HUMAN SERVICES
Quality Standards

Queensland
Government

Overview

The Human Services Quality Framework (HSQF) is designed to increase consistency in service quality, ensuring public confidence in service delivery and to maintain important safeguards for people who use human services in Queensland.

The framework contains six Human Services Quality Standards (the Standards):

Standard 1 — Governance and management

Standard 2 — Service access

Standard 3 — Responding to individual need

Standard 4 — Safety, wellbeing and rights

Standard 5 — Feedback, complaints and appeals

Standard 6 — Human resources.

The Standards have been developed to include the core components of quality standards used in disability, child safety, community and community care services and are based on the following principles:

Respecting human rights – services are planned and delivered in a manner that respects the individual's human rights, in keeping with the United Nations Universal Declaration of Human Rights.

Social inclusion – services are planned and delivered to promote opportunities for people to be included in their community.

Participation – people using services are included in decision-making about the service they receive.

Choice – people using services are provided with the opportunity for choice regarding the service they receive and where and how they receive it, within available resources.

Organisations funded by the Queensland Government that are in scope of the HSQF are required to deliver their services in compliance with the Standards.

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.

Indicators

1.1 The organisation has accountable and transparent governance arrangements that ensure compliance with relevant legislation, regulations and contractual arrangements.

1.2 The organisation ensures that members of the governing body possess and maintain the knowledge, skills and experience required to fulfil their roles.

1.3 The organisation develops and implements a vision, purpose statement, values, objectives and strategies for service delivery that reflect contemporary practice.

1.4 The organisation's management systems are clearly defined, documented and monitored and (where appropriate) communicated including finance, assets and risk.

1.5 Mechanisms for continuous improvement are demonstrated in organisational management and service delivery processes.

1.6 The organisation encourages and promotes processes for participation by people using services and other relevant stakeholders in governance and management processes.

1.7 The organisation has effective information management systems that maintain appropriate controls of privacy and confidentiality for stakeholders.
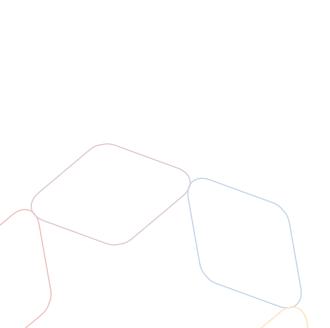
Service access

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.

Indicators

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.

2.2 The organisation has processes to communicate, interact effectively and respond to the individual's decision to access and/or exit services.

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.

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.

Indicators

3.1 The organisation uses flexible and inclusive methods to identify the individual strengths, needs, goals and aspirations of people using services.

3.2 The organisation formulates service delivery that respects and values the individual (e.g. identity, gender, sexuality, culture, age and religious beliefs).

3.3 The organisation ensures that services to the individual/s are delivered, monitored, reviewed and reassessed in a timely manner.

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.

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.
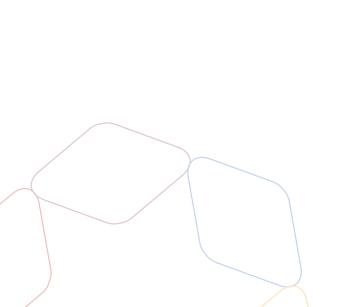
Safety, wellbeing and rights

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.

Indicators

4.1 The organisation provides services in a manner that upholds people's human and legal rights.

4.2 The organisation proactively prevents, identifies and responds to risks to the safety and wellbeing of people using services.

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.

4.4 People using services are enabled to access appropriate supports and advocacy.

4.5 The organisation has processes that demonstrate the right of the individual to participate and make choices about the services received.

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.

Indicators

5.1 The organisation has fair, accessible and accountable feedback, complaints and appeals processes.

5.2 The organisation effectively communicates feedback, complaints and appeals processes to people using services and other relevant stakeholders.

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.

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.

Human resources

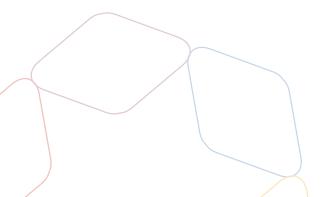## Expected outcome

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 carers and 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.

Indicators

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.

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.

6.3 The organisation provides people working in the organisation with induction, training and development opportunities relevant to their roles.

6.4 The organisation provides ongoing support, supervision, feedback and fair disciplinary processes for people working in the organisation.

6.5 The organisation ensures that people working in the organisation have access to fair and effective systems for dealing with grievances and disputes.

Further information

If you require further information about the Human Services Quality Standards, please contact:

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