

## **Mapping of Homelessness Assistance Service Standards (HASS) against the Department of Human Services Standards. May 2012.**

This mapping includes the Homelessness Assistance Service Standards (HASS) which apply to the DHS Standards. Where the HASS relate more broadly to governance and management, these will be captured by the internationally or nationally recognised governance and management standards of the endorsed Independent Review Bodies.

Evidence currently held by an agency for HASS may be used to demonstrate compliance with the Department of Human Services Standards (standards) and the governance/management standards of its endorsed Independent Review Body. Organisations should note, however, that whilst current evidence may be used, additional evidence may be required to fully demonstrate compliance with the standards.

Where a Homelessness Assistance Service Standard has been mapped to more than one Department of Human Services standard, organisations can decide where their evidence best fits against the standards or elect to use their evidence for more than one standard.

DEPARTMENT OF HUMAN SERVICES STANDARDS	HASS – NUMERICAL LISTING ONLY
1.1	1.1.1, 1.1.2, 1.1.3, 1.1.4, 1.1.5, 1.3.1, 1.3.2, 1.3.3, 1.3.4, 1.4.1, 1.4.2, 1.4.3, 1.4.4, 1.4.5, 1.4.6, 1.4.8, 1.4.9, 1.4.11, 1.4.12, 3.3.3, 4.1.1, 4.5.1, 4.5.2
1.2	1.1.6, 1.2.2, 1.3.5, 1.3.6, 2.3.4, 4.1.9
2.1	2.1.1, 2.1.2, 3.1.2, 3.1.3, 4.1.11, 4.2.6, 4.3.2, 4.3.3, 4.3.6, 4.4.1
2.2	2.1.3, 2.1.5, 2.2.3, 2.3.6, 2.3.8, 3.1.1, 3.1.4, 3.1.5, 3.3.6
2.3	2.1.4, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 2.1.10, 2.2.1, 2.2.2, 2.2.4, 2.3.1, 2.3.2, 2.3.3, 2.3.5, 2.3.7, 3.2.10, 3.3.1, 3.3.4, 3.3.7, 3.3.8, 3.3.9, 4.1.5, 4.1.12, 4.2.3, 4.2.4, 4.2.7, 4.2.9, 4.3.4, 4.3.9, 4.4.1, 5.1.1, 5.1.2, 5.1.3, 5.1.4
3.1	2.2.8, 2.3.4, 3.2.6, 3.3.1, 3.3.2, 3.3.5, 3.3.7, 3.3.8, 3.3.9, 4.1.8, 4.1.13
3.2	2.2.5, 2.2.6, 2.2.7, 2.2.8, 2.2.9, 2.2.10, 3.2.5, 4.1.10, 4.2.5, 4.4.3
3.3	3.2.1, 3.2.2, 3.2.3, 3.2.4, 3.2.7, 3.2.8, 3.2.9, 3.3.2, 3.3.5, 3.5.1, 3.5.2, 3.5.3, 3.5.4, 3.5.5, 4.1.2, 4.1.3, 4.1.4, 4.1.6, 4.1.7, 4.1.14, 4.2.2, 4.2.8, 4.4.5, 4.4.6, 4.5.3
3.4	2.2.11, 3.2.11, 3.3.13, 3.4.1, 3.4.2, 3.4.3, 3.4.5, 3.4.6, 3.4.7, 3.5.6, 4.2.10
3.5	1.4.10, 4.3.1, 4.3.5, 4.3.6, 4.3.7, 4.3.8, 4.3.10, 4.3.11, 4.3.12
4.1	1.2.1, 1.2.3, 1.2.4, 1.2.5, 1.2.6, 2.2.9, 2.3.4, 3.2.7, 3.3.6, 4.4.2, 4.4.3
4.2	1.2.4, 3.4.3, 3.4.4, 4.2.1
4.3	3.4.4, 4.2.1
4.4	4.4.1, 4.4.2, 4.4.3, 4.4.4, 4.4.5, 4.4.6, 4.4.7, 4.4.8
4.5	4.4.1, 4.4.2, 4.4.3, 4.4.4, 4.4.5, 4.4.6, 4.4.7, 4.4.8
4.6	3.4.3, 3.4.4, 4.2.1

<b>Department of Human Services standard 1 - Empowerment: People's rights are promoted and upheld.</b>	<b>HASS</b>
<b>Criteria 1.1 – People understand their rights and responsibilities.</b>	
<p><b>Common indicators</b></p> <ul style="list-style-type: none"> <li>• The relevant charters of rights are displayed and provided in an accessible format that facilitates understanding by all people.</li> <li>• Rights and responsibilities are developed and provided in an accessible format that facilitates understanding by all people.</li> <li>• Information is provided to people in an accessible format about: <ul style="list-style-type: none"> <li>- the quality of service they can expect to receive from the service provider</li> <li>- their right to an advocate including how to access one</li> <li>- their right to privacy and dignity</li> <li>- the process for accessing their records</li> <li>- feedback processes</li> <li>- complaints, appeals and allegations processes</li> <li>- the extent of their rights</li> <li>- their right to be free from abuse, neglect, violence and preventable injury.</li> </ul> </li> <li>• People's understanding of their rights and responsibilities is confirmed.</li> </ul>	<p><b>Standard 1.1: Rights based approach</b></p> <p>1.1.1 The organisation's written documents demonstrate a clear commitment to the rights of consumers.</p> <p>1.1.2 The organisation has documented systems for working ethically.</p> <p>1.1.3 People are consistently informed of their rights and responsibilities under the Consumer Charter and the information is presented in an appropriate and accessible way.</p> <p>1.1.4 The organisation has involved consumers in the development of responsibilities and includes consumers in regular reviews.</p> <p>1.1.5 The organisation uses a range of strategies to assist people to exercise their rights.</p> <p><b>Standard 1.3: Complaints and appeals</b></p> <p>1.3.1 The organisation has documented systems that make it easy to raise issues, make a complaint or appeal a decision and ensures people are dealt with promptly, respectfully and fairly.</p> <p>1.3.2 People are given easy access to clearly written information about how to raise issues, make a complaint or appeal a decision.</p> <p>1.3.3 People are informed of how to access advocacy organisations or individual advocates to help them to complain or make an appeal.</p> <p>1.3.4 All staff members understand the complaints policies and procedures, respond to complaints openly and respectfully, and know how to address complaints to the right person.</p> <p><b>Standard 1.4: Privacy and confidentiality</b></p> <p>1.4.1 The organisation has written documents that outline how it will uphold people's privacy and confidentiality.</p> <p>1.4.2 The organisation has a privacy policy and relevant Acts available for people accessing services.</p> <p>1.4.3 The organisation provides people with written information advising them on how they can access their files or other information the organisation holds about them.</p> <p>1.4.4 The organisation uses a private place for collecting personal information.</p> <p>1.4.5 The organisation informs people about how it will manage information about them.</p> <p>1.4.6 The organisation only releases de-identified information for evaluation purposes except where informed consent has been given.</p>

	<p>1.4.8 When disclosing information about a person that could identify them, the organisation does it with the consent of that person (unless there are legal reasons for not gaining consent).</p> <p>1.4.9 Where people cannot give consent to information being shared, the organisation considers how it can best protect privacy and confidentiality.</p> <p>1.4.11 The organisation stores all consumer files in a secure manner and gives consumers access to information they are keeping about them. Files are destroyed in a confidential manner.</p> <p>1.4.12 The organisation regularly reviews staff and organisational practices to ensure consumer privacy is maintained.</p> <p><b>Standard 3.3: Responsive support</b></p> <p>3.3.3 The organisation has documented systems to ensure an ethical framework guides service delivery.</p> <p><b>Standard 4.1: Supporting parents and accompanying children</b></p> <p>4.1.1 The organisation's written documents demonstrate a clear commitment to the rights of children accompanying parents or carers.</p> <p><b>Standard 4.5: Providing Advocacy Services</b></p> <p>4.5.1 The organisation's policies and processes reflect a commitment to providing responsive tenancy or consumer advocacy services.</p> <p>4.5.2 The organisation has documented systems that guide contemporary practice for staff in the delivery of advocacy and referral services for individuals and families.</p>
<b>Criteria 1.2 – People exercise their rights and responsibilities.</b>	
<p><b>Common indicators</b></p> <ul style="list-style-type: none"> <li>• The service provider can demonstrate how the relevant charter of rights is promoted and enacted in practice throughout the service.</li> <li>• People are supported in their choice to use an advocate.</li> <li>• People are satisfied with the supports they are provided around exercising their rights and responsibilities.</li> <li>• People know what to do if their rights are violated.</li> <li>• People are satisfied with the quality of service they receive.</li> <li>• People are satisfied that their privacy and dignity are maintained.</li> <li>• The complaints, appeals and feedback systems can be easily accessed by all people.</li> <li>• People are satisfied with the management of complaints and feedback.</li> </ul>	<p><b>Standard 1.1: Rights based approach</b></p> <p>1.1.6 The organisation monitors its work around upholding a rights-based approach.</p> <p><b>Standard 1.2: Consumer participation</b></p> <p>1.2.2 The organisation regularly seeks ongoing feedback from consumers and consults with them whenever it is considering major changes to service delivery.</p> <p><b>Standard 1.3: Complaints and appeals</b></p> <p>1.3.5 The organisation uses complaints and appeals as an opportunity to improve service delivery.</p> <p>1.3.6 The organisation regularly monitors and improves the effectiveness of the complaints and appeals system.</p>

<ul style="list-style-type: none"> <li>• People are satisfied with the management of reviews and appeals.</li> <li>• Processes are in place to respond to allegations of misconduct/abuse in ways that ensure people are protected from future harm.</li> <li>• The service provider demonstrates that: <ul style="list-style-type: none"> <li>- where a person's disability or behaviour requires some restriction of their rights, the least restrictive alternative is applied only when necessary and for as little time as possible</li> <li>- strategies are in place to empower and provide appropriate support for each person who has some restriction placed on their rights</li> <li>- strategies are in place to regularly monitor and review all interventions that restrict rights.</li> </ul> </li> </ul>	<p><b>Standard 2.3: Effective referrals</b></p> <p>2.3.4 People seeking assistance are encouraged to act independently and to advocate on their own behalf wherever possible, but staff will advocate for them when requested and appropriate.</p> <p><b>Standard 4.1: Supporting parents and accompanying children</b></p> <p>4.1.9 The organisation gains parents' written consent for children to participate in activities or excursions when the parents are not present.</p>
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<b>Department of Human Services standard 2 – Access and Engagement: People’s rights to access transparent, equitable and integrated services are promoted and upheld.</b>	<b>HASS</b>
<b>Criteria 2.1 – Services have a clear and accessible point of contact.</b>	
<p><b>Common indicators</b></p> <ul style="list-style-type: none"> <li>• The service environment is safe and encourages people to make initial contact with the service, and participate in the longer term, where applicable.</li> <li>• Services are physically accessible to people<sup>1</sup> and/or provide a flexible response to enhance accessibility where possible.</li> <li>• Service delivery hours are responsive to the needs of people accessing the service.</li> <li>• The service environment uses resources and symbols that are responsive to people’s needs, cultural or Aboriginal and Torres Strait background, disability, age or developmental stage.</li> <li>• The service provider identifies service accessibility issues and uses a range of strategies to address these.</li> </ul>	<p><b>Standard 2.1: Access to the homelessness service system</b></p> <p>2.1.1 The organisation has documented its commitment to proactively assisting people at risk of or experiencing homelessness or family violence to access the services they need.</p> <p>2.1.2 The organisation provides people with appropriate documentation about the service system and how to access services.</p> <p><b>Standard 3.1: Providing equitable access to support services</b></p> <p>3.1.2 The organisation’s offices, venues and activities are accessible to its potential and current consumers.</p> <p>3.1.3 The organisation has operating hours that meet the needs of the range of people seeking assistance and people know what to do if they have concerns after hours.</p> <p><b>Standard 4.1: Supporting parents and accompanying children</b></p> <p>4.1.11 The organisation provides a safe, culturally appropriate and nurturing environment for children and youth.</p> <p><b>Standard 4.2: Supporting young people</b></p> <p>4.2.6 The organisation provides a young person-friendly environment.</p> <p><b>Standard 4.3: Supporting women, children and other people experiencing family/domestic violence</b></p> <p>4.3.2 The organisation has a documented system for ensuring consumers can access appropriate services, including after hours and during periods of potentially high demand, such as public and school holidays.</p> <p>4.3.3 The organisation has documented security procedures and access protocols appropriate to the service model and level of security required.</p> <p>4.3.6 The organisation ensures that the safety and ongoing protection of people accessing services is given primary consideration.</p> <p><b>Standard 4.4: Providing culturally competent services</b></p> <p>4.4.1 The organisation’s policies and processes reflect a commitment to providing culturally</p>

<sup>1</sup> Service providers must be able to demonstrate that there are an adequate number of service outlets that are physically accessible to all to meet service demand.

	competent services.
<b>Criteria 2.2 – Services are delivered in a fair, equitable and transparent manner.</b>	
<p><b>Common indicators</b></p> <ul style="list-style-type: none"> <li>• Priority of access for services is based on relative need, available resources and considers the best interests of children.</li> <li>• Information is provided to all people in an accessible format that facilitates understanding regarding: <ul style="list-style-type: none"> <li>- entry and exit rules</li> <li>- criteria to determine priority for service</li> <li>- conditions that may apply to services being provided</li> <li>- any fees or costs, as applicable.</li> </ul> </li> <li>• Policies and processes are in place that document: <ul style="list-style-type: none"> <li>- screening and eligibility</li> <li>- priority of access</li> <li>- waiting list management.</li> </ul> </li> <li>• Data and feedback mechanisms are in place to identify and address barriers to access.</li> <li>• The service utilises active engagement strategies.</li> </ul> <p><b>Homelessness services evidence indicator</b></p> <p>Brokerage and grants funds are used equitably and transparently.</p>	<p><b>Standard 2.1: Access to the homelessness service system</b></p> <p>2.1.3 The organisation has documented systems that provide adequate guidance to staff in providing housing information, advice and referral.</p> <p>2.1.5 The organisation provides up-to-date and accurate information about its own services and how to access them, to other parts of the homelessness services system.</p> <p><b>Standard 2.2: Initial assessment</b></p> <p>2.2.3 Organisations with Housing Establishment Funds have written guidelines about how funds can be used and how to access the funds.</p> <p><b>Standard 2.3: Effective referrals</b></p> <p>2.3.6 The organisation has effective systems to guide use of financial assistance to people seeking assistance.</p> <p>2.3.8 The organisation monitors allocations of financial assistance to people.</p> <p><b>Standard 3.1: Providing equitable access to support services</b></p> <p>3.1.1 The organisation has policies and procedures that reflect a commitment to providing equitable support to the full range of people within their target group and fair ways of deciding whether to accept a referral for support.</p> <p>3.1.4 The organisation provides people with clear information about the organisation, the support it offers and any limitations of that support.</p> <p>3.1.5 The organisation monitors the outcomes of referrals and requests for support it receives to ensure it is providing equitable and accessible services.</p> <p><b>Standard 3.3: Responsive support</b></p> <p>3.3.6 The organisation gives people clear explanations about what services can be provided, service limitations, and the other resources available to them in the community.</p>
<b>Criteria 2.3 – People access services most appropriate to their needs through timely, responsive service integration and referral.</b>	
<p><b>Common indicators</b></p> <ul style="list-style-type: none"> <li>• The service provider demonstrates responsiveness to referrals and requests for services.</li> <li>• The service provider works collaboratively to manage demand.</li> <li>• The service provider is a visible and active participant in a referral network, with people referred to a range of universal and</li> </ul>	<p><b>Standard 2.1: Access to the homelessness service system</b></p> <p>2.1.4 The organisation helps all people seeking assistance to gain access to the service system.</p> <p>2.1.6 The organisation actively participates in service networks to create coordinated pathways for people accessing services.</p> <p>2.1.7 Relevant organisational staff demonstrate extensive knowledge of local and statewide funded organisations, including organisations that deliver secondary service responses.</p> <p>2.1.8 The organisation has operating systems that ensure people have timely access to</p>

<p>secondary/specialist services using clear referral pathways.</p> <ul style="list-style-type: none"> <li>• The service provider establishes and maintains coordinated service pathways with relevant funded organisations, including Aboriginal and Torres Strait Islander and culturally and linguistically diverse funded organisations.</li> <li>• The service has documented systems to guide staff in providing information, advice and referral to other services.</li> <li>• In situations where the service provider is unable to provide a service, the person is provided with: <ul style="list-style-type: none"> <li>- information in accessible formats about alternative services</li> <li>- a referral to alternative services</li> <li>- people are satisfied with the management of their referrals and the integration of their services</li> </ul> </li> </ul>	<p>assistance.</p> <p>2.1.9 The organisation monitors its ability to find suitable responses to people's needs.</p> <p>2.1.10 The organisation monitors the level of access people have to its programs and services.</p> <p><b>Standard 2.2: Initial assessment</b></p> <p>2.2.1 The organisation has a documented system for responding to requests for assistance and for matching people's needs with service capacity in a timely manner.</p> <p>2.2.2 The organisation has a documented approach to dealing with unaccompanied young people under 15 years of age.</p> <p>2.2.4 The organisation treats people with respect and dignity and in a non-judgemental manner at initial and subsequent contact.</p> <p><b>Standard 2.3: Effective referrals</b></p> <p>2.3.1 The organisation has a documented process for making referrals to ensure people have smooth access to appropriate support.</p> <p>2.3.2 The organisation has documented protocols and agreements for cross-referral with a range of key agencies that can assist people.</p> <p>2.3.3 People who are not offered an immediate service are fully informed about alternative options and offered an active referral as appropriate.</p> <p>2.3.5 The organisation always assists unaccompanied young people less than 18 years of age and other more vulnerable people to access services from agencies to which the organisation refers them.</p> <p>2.3.7 The organisation monitors its referral systems to ensure it offers people an appropriate range of support and people can easily access what they need.</p> <p><b>Standard 3.2: Engagement, assessment and case planning</b></p> <p>3.2.10 The organisation provides people with written information about other services that might assist them.</p> <p><b>Standard 3.3: Responsive support</b></p> <p>3.3.1 The organisation has a documented system that ensures people gain flexible support to meet their needs.</p> <p>3.3.4 Group work programs offered as part of service delivery are well documented.</p> <p>3.3.7 The organisation provides practical assistance and support within the agreed time frame or communicates any changes in arrangements in a timely manner.</p> <p>3.3.8 The service the organisation provides is flexible and can adapt to the person's changing circumstances and capacity.</p> <p>3.3.9 Staff understand and give appropriate consideration to duty of care issues in all aspects of service delivery.</p> <p><b>Standard 4.1: Supporting parents and accompanying children</b></p> <p>4.1.5 The organisation has a comprehensive resource guide to assist referrals for children, youth and families.</p>
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	<p>4.1.12 The organisation develops relationships with key agencies in order to refer and advocate for the needs of children and youth.</p> <p>4.1.15 The organisations has a budget for responding to children's needs.</p> <p><b>Standard 4.2: Supporting young people</b></p> <p>4.2.3 The organisation has documented policies to guide its work with young people who are parents.</p> <p>4.2.4 The organisation has a comprehensive resource guide to assist referrals for young people.</p> <p>4.2.7 The organisation develops relationships with relevant organisations in order to refer and advocate for the needs of young people.</p> <p>4.2.9 The organisation has a budget for responding to young people's needs.</p> <p><b>Standard 4.3: Supporting women, children and other people experiencing family/domestic violence</b></p> <p>4.3.4 The organisation has identified key 'first response' agencies in the area and established clear referral and access pathways.</p> <p>4.3.9 Funded specialist family violence organisations provide secondary consultation to other organisations.</p> <p><b>Standard 4.4: Providing culturally competent services</b></p> <p>4.4.1 The organisation's policies and processes reflect a commitment to providing culturally competent services.</p> <p><b>Standard 5.1: Building partnerships and integrated networks</b></p> <p>5.1.1 The organisation's written documentation reflects a commitment to building strong links and partnerships with other relevant organisations.</p> <p>5.1.2 The organisation collaborates with other agencies to build partnerships that allow for improved services.</p> <p>5.1.3 The organisation works to build a more integrated service system through partnerships with other agencies and through strategic networks.</p> <p>5.1.4 The organisation monitors and reviews the scope and effectiveness of organisational collaboration with other providers, groups or networks.</p> <p><b>Standard 5.2: Advocacy and community education</b></p> <p>5.2.2 The organisation works to engage the support and understanding of local communities in order to better assist people experiencing or at risk of homelessness or family violence.</p>
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<b>Department of Human Services standard 3 – Wellbeing: People’s right to wellbeing and safety is promoted and upheld.</b>	<b>HASS</b>
<b>Criteria 3.1 – Services adopt a strengths based and early intervention approach to service delivery that enhances people’s wellbeing.</b>	
<p><b>Common indicators</b></p> <ul style="list-style-type: none"> <li>• The service provider supports the person to identify their strengths and aims to build on these capabilities.</li> <li>• The service provider adopts active engagement and early intervention strategies.</li> <li>• Policies and processes reflect early intervention, strengths based, holistic and collaborative approaches to service delivery.</li> <li>• The service provider strengthens and builds capacity with families, where appropriate.</li> </ul> <p><b>Children, youth and family indicators</b></p> <ul style="list-style-type: none"> <li>• Parents, families and carers are assisted to engage in continuous development of their understanding of normal child development and parenting/caring skills to increase their confidence and capability to meet the needs of their child or young person.</li> </ul>	<p><b>Standard 2.2: Initial assessment</b></p> <p>2.2.8 The organisation has effective assessment systems in place to determine what resources or services are required to meet the needs of the individual or family.</p> <p><b>Standard 2.3: Effective referrals</b></p> <p>2.3.4 People seeking assistance are encouraged to act independently and to advocate on their own behalf wherever possible, but staff will advocate for them when requested and appropriate.</p> <p><b>Standard 3.2: Engagement, assessment and case planning</b></p> <p>3.2.6 Staff use a range of strategies in order to build rapport and trust with people.</p> <p><b>Standard 3.3: Responsive support</b></p> <p>3.3.1 The organisation has a documented system that ensures people gain flexible support to meet their needs.</p> <p>3.3.2 The organisation’s documentation reflects a strong commitment to meeting the needs of each person through the least intrusive support solutions.</p> <p>3.3.5 The organisation encourages people to drive decision making within their case plan.</p> <p>3.3.7 The organisation provides practical assistance and support within the agreed time frame or communicates any changes in arrangements in a timely manner.</p> <p>3.3.8 The service the organisation provides is flexible and can adapt to the person’s changing circumstances and capacity.</p> <p>3.3.9 Staff understand and give appropriate consideration to duty of care issues in all aspects of service delivery.</p> <p><b>Standard 4.1: Supporting parents and accompanying children</b></p> <p>4.1.8 The organisation acknowledges the skills of parents and families and assists them to increase their confidence and capacity to meet the safety, stability and developmental needs of their child or youth.</p> <p>4.1.13 The organisation ensures that staff are trained in child focussed, family centred practice.</p>

### Criteria 3.2 – People actively participate in an assessment of their strengths, risks, wants and needs.

#### Common indicators

- People actively participate in an assessment of their strengths, risks, wants and needs.
- The service provider seeks information and the involvement of other key parties, as appropriate, in order to better assess or understand a person's situation.
- Policies and processes outline the scope of the required assessment.
- Where initial assessment indicates the need for immediate assistance, the service provider supports the person to have those needs met.
- The service provider has effective systems in place to determine what resources or services are required to meet the needs of the person.
- Assessment takes into account people's age, ability, gender, sexual identity, culture, religion or spirituality.
- People are supported during assessments by an appropriate person who is sensitive to and understands their cultural needs.
- People's language and communication needs are identified and responded to.
- People receive a copy of their assessment in a format that facilitates understanding.

#### Children, youth and family indicators

- Assessment considers the capability of parents, carers and families to provide effective care for children and young people.

#### Standard 2.2: Initial assessment

- 2.2.5 The organisation ensures that a staff member with appropriate skills undertakes the initial assessment.
- 2.2.6 Initial assessment seeks to understand the immediate needs of the person seeking assistance and what level of risk they face.
- 2.2.7 Where the initial assessment indicates the need for immediate assistance, the organisation supports the person to have those needs met.
- 2.2.8 The organisation has effective assessment systems in place to determine what resources or services are required to meet the needs of the individual or family.
- 2.2.9 The organisation seeks information and the involvement of other key parties, as appropriate, in order to better assess or understand the person's situation.
- 2.2.10 The assessment process encourages and supports people to be actively involved in identifying their needs, risk factors and preference for service responses.

#### Standard 3.2: Engagement, assessment and case planning

- 3.2.5 Skilled and knowledgeable staff conduct consumer assessments.

#### Standard 4.1: Supporting parents and accompanying children

- 4.1.10 With the parents' knowledge, the organisation consults children and youth about decisions that will affect them.

#### Standard 4.2: Supporting young people

- 4.2.5 Assessment and planning for young people considers their educational, health, cultural, social and emotional needs.

#### Standard 4.4: Providing culturally competent services

- 4.4.3 The organisation has strategies to ensure it provides services that are culturally competent to people accessing services.

**Criteria 3.3 – People have a goal oriented plan documented and implemented. This plan includes strategies to achieve stated goals.**

**Common indicators**

- People actively participate in all aspects of the planning process.
- Planning processes are guided by relevant legislation, departmental policies and sector frameworks.
- The service provider demonstrates that the planning process is underpinned by the rights of each person to exercise control over their lives.
- Where appropriate, the service provider actively engages family members, carers, significant others and/or an independent advocate in the planning process.
- Planning takes into account people's age, ability, gender, sexual identity, culture, religion or spirituality.
- The service provider actively advocates for service options that best meet people's needs.
- Planning takes into account the health and wellbeing issues of the person.
- People are supported during planning by an appropriate person who is sensitive to and understands their cultural needs.
- People have a documented plan(s) that:
  - reflects the strengths, needs, goals, supports, and long-term outcomes specified by the person
  - describes how these goals will be achieved, including timelines
  - documents actions to minimise risk in the least intrusive and restrictive manner
  - identifies health and wellbeing needs, as appropriate
  - includes input from family, carers and other service providers as appropriate.
- People receive a copy of their plan and any revised plans in a format that facilitates understanding.

**Disability services indicators**

- People access personal assistance, in-home, residential or community supports to assist them to live as independently as possible.
- People are supported to identify, choose and manage their own

**Standard 3.2: Engagement, assessment and case planning**

- 3.2.1 The organisation has a documented system for case planning which reflects a commitment to flexible and consumer-centred approaches.
- 3.2.2 The organisation's documented system for case planning includes ongoing assessment and uses an assessment tool that encourages people to consider their needs within a holistic framework.
- 3.2.3 The organisation's planning documentation clearly identifies how case coordination occurs both internally between programs and externally with other providers.
- 3.2.4 The organisation guides the delivery of direct services to all people by providing staff with written information on relevant legislation, regulations, policies and procedures.
- 3.2.7 Each person is supported to actively participate in the case planning process.
- 3.2.8 People have access to a copy of their support plan.
- 3.2.9 Coordination of services with other agencies is explored and negotiated in development of case plans.

**Standard 3.3: Responsive support**

- 3.3.2 The organisation's documentation reflects a strong commitment to meeting the needs of each person through the least intrusive support solutions.
- 3.3.5 The organisation encourages people to drive decision making within their case plan.

**Standard 3.5: Documenting case work**

- 3.5.1 The organisation has a documented system for recording and managing case files.
- 3.5.2 Personal files contain appropriate and adequate information to assist good case management.
- 3.5.3 All case plan entries are accurately documented, signed and dated in a timely manner.
- 3.5.4 Information recorded about people is written objectively and respectfully.
- 3.5.5 Staff record notes on the case file about critical incidents as soon as practicable to enable debriefing and accountability and to meet any external needs.

**Standard 4.1: Supporting parents and accompanying children**

- 4.1.2 The organisation has documented policies that comply with statutory requirements and guide contemporary practice for staff that work with children.
- 4.1.3 The organisation has documented systems to support staff in carrying out their statutory responsibilities for the care and protection of children.
- 4.1.4 The organisation has documented systems for case management that include identifying and meeting the needs of children and youth within the context of the family.
- 4.1.6 The organisation supports children to participate in developing their own case planning process in collaboration with their parents.
- 4.1.7 Assessment and planning for children and young people considers their educational, health, cultural, social and emotional needs.

<p>daily and lifestyle routines.</p>	<p>4.1.14 Staff demonstrate application of appropriate competencies to support the case management of children who are experiencing grief, loss, trauma or low self-esteem.</p> <p><b>Standard 4.2: Supporting young people</b></p> <p>4.2.2 The organisation has documented policies that comply with statutory requirements and guide contemporary practice for staff that work with young people.</p> <p>4.2.8 Staff demonstrate the application of appropriate competencies to support the case management of young people who are experiencing grief, loss, trauma or low self-esteem.</p> <p><b>Standard 4.4: Providing culturally competent services</b></p> <p>4.4.5 Organisations use interpreters as appropriate during each element of case management.</p> <p>4.4.6 Staff link people to culturally appropriate services.</p> <p><b>Standard 4.5: Providing Advocacy Services</b></p> <p>4.5.3 Staff demonstrate appropriate knowledge and competencies with regard to the application of relevant legislation, policies and guidelines to support practice.</p>
<p><b>Criteria 3.4 – Each person’s assessments and plans are regularly reviewed, evaluated and updated. Exit/transition planning occurs as appropriate.</b></p>	
<p><b>Common indicators</b></p> <ul style="list-style-type: none"> <li>• Each person’s assessments and plans are reviewed within set timeframes or to reflect changing needs.</li> <li>• People actively participate in the review and evaluation of assessments and plans.</li> <li>• Review and evaluation takes into account age, ability, gender, sexual identity, culture, religion or spirituality.</li> <li>• Review and evaluation takes into account people’s health and wellbeing needs.</li> <li>• People are supported during reviews and evaluations by an appropriate person(s) who is sensitive to and understands their cultural needs.</li> <li>• The service provider supports people (or a nominated/appointed support person) to be actively involved in monitoring and reviewing their plan.</li> <li>• Plans are updated or renewed to reflect changing needs or goals and progress towards stated goals.</li> <li>• The service provider collaborates with other services to enhance exit/transition planning to meet people’s needs.</li> </ul>	<p><b>Standard 2.2: Initial assessment</b></p> <p>2.2.11 The organisation regularly monitors client outcomes by reviewing its screening and initial assessment processes.</p> <p><b>Standard 3.2: Engagement, assessment and case planning</b></p> <p>3.2.11 The organisation regularly reviews its assessment and case planning processes to ensure they are consumer-focused and address immediate and longer term needs.</p> <p><b>Standard 3.3: Responsive support</b></p> <p>3.3.13 The organisation monitors and reviews its case coordination processes to ensure they are efficient and effective.</p> <p><b>Standard 3.4: Exit planning and case closure</b></p> <p>3.4.1 The organisation has a documented process for exit planning and case closure that involves the people concerned and is integrated with other case management processes.</p> <p>3.4.2 The organisation gives each person whose support it terminates, a clear explanation and information on the circumstances in which it will reinstate support.</p> <p>3.4.3 Each person is given the opportunity to review achievements, with a focus on maintaining them in the future, and to identify future goals and action plans.</p> <p>3.4.5 People with high level or complex needs have appropriate ongoing support arranged before they exit the service.</p>

<ul style="list-style-type: none"> <li>• The service provider has documented processes for exit/transition planning and case closure that involves the person or their nominated representative.</li> <li>• People are satisfied with the support they receive to achieve their stated goals.</li> <li>• People are informed of the steps necessary to re-access the service as required.</li> </ul>	<p>3.4.6 People are informed about the steps necessary to re-access the organisation or other relevant housing, family violence or homelessness services.</p> <p>3.4.7 The organisation monitors and reviews its exit planning and case closure processes to ensure people are actively involved and appropriately supported.</p> <p><b>Standard 3.5: Documenting case work</b></p> <p>3.5.6 The organisation regularly audits its client file system to ensure consistency in approach and quality of what is recorded.</p> <p><b>Standard 4.1: Supporting parents and accompanying children</b></p> <p>4.1.16 The organisation monitors its work with children and young people to ensure it provides a quality service consistent with the organisation's policy framework.</p> <p><b>Standard 4.2: Supporting young people</b></p> <p>4.2.10 The organisation monitors its work with young people (including young parents) to ensure it gives them a high quality service consistent with the organisation's policy framework.</p>
<b>Criteria 3.5 – Services are delivered in a safe environment for all people free from abuse, neglect violence and /or preventable injury.</b>	
<p><b>Common indicators</b></p> <ul style="list-style-type: none"> <li>• The service provider promotes an environment where people are free from abuse, neglect, violence and preventable injury.</li> <li>• The service provider has clearly documented policies and processes for responding to potential or actual harm, abuse, neglect, violence and/or preventable injury.</li> <li>• People are safe from abuse, neglect, violence and preventable injury in service environments.</li> </ul> <p><b>Indicators where out-of-home care, residential services, day programs, refuges, crisis accommodation and/or respite services are provided</b></p> <ul style="list-style-type: none"> <li>▪ The service provider ensures that the environments it provides are safe, hygienic and clean, and includes, where relevant, access to: <ul style="list-style-type: none"> <li>- adequate common space as well as places where people can find privacy</li> <li>- appropriate and well-maintained equipment and furniture</li> <li>- adequate lighting and ventilation</li> <li>- appropriate physical accessibility</li> </ul> </li> </ul>	<p><b>Standard 1.4: Privacy and confidentiality</b></p> <p>1.4.10 The organisation respects the privacy of the personal living space and belongings of people to whom it provides accommodation.</p> <p><b>Standard 4.3: Supporting women, children and other people experiencing family or domestic violence</b></p> <p>4.3.1 The organisation's written documents provide a clear framework for the model of service delivery the organisation uses to support women, children and other people experiencing family/domestic violence.</p> <p>4.3.5 The organisation ensures that staff have an understanding of the nature of family violence and are appropriately trained in family/domestic violence issues.</p> <p>4.3.6 The organisation ensures that the safety and ongoing protection of people accessing services is given primary consideration.</p> <p>4.3.7 Staff explore the full range of options for people to live free from violence.</p> <p>4.3.8 Women with children are supported to keep their children with them.</p> <p>4.3.10 The organisation encourages known users of violence to take responsibility for their violent behaviours within the case management process.</p> <p>4.3.11 The organisation takes an active role in preventing and eliminating family/ domestic</p>

<ul style="list-style-type: none"> <li>- food that is varied, adequate in amount and based upon nutritionally-sound principles</li> <li>- sustainable safe and nurturing home environments, which support the development and stability of people</li> <li>- processes for people to have input into decisions regarding daily life.</li> <li>▪ The service provider implements documented procedures for: <ul style="list-style-type: none"> <li>- maintenance of service environments, buildings and equipment</li> <li>- infection control</li> <li>- fire risk and other emergency management consistent with legislative and departmental policies.</li> </ul> </li> </ul> <p><b>Children, youth and family indicators</b></p> <ul style="list-style-type: none"> <li>▪ The service provider has documented practice guidelines for care and placement matching.</li> <li>▪ The service provider provides carers with the information they need to adequately care for children and young people in their care, including clearly explaining what is expected of them in relation to meeting the child or young person's individual needs prior to the commencement of the placement.</li> </ul> <p><b>Homelessness services evidence indicator</b></p> <ul style="list-style-type: none"> <li>• Service environments support the safety and security of people impacted by family violence.</li> </ul>	<p>violence.</p> <p>4.3.12 The organisation monitors its effectiveness in responding to the diverse needs of women and their dependents experiencing family/ domestic violence.</p>
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<b>Department of Human Services standard 4 – Participation: People’s right to choice, decision making and to actively participate as a valued member of their chosen community is promoted and upheld.</b>	<b>HASS</b>
<b>Criteria 4.1 – People exercise choice and control in service delivery and life decisions, where appropriate.</b>	
<p><b>Common indicators</b></p> <ul style="list-style-type: none"> <li>• People are satisfied with the choices they are provided, where possible, regarding the services to be delivered.</li> <li>• People are supported in decision making by their advocate and/or their appointed representative, as appropriate.</li> <li>• People’s right to dignity of risk is respected.</li> <li>• Service providers support people to access technology, aids equipment and services that increase and enhance their decision making and independence.</li> <li>• The service provider supports people to develop and maintain their personal, gender, sexual, cultural, and religious or spiritual identity.</li> <li>• The service provider: <ul style="list-style-type: none"> <li>- provides people with information, in a format that facilitates understanding, to enhance informed decision making and choice</li> <li>- involves members and significant others, as appropriate, to assist with decisions and choices.</li> </ul> </li> </ul> <p><b>Homelessness services evidence indicator</b></p> <ul style="list-style-type: none"> <li>▪ People’s right to refuse a recommended action or activity is acknowledged and respected.</li> </ul>	<p><b>Standard 1.2: Consumer participation</b></p> <p>1.2.1 The organisation’s written documents reflect a strong commitment to enabling consumer participation.</p> <p>1.2.3 People are informed about how they can contribute to and participate in the organisation’s decision making.</p> <p>1.2.4 The organisation has identified and addressed barriers that may limit consumer participation in the organisation.</p> <p>1.2.5 The organisation supports staff to work effectively with consumers.</p> <p>1.2.6 The organisation monitors the level of consumer participation and evaluates how consumer feedback is used in decision making and planning activities.</p> <p><b>Standard 2.2: Initial assessment</b></p> <p>2.2.9 The organisation seeks information and the involvement of other key parties, as appropriate, in order to better assess or understand the person’s situation.</p> <p><b>Standard 2.3: Effective referrals</b></p> <p>2.3.4 People seeking assistance are encouraged to act independently and to advocate on their own behalf wherever possible, but staff will advocate for them when requested and appropriate.</p> <p><b>Standard 3.2: Engagement, assessment and case planning</b></p> <p>3.2.7 Each person is supported to actively participate in the case planning process.</p> <p><b>Standard 3.3: Responsive support</b></p> <p>3.3.6 The organisation gives people clear explanations about what services can be provided, service limitations, and the other resources available to them in the community.</p> <p><b>Standard 4.4: Providing culturally competent services</b></p> <p>4.4.2 The organisation has clear information about its services available in appropriate community languages or presented in a culturally appropriate way.</p> <p>4.4.3 The organisation has strategies to ensure it provides services that are culturally competent to people accessing services.</p>



**Criteria 4.2 – People actively participate in their community by identifying goals and pursuing opportunities including those related to health, education, training and employment.**

**Common indicators**

- The service provider supports people to:
  - identify and access community resources and facilities
  - identify and overcome barriers that may prevent or restrict their participation in the community
  - participate in a range of education, recreation, leisure, cultural and community events that reflect their interests and preferences
  - participate in social roles in line with their interest and preferences
  - access information about their community.
- People are satisfied with the support they receive to meet the goals they have set in relation to community participation.

**Children, youth and family indicators**

- Placement details, records of life experiences and achievements, school reports, medical records, photographs of meaningful and significant events and the names of significant people involved in the child or young person's life are available in a portable format (for example a Life Book) that the child or young person can take with them when changing placement or leaving care.

**Disability services indicators**

- People are supported to move freely in their environments and communities, including accessing public transport.
- People are supported to access a range of affordable housing options

**Standard 1.2: Consumer participation**

- 1.2.4 The organisation has identified and addressed barriers that may limit consumer participation in the organisation.

**Standard 3.4: Exit planning and case closure**

- 3.4.3 Each person is given the opportunity to review achievements, with a focus on maintaining them in the future, and to identify future goals and action plans.
- 3.4.4 Staff actively encourage and support people to achieve greater independence and social connectedness to their community.

**Standard 4.2: Supporting young people**

- 4.2.1 The organisation's written documents demonstrate a clear commitment to the rights of young people and indicate priority is given to:
- the level of independent living skills and how these can be improved to assist the transition to independence if necessary
  - the importance of linking the young person to education, training or employment opportunities
  - the importance of linking young people back to their families or community, where appropriate.

<b>Criteria 4.3 – People maintain connections with family and friends, as appropriate.</b>	
<b>Common indicators</b> <ul style="list-style-type: none"> <li>The service provider supports people to establish, maintain and enhance links with their families, friends or other support networks, as appropriate.</li> <li>People are satisfied with support they receive to maintain connections.</li> </ul>	<b>Standard 3.4: Exit planning and case closure</b> 3.4.4 Staff actively encourage and support people to achieve greater independence and social connectedness to their community.  <b>Standard 4.2: Supporting young people</b> 4.2.1 The organisation's written documents demonstrate a clear commitment to the rights of young people and indicate priority is given to: <ul style="list-style-type: none"> <li>the level of independent living skills and how these can be improved to assist the transition to independence if necessary</li> <li>the importance of linking the young person to education, training or employment opportunities</li> <li>the importance of linking young people back to their families or community, where appropriate.</li> </ul>
<b>Criteria 4.4 – People maintain and strengthen connection to their Aboriginal and Torres Strait Islander culture and community.</b>	
<b>Common indicators</b> <ul style="list-style-type: none"> <li>The service provider provides culturally competent services which respect a person's Aboriginal and Torres Strait Islander cultural identity.</li> <li>The service provider maintains appropriate community linkages and collaborates with Aboriginal services to meet the cultural needs of Aboriginal and Torres Strait Islander people.</li> <li>Assessment, planning and actions promote cultural safety and connectedness and respect the cultural and spiritual identity of Aboriginal and Torres Strait Islander people.</li> </ul>	<b>Standard 4.4: Providing culturally competent services</b> 4.4.1 The organisation's policies and processes reflect a commitment to providing culturally competent services. 4.4.2 The organisation has clear information about its services available in appropriate community languages or presented in a culturally appropriate way. 4.4.3 The organisation has strategies to ensure it provides services that are culturally competent to people accessing services. 4.4.4 Staff demonstrate knowledge of the social and cultural groups represented in the local community and understand the social and historical factors relevant to their current circumstances. 4.4.5 Organisations use interpreters as appropriate during each element of case management. 4.4.6 Staff link people to culturally appropriate services. 4.4.7 The organisation monitors and reviews service delivery practice to ensure people receive culturally appropriate services. 4.4.8 The organisation monitors and reviews service provision to ensure responsiveness to a multicultural society.

<b>Criteria 4.5 – People maintain and strengthen their cultural, spiritual, and language connections.</b>	
<p><b>Common indicators</b></p> <ul style="list-style-type: none"> <li>• The service provider provides culturally competent services that respect a person's culturally and linguistically diverse identity.</li> <li>• The service provider maintains appropriate community linkages and collaborates to meet the cultural, spiritual and language needs of people.</li> <li>• Interpreters are used, as required, to support more effective communication.</li> <li>• People with culturally and linguistically diverse backgrounds are assisted to maintain their cultural identity and connection to community.</li> </ul>	<p><b>Standard 4.4: Providing culturally competent services</b></p> <p>4.4.1 The organisation's policies and processes reflect a commitment to providing culturally competent services.</p> <p>4.4.2 The organisation has clear information about its services available in appropriate community languages or presented in a culturally appropriate way.</p> <p>4.4.3 The organisation has strategies to ensure it provides services that are culturally competent to people accessing services.</p> <p>4.4.4 Staff demonstrate knowledge of the social and cultural groups represented in the local community and understand the social and historical factors relevant to their current circumstances.</p> <p>4.4.5 Organisations use interpreters as appropriate during each element of case management.</p> <p>4.4.6 Staff link people to culturally appropriate services.</p> <p>4.4.7 The organisation monitors and reviews service delivery practice to ensure people receive culturally appropriate services.</p> <p>4.4.8 The organisation monitors and reviews service provision to ensure responsiveness to a multicultural society.</p>
<b>Criteria 4.6 – People develop, sustain and strengthen independent life skills.</b>	
<p><b>Common indicators</b></p> <ul style="list-style-type: none"> <li>• People are supported to develop and maintain independence, problem solving, social and self-care skills appropriate to their age, developmental stage and cultural circumstances.</li> </ul> <p><b>Children, youth and family indicators</b> (Out-of-home care only):</p> <ul style="list-style-type: none"> <li>• Staff and carers work directly with young people to ensure they have appropriate life and self-care skills in preparation for leaving care and the service provider provides support for young people leaving care for up to three months after their placement ends.</li> </ul> <p><b>Disability services indicators</b></p> <ul style="list-style-type: none"> <li>• People exercise control over their finances.</li> </ul>	<p><b>Standard 3.4: Exit planning and case closure</b></p> <p>3.4.3 Each person is given the opportunity to review achievements, with a focus on maintaining them in the future, and to identify future goals and action plans.</p> <p>3.4.4 Staff actively encourage and support people to achieve greater independence and social connectedness to their community.</p> <p><b>Standard 4.2: Supporting young people</b></p> <p>4.2.1 The organisation's written documents demonstrate a clear commitment to the rights of young people and indicate priority is given to:</p> <ul style="list-style-type: none"> <li>• the level of independent living skills and how these can be improved to assist the transition to independence if necessary</li> <li>• the importance of linking the young person to education, training or employment opportunities</li> <li>• the importance of linking young people back to their families or community, where appropriate.</li> </ul>