

# About the Human Services Quality Standards

Under the Human Services Quality Framework, nominated non-government organisations funded by the Department of Communities, Child Safety and Disability Services are required to apply six quality standards.

The purpose of these standards is to ensure that people accessing and using services provided by these organisations receive a service which respects their rights and individual needs, while promoting quality improvement and transparency for funded organisations.



## What are the standards and what do they mean?

### Standard 1 Governance and management

# 1

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.

### Standard 2 Service access

# 2

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.

### Standard 3 Responding to individual need

# 3

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.

### Standard 4 Safety, wellbeing and rights

# 4

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.

### Standard 5 Feedback, complaints and appeals

# 5

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.

### Standard 6 Human resources

# 6

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.

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