

Factsheet: Understanding the Human Services Quality Framework for people using services

What is the Human Services Quality Framework?

The Department of Communities' Human Services Quality Framework is the first set of quality standards in Queensland that applies to all human services. It is designed to support the quality of service delivery to you as a client.

The framework provides a safeguard for people using services and achieves this by ensuring service providers meet the quality standards, which is a requirement of the department's funding agreement with service providers.

Why was the Human Services Quality Framework developed?

The Human Services Quality Framework was developed to reduce red tape by allowing service providers to conform to only one set of quality standards (rather than multiple sets). Having one quality framework and the one assessment process will allow service providers to spend more time focusing on direct service delivery to clients.

What are the quality standards contained in the Human Services Quality Framework?

There are six quality standards contained in the Human Services Quality Framework. They are:

- governance and management
- service access
- responding to individual need
- safety, well-being and rights
- feedback, complaints and appeals
- human resources.

How will the Human Services Quality Framework benefit people using services?

The Human Services Quality Framework aims to make sure:

- you are treated fairly and with respect
- you can have your say, if you want to, about how services are delivered
- you can expect your service provider to consider your feedback on service improvements
- you can make a complaint and have the issue addressed
- your family and/or carer can also provide feedback to the service provider (if applicable and in line with the type of service you are accessing, for example, families of children in child protection care services are not eligible to provide feedback to service providers. Families

who want to provide feedback about the care their child receives can discuss this with their Child Safety Officer).

Service providers need to be able to show that they:

- help you exercise your rights
- meet your needs (as specified in the standards)
- have listened to your feedback and have taken actions to improve what they do.

Will the Human Services Quality Framework impact on the services I receive?

The HSQF does not contain any new requirements in comparison to existing human services quality standards in Queensland. Any changes that a service provider chooses to make when transitioning to the HSQF should be communicated to you through the service provider.

How can I get involved?

You have the right to participate in decisions about the services you receive. You can do this by:

- participating in developing your individual goals and personal plan (if applicable to the service you are accessing)
- making decisions and choices about how your goals are met
- giving feedback to your service provider at any time
- being involved in service planning and evaluation through participation in committees, forums and working groups, or by completing surveys (opportunities for participation will vary from service to service depending on the nature of the services provided and size and organisational structure of the service provider)
- participating in audit interviews (if your service provider is assessed through external audits* against the standards contained in the Human Services Quality Framework).

If you are a person with a disability using services, these opportunities may also extend to your family and carer/s.

*The service provider you receive services from will be able to advise you if they are assessed against the standards contained in the Human Services Quality Framework through a third party audit. They have up to three years from 1 July 2012 to be certified against the HSQF.

Participating in an audit:

During the audit process, the auditors will seek to gain your feedback (children in child protection services and their families will not be directly approached by the auditors to provide feedback).

If you are interested in participating in an audit or speaking to an auditor you will need to let your service provider know so they can organise a time that suits you and the audit team.

What do I do if I have a complaint about the audit team?

Any complaints about the conduct of an auditor should be raised with the certification body. Audit team members are qualified people who are bound by a professional code of ethics that guides their conduct during an audit.

If you have a complaint about the way the audit was conducted, the way you were treated during an audit, or any breach of your rights by the auditors, you should raise it with the certification body that appointed the audit team. Your service provider will be able to give you information on how to contact the certification body, or you can contact the Joint Accreditation System of Australia and New Zealand (JAS-ANZ), the agency that monitors all certification bodies in Australia. JAS-ANZ's contact details are as follows:

Telephone: 02 6232 2000
E-mail: contact@jas-anz.org

Who can I contact for more information about the framework?

For further information regarding the Human Services Quality Framework, please contact:

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