

HUMAN SERVICES Quality Standards



STANDARD 1

Governance and management:
delivers well-managed services

STANDARD 2

Service access:
provides fair, clear and consistent pathways for
accessing services

STANDARD 3

Responding to individual need:
works with you to plan and deliver your services

STANDARD 4

Safety, wellbeing and rights:
respects and promotes your safety, wellbeing and rights

STANDARD 5

Feedback, complaints and appeals:
listens to you and considers your feedback

STANDARD 6

Human resources:
recruits and supports staff to deliver quality services

For more information talk to your service provider
or visit www.communities.qld.gov.au/hsqf

The Human Services
Quality Standards
apply to services
delivered here.

The standards are
based on respecting
human rights,
social inclusion,
participation and
choice.



**Queensland
Government**