

HSQF

2018 Organisation Survey Highlights



ABOUT the surveys

In 2018, a survey of organisations new to the Human Services Quality Framework (HSQF) was undertaken to obtain feedback on the effectiveness and implementation of the HSQF to inform future improvements¹. The HSQF is a quality assurance system for improving the performance of a range of human services including those funded by the Department of Communities, Disability Services and Seniors (DCDSS) and the Department of Child Safety, Youth and Women (DCSYW). HSQF is administered by DCDSS. This summary highlights the feedback provided by organisations funded by DCDSS and/or DCSYW that were new to HSQF since 2015.



WHO RESPONDED?

- 99 Organisations funded by DCDSS and/or DCSYW completed the survey
- 98% Respondents completed certification (53%) or self-assessment (45%)
- 49% Received funding between \$50,000 and \$250,000 from DCDSS or DCSYW

QCOSS
80% of organisations that accessed **QCOSS support** rated it as very or quite helpful

What organisations said is working?



Certification

Audit reports were high quality **80%**, thorough **91%** and helped identify improvements **80%**

- “ Although initially scary, the actual audit experience was positive, informative, motivating and beneficial for the continuous high-quality standard of service provision. ”
- “ Client interviews were sensitively handled and provided some really good feedback. ”
- “ The independent certification body followed cultural protocols. ”

Self-Assessment

Self-assessment was **very or quite helpful** in improving understanding of quality **70%**, identifying risks and improvements **81%** and improving quality of service delivery **51%**



- “ The workbook and resources were very helpful and requirements got easier to understand over time and with the support of **QCOSS**. ”
- “ A great opportunity to review and improve structure, services and management and identify areas that needed improvement. ”



Supports to help organisations

- 74%** Information sessions were very/quite helpful
- 77%** Resources on HSQF website are excellent/good
- 66%** Communication with contract officer was excellent/good



The majority of respondents indicated strong satisfaction with their certification body.

- “ **QCOSS** policy templates were a great resource for our organisation especially being able to understand where we had gaps. ”

Overall benefits and improvement areas

Overall HSQF provided opportunities for the majority of organisations to (strongly agree or agree):
80% - critically think about the quality of the service and make improvements
85% - undertake a holistic assessment of our systems and process.

Areas for improvement included the need for:

- ✓ Ongoing support – one-to-one, online, workshops and peer support.
- ✓ Financial assistance with HSQF costs & streamlined templates.
- ✓ Improved support and communication from contract officers.
- ✓ Improvements with certification processes including – timeliness of reports, communication of audit planning, scheduling and changes and auditor knowledge of the diversity of service provision.
- ✓ An increase in the workforce of appropriately qualified auditors.

How will feedback be used to improve HSQF?

HSQF short-term actions

- ✓ Continue to offer and improve supports for the sector, certification bodies and contract officers.
- ✓ Streamline HSQF for organisations, prioritising smaller providers (action commenced).
- ✓ Improve HSQF resources and explore options for a simplified online self-assessment system.
- ✓ Improve the cultural appropriateness and safety of HSQF.

HSQF longer-term actions

- ✓ Conduct a review of HSQF, including the standards, framework and implementation.
- ✓ Implement an online self-assessment process for self-assessable organisations (subject to approval).
- ✓ Develop online training modules for auditors and contract officers.



1. The survey of organisations was conducted by the Queensland Council of Social Service (QCOSS), which partners with HSQF to provide supports to organisations implementing HSQF. For QCOSS's full report on the survey see [Community Door](#)