



Streamlining Human Services Quality Standards Project

19 August 2010

The Department of Communities funds a diverse range of human services

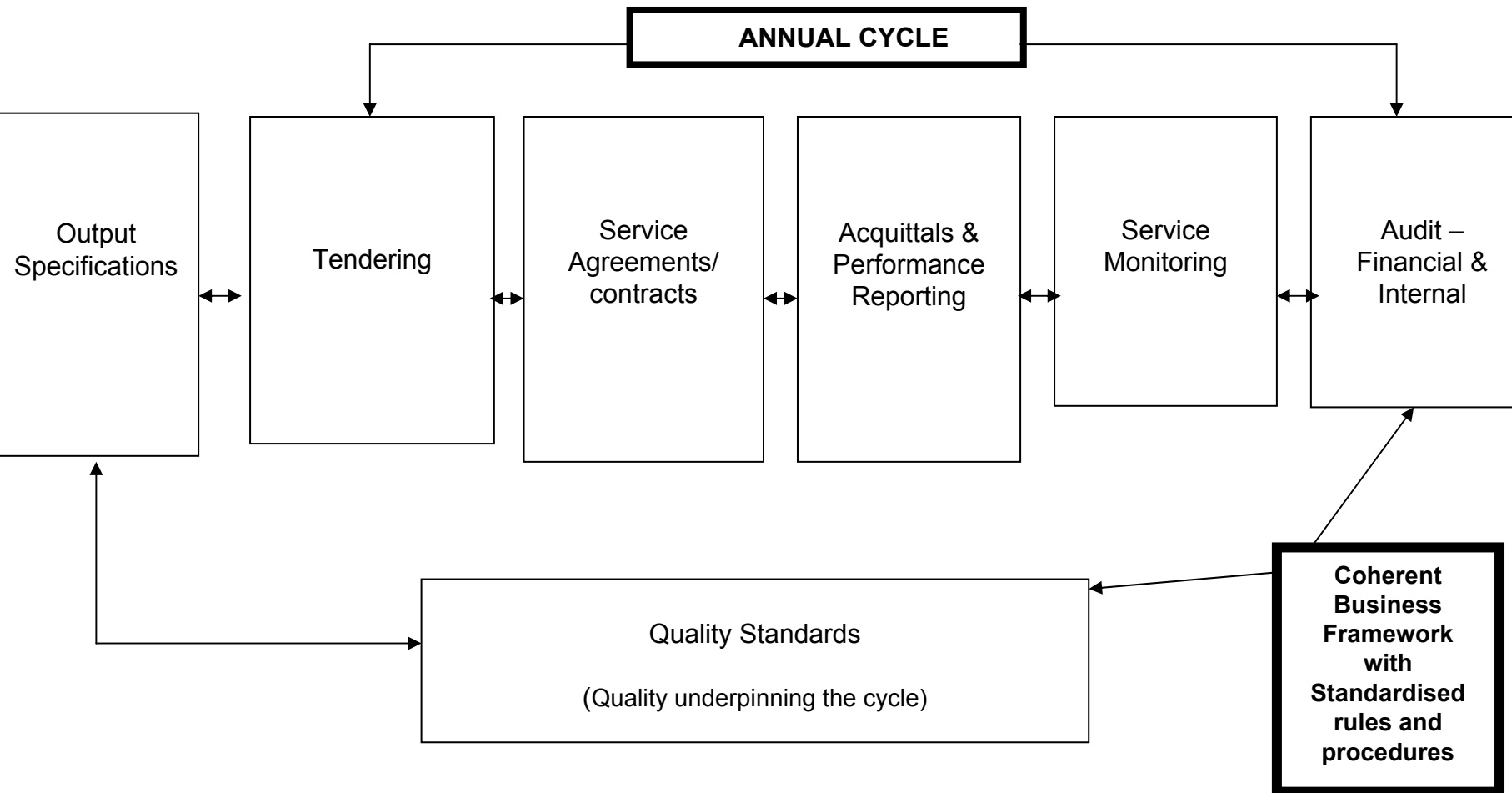
- **Community services**
- **Disability services**
- **Child safety services**
- **Home and Community Care services**
- **Community housing services**
- **Community mental health services**

Queensland Health also funds non-clinical community health services

The current quality landscape

- Complex
- Duplicative reporting
- Impacts on time and resources available for service delivery
- Costly
- Lack of ability, and/or willingness, to recognise similar standards – either between service standards or between jurisdictions (State and Commonwealth)

An evidence value chain



About the project

- This project arises out of the Queensland Compact's Governance Committee Action Plan
- Priority 3.2
 - The Queensland Government agrees to actively reduce administrative duplication, compliance costs and unnecessarily prescriptive funding agreements and to recognise that organisations may have multiple funding streams

About the project – cont.

- The project specifically addresses Action 3.2.1
 - Move towards streamlined quality standards and compliance processes with due regard to Commonwealth standards through the following processes:
 - Undertaking research on standards and processes currently in place and identify opportunities for mutual recognition
 - Recommend strategies to government to move to mutual recognition of standards and streamlined compliance

About the project - cont.

- The project is jointly led by the Department of Communities and a Compact Governance Committee representative – previously Trevor Carlyon, Executive Director, Lifeline Community Care Queensland
- The project concludes October 2011

The approach

- A consistent, moderated approach to quality, including:
 - Adoption of common standards model
 - Recognition of common standards and accreditation within existing systems
 - Departmental position on:
 - Requirements for bodies assessing standards
 - The standards to which assessments are conducted
 - The qualifications of individuals working as assessors

Guiding principles

The quality framework for community services:

- 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

Guiding principles – cont.

- is robust and enduring, incorporating an ongoing cycle of verification processes
- is administratively efficient and cost-effective
- reduces administrative duplication and unnecessary compliance costs
- reduces repetition of quality related processes
- respects the contributions of all those involved in supporting quality
- clearly defines the role of service providers and government.

Progress to date

- Engagement with the sector through:
 - The Compact Governance Committee
 - Intersectoral Forums
 - Regional NGO Forums

Progress to date – cont.

- Development of a set of draft common standards and feedback received from departmental and NGO representatives
 - Governance and organisational management
 - Human resources
 - Feedback, complaints and appeals
 - Safety, well-being and rights
 - Service access

Progress to date – cont.

- Development of a preferred operational model for the common standards
- Initiated discussions with the Commonwealth to progress opportunities for mutual recognition
- Commenced discussions with departmental service areas to establish minimum requirements for assessment bodies, assessments and assessors

Next steps

- Refine the common standards, evidence requirements and operational model following expert advice
- Broader consultation with the sector
- Testing via trials across service areas and selected NGOs