

Human Services Quality Framework

ABOUT THE HUMAN SERVICES QUALITY FRAMEWORK (HSQF)

Introduction

The Human Services Quality Framework (HSQF) is designed to reduce red tape by allowing non-government organisations (NGOs) funded by the Department of Communities, Child Safety and Disability Services to conform with only one set of quality standards.

The HSQF has been developed in collaboration with government and non-government sector. It is anticipated that the HSQF will reduce the duplication of the existing suite of quality standards and allow funded NGOs to maintain a focus on quality while freeing up resources to be redirected to frontline services.

The Human Services Quality Standards which underpin the framework will replace the: Queensland Disability Service Standards; Queensland Disability Advocacy Standards; Standards for Community Standards; and the Child Safety 11 Minimum Service Standards.

The Community Care Common Standards (HACC) map to the Human Services Quality Standards.

Statement of intent

The intent of the Human Services Quality Framework is to create a streamlined and client focussed quality framework for human services that facilitates continuous quality improvement.

Guiding principles of the HSQF

The principles of the HSQF are to have a quality framework that:

- is focussed on improving services for clients
- is based upon continuous improvement
- is transparent to clients, service providers, government and the community
- places responsibility for meeting service standards with service providers
- is robust and enduring, incorporating an ongoing cycle of verification processes
- is administratively efficient and cost-effective
- clearly defines the role of service providers and government.

Expected benefits

The HSQF will deliver significant, measurable improvements for:

Consumers

- Access to better, more reliable services.
- Greater opportunities to influence and participate in the nature and direction of service improvement.
- Services recognising and responding to individual needs and the rights of individuals.
- Confidence that service quality is effectively assessed.

Service Providers

- A clear and consistent framework by which to plan, operate and improve services.

- Reduction in administrative burden and compliance costs.
- A holistic assessment of organisations.
- Positions funded organisations to deliver services in other areas of human services that are funded by the department.

Community benefits

- Services delivered to a consistent level of quality and run efficiently and effectively.
- Increased confidence in the nature and quality of service provision across the state.

Government benefits

- A streamlined, consistent quality process across funded organisations and a reduction in red tape and redirection of administrative effort to other service delivery priorities.
- Increased confidence in the department's investment in services.

Relationship of the HSQF to other documents and requirements

The HSQF is part of a suite of documents that NGOs should refer to when considering their funding and service model and their general business operations. Other significant government documents include:

- departmental and state government strategic plans
- legislation and regulation
- funding agreements
- service agreements.

A funded organisation should also consider other internal documents that underpin their funding and service model and general business operations, including their:

- strategic, operational and business plans
- quality improvement registers
- governance structure
- human resource management
- information management
- financial records
- financial and non financial acquittals and reporting.

Human Services Quality Standards

The framework contains the following six Human Services Quality Standards:

- governance and management
- service access
- responding to individual need
- safety, well-being and rights
- feedback, complaints and appeals
- human resources.

The standards and associated indicators are detailed in the Human Services Quality Standards.