

## **HACC NATIONAL SERVICE STANDARDS**

### **Your Questions Answered—**

#### **What is the current status of the implementation of the HACC National Standards Instrument?**

Training in the use of the Instrument was conducted from 24 March to 8 April 2003 inclusive. Training sessions were held in each region across the State. Hard copies of the National Standards Instrument and the Training Manual were distributed to agency representatives during these sessions.

Agency assessments against the Instrument will commence in May 2003 and run through until June 2004, by which time all HACC funded agencies will have undergone an independent assessment against the Instrument.

#### **Who conducted the sessions and who will be conducting the assessments?**

Australian Healthcare Associates (AHA), a Melbourne based group, have been contracted to undertake the training and assessments. AHA will be using suitably qualified and experienced quality assessors to conduct the assessments. Details of AHA can be found on their website at: [www.ahaconsulting.com.au](http://www.ahaconsulting.com.au)

The Training Manual and other information relating to the implementation of the Instrument can also be found on this site.

#### **How can I contact AHA?**

Australian Healthcare Associates contact persons are Jenny Geary, Christine Estrada or Jo Jolley

Tel: 1300 788 667(cost of local call) or  
03 9663 1950

Fax: 03 9639 4459  
Email: [aha@ahaconsulting.com.au](mailto:aha@ahaconsulting.com.au)

Address: Australian Healthcare Associates Pty Ltd  
191 Drummond Street  
Carlton 3035

## What does the assessment process involve?

The assessment process consists of nine key activities:

- 1) Notification.** AHA will contact your organisation 6 to 8 weeks prior to the assessment date.
- 2) Information.** Detailed information about the assessment is sent to your agency.
- 3) Pre-assessment.** Your agency will undertake pre-assessment activities including:
  - (a) completion of a pre-review questionnaire;
  - (b) distribution of consumer survey; and
  - (c) obtaining written client consent for a sample of clients to facilitate assessor examination of any client files required during assessment.
- 4) Survey returns.** This includes return of consumer survey responses to AHA for analysis.
- 5) Site visit.** Assessment site visit takes place including exit interview.
- 6) Reporting.** AHA provides the agency with the Assessment Summary and Action Plan including recommendations for improvement.
- 7) Feedback.** Agency returns the Action Plan including any comments and the post assessment survey to AHA.
- 8) Finalisation.** Any necessary amendments made by AHA to the Action Plan and Assessment Summary.
- 9) Agency action.** Agency documents the actions they plan to implement in the Final Action Plan

## When will my agency be scheduled for a site visit?

AHA will advise agencies of their site visit date at least 6 to 8 weeks in advance except for agencies that volunteered to be visited May 2003. AHA is presently finalising the site visit schedule, for remaining agencies to occur from June 2003 through to June 2004.

## **What can I do to prepare for the NSI?**

There are two methods of assessment:

- Self-assessment with a verification assessment by AHA
  - agency completes NSI by writing answers and assembling evidence
  - NSI scores completed by agency
  - self-assessment verified by independent assessor
  
- Joint assessment with AHA
  - agency completes NSI in conjunction with the independent assessor

Undertaking a self-assessment prior to the visit will greatly assist the agency to understand the process, gather the required information and prepare their agency for the independent assessment.

## **What happens after the assessment?**

One of the key aims of the assessment process is to help agencies identify key areas where they can improve. The assessment provides an opportunity for agencies to improve the quality of service delivery to their consumers via implementation of the action plan developed at the conclusion of the assessment process.

Implementation of proposed action plans by agencies will be followed up by DHS. Details of the follow up process are currently being finalised by DHS.

Agency re-assessment will follow a three-year cycle.

## **Who can provide more information about the project?**

For further information on the project contact AHA direct at the contact details given earlier. Updated information will be regularly posted on the AHA website.

Please contact your local DHS regional office if you require any further information. Regional Department of Human Services (DHS) Officers will be briefed on a regular basis about the status of this project.

Head office contact persons are:

*Calvin Graham - Tel no. 03 9616 7664*

*Christine Robinson – Tel no 03 9616 7249.*