of records are up to date and version controlled.
Self-rating	<input type="checkbox"/> Met <input checked="" type="checkbox"/> Partially met <input type="checkbox"/> Not met

Standard 1 (Example B)	Standard 1 – Governance and management
What needs to be recorded on the continuous improvement plan?	<ul style="list-style-type: none"> • Database of people using services needs to be password-protected. • Annual test of the IT system and data quality audit has not been conducted for the past two years. Therefore, a test of IT system and data quality audit has been scheduled for one month’s time. • New staff member registration forms have not been consistently completed (staff members are often set up on the system based on verbal instruction). Retraining of relevant staff in new staff registration processes is scheduled

Standard 4 (Example C)	Standard 4 – Safety, wellbeing and rights
Expected outcome	The safety, wellbeing and human and legal rights of people using services are protected and promoted.
Context	The organisation upholds the legal and human rights of people using services. This includes people’s right to receive services that protect and promote their safety and wellbeing, participation and choice.
Indicator	4.5 The organisation has processes that demonstrate the right of the individual to participate and make choices about the services received.
What practices and processes does your organisation have in place to meet this indicator?	<ul style="list-style-type: none"> • At Quality and Care services we have a client’s rights and responsibilities document to guide service planning. • The Client Plan includes a section called ‘Client Goals’ to detail client goals and aspirations and what they want to achieve.
What results have you achieved / evidence can you provide that demonstrates you are meeting this indicator?	<ul style="list-style-type: none"> • The client rights and responsibilities document is provided to each new client. • Client Plans are completed for most clients – completed plans often include information in the Client Goals section.
Self-rating	<input type="checkbox"/> Met <input type="checkbox"/> Partially met <input checked="" type="checkbox"/> Not met <i>(Rating due to mandatory requirement not being met under the Disability Services section in the HSQF User Guide)</i>
What needs to be recorded on the continuous improvement plan?	<ul style="list-style-type: none"> • Client Individual Support Plan to be revised within the next three months – at the moment there is no evidence that the client has received the rights and responsibilities document, so we will include a check box for the client to tick and sign that they have received the document. Also add the client goals section so that the client can outline their goals and aspirations. • A review of documents and forms used to provide information to clients need to identify what changes are required to convert the documents into alternative appropriate formats to enable service users to participate and make choices about the services they receive.