The Continuous Improvement Cycle for Service Providers Funded by the Department of Communities Child Safety and Disability Services

Key Milestones for Organisations Completing a HSQF Self-Assessment (only)

The Department of Communities Child Safety and Disability Services' quality strategy requires all funded non-government organisations to deliver services in accordance with the Human Services Quality Standards. Organisations that are required to demonstrate compliance with the Human Services Quality Framework (HSQF) to the department through self-assessment have up to 18 months to complete a self-assessment. To help organisations with their planning and preparation, there are a number of key milestones that need to be met along the way.

**Commencement Date**

This is the date your organisation’s legal obligations to demonstrate compliance with the HSQF commence. Please refer to your service agreement or your regional contract manager to confirm your commencement date.

**6 Months**

Undertake initial planning and preparation – this includes:
- Talking to staff and customers/clients about the self-assessment (including the purpose of the assessment, the process and how the results will be used);
- Identifying roles and activities and who needs to do what?

**9-12 Months**

Familiarise your board or management committee and staff/volunteers with the HSQF standards and identify how they apply to your organisation.
- Identify the resources to use in completing a self-assessment.
- These include the Self-Assessment Workbook and HSQF User Guide – Self-Assessable Organisations and tools for engaging customers/clients and collecting information about their experiences.
- Develop a schedule to complete the self-assessment that includes timeframes, activities and who is responsible.

**12-15 Months**

Commence the self-assessment process. This includes collecting documents (e.g. policies, procedures) and records (e.g. registers, meeting minutes) that are relevant to each standard and assessing this evidence against the standards.
- This process will help you to identify your organisation’s strengths and areas for improvement. Develop a Continuous Improvement Plan.
- This should be a living document that you refer to regularly to implement your improvements.

**18 Months**

Submit completed Self-Assessment Workbook and the Continuous Improvement Plan to your regional Contract Officer.

**30 months – Continuous Improvement Plan**

12 months after your self-assessment you will need to submit an updated Continuous Improvement Plan to your regional contract manager. This will show your progress implementing identified improvements and maintaining services that meet the standards.

**Tools and Resources**

If you are in need of more information you can go to Community Door, the HSQF Website, Quality Pathways Toolkit, or the HSQF Website for Organisations Completing a HSQF Self-Assessment.

**Need more assistance?**

If you are in need of more assistance contact the Queensland Council of Social Service (QCOSS) on 3004 6900 or via their website.