

Human Services Quality Framework

Self-Assessment Workbook

Certification Version 3.0

Self-Assessment and Organisation Details

Organisation name (legal entity)			
Trading name (where applicable)			
Australian Business No (ABN)			
Service details	Service/service outlet name/s	Service number/s or Provider Outlet ID	
Organisation postal, email and telephone contact details			
Organisation contact person for the self-assessment			
Self-assessment completion date		Date submitted	
Certification body contact person submitted to		Certification body contact person email	

Self-Assessment Worksheets

Note: You should use the *HSQF User Guide – Certification* and the *Guide to Self-Assessment and Continuous Improvement – Certification* to complete your self-assessment.

Standard 1	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.
Indicator	1.1 The organisation has accountable and transparent governance arrangements that ensure compliance with relevant legislation, regulations and contractual arrangements.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
Self-rating	<input type="checkbox"/> Conformity <input type="checkbox"/> Non-conformity <input type="checkbox"/> Major non-conformity
What needs to be recorded in the Continuous Improvement Plan?	

Standard 1	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.
Indicator	1.2 The organisation ensures that members of the governing body possess and maintain the knowledge, skills and experience required to fulfil their roles.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
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Standard 1	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.
Indicator	1.3 The organisation develops and implements a vision, purpose statement, values, objectives and strategies for service delivery that reflect contemporary practice.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
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Standard 1	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.
Indicator	1.4 The organisation's management systems are clearly defined, documented and monitored and (where appropriate) communicated including finance, assets and risk.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
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Standard 1	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.
Indicator	1.5 Mechanisms for continuous improvement are demonstrated in organisational management and service delivery processes.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
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Standard 1	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.
Indicator	1.6 The organisation encourages and promotes processes for participation by people using services and other relevant stakeholders in governance and management processes.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
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Standard 1	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.
Indicator	1.7 The organisation has effective information management systems that maintain appropriate controls of privacy and confidentiality for stakeholders.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
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Standard 2	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.
Indicator	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.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
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Standard 2	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.
Indicator	2.2 The organisation has processes to communicate, interact effectively and respond to the individual's decision to access and/or exit services.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
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Standard 2	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.
Indicator	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.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
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Standard 3	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.
Indicator	3.1 The organisation uses flexible and inclusive methods to identify the individual strengths, needs, goals and aspirations of people using services.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
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Standard 3	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.
Indicator	3.2 The organisation formulates service delivery that respects and values the individual (e.g. identity, gender, sexuality, culture, age and religious beliefs).
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
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Standard 3	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.
Indicator	3.3 The organisation ensures that services to the individual/s are delivered, monitored, reviewed and reassessed in a timely manner.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
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Standard 3	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.
Indicator	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.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
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Standard 3	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.
Indicator	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.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
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Standard 4	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.
Indicator	4.1 The organisation provides services in a manner that upholds people's human and legal rights.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
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Standard 4	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.
Indicator	4.2 The organisation proactively prevents, identifies and responds to risks to the safety and wellbeing of people using services.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
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Standard 4	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.
Indicator	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.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
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Standard 4	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.
Indicator	4.4 People using services are enabled to access appropriate supports and advocacy.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
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Standard 4	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.
Indicator	4.5 The organisation has processes that demonstrate the right of the individual to participate and make choices about the services received.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
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Standard 5	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.
Indicator	5.1 The organisation has fair, accessible and accountable feedback, complaints and appeals processes.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
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Standard 5	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.
Indicator	5.2 The organisation effectively communicates feedback, complaints and appeals processes to people using services and other relevant stakeholders.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
Self-rating	<input type="checkbox"/> Conformity <input type="checkbox"/> Non-conformity <input type="checkbox"/> Major non-conformity
What needs to be recorded in the Continuous Improvement Plan?	

Standard 5	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.
Indicator	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.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
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Standard 5	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.
Indicator	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.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
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Standard 6	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 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.
Indicator	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.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
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Standard 6	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 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.
Indicator	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.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
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Standard 6	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 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.
Indicator	6.3 The organisation provides people working in the organisation with induction, training and development opportunities relevant to their roles.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
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Standard 6	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 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.
Indicator	6.4 The organisation provides ongoing support, supervision, feedback and fair disciplinary processes for people working in the organisation.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
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Standard 6	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 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.
Indicator	6.5 The organisation ensures that people working in the organisation have access to fair and effective systems for dealing with grievances and disputes.
<p>What practices and processes does your organisation have in place to meet this indicator?</p> <p><i>Consider all common and service stream/service type mandatory requirements in the HSQF User Guide – Certification</i></p>	
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