

## **HACC NATIONAL SERVICE STANDARDS**

### **Your Questions Answered—**

#### **What is the current status of training to use the HACC National Standards Instrument?**

Training sessions for HACC agencies are nearing completion, with the final session scheduled for Aboriginal specific agencies. This session will be held on Wednesday 27 August 2003 and attendance will be by invitation only.

Two additional training sessions were conducted late June 2003, which were well attended by agencies that had been unable to attend earlier sessions in April 2003. Hard copies of the National Standards Instrument and the Training Manual were distributed to agency representatives during these sessions. If your agency has been unable to attend a training session it would be advisable to obtain a copy of the comprehensive *Training Manual* either by phoning Australian Healthcare Associates (AHA) on 1300 788 667 (cost of a local call) or downloading from the AHA website at [www.ahaconsulting.com.au](http://www.ahaconsulting.com.au)

No further training sessions are scheduled to be held.

#### **When will agency assessment commence?**

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

Agencies will be notified by AHA six to eight weeks prior to the assessment to enable them to prepare for the assessment. Detailed assessment information is sent to your agency about what is required and how to prepare for the assessor visit. More information about the assessment process is available from *Information Update Issue 2 – April 2003*

#### **Who will be conducting the assessments?**

AHA is using a team of suitably qualified and experienced quality assessors to conduct the assessments. Details of the assessment team can be found on the AHA website at: [www.ahaconsulting.com.au](http://www.ahaconsulting.com.au)

## What sort of evidence will the assessors be looking for?

The Training Manual details all aspects of the assessment process. Section 6- Assessment Tool provides evidence examples against each of the 25 performance questions. This list is not exhaustive but provides a guide for agencies in considering what is relevant evidence to support meeting the performance requirements.

Here are examples of evidence from the training manual:

### Objective 3 – Efficient & Effective Management

**Performance Question 12:**  
**How does your agency ensure that staff are appropriately skilled / competent to carry out services for consumers?**

Criteria & Requirements	Evidence Examples
The Agency should have guidelines in place to ensure that staff with appropriate skills are recruited.	Staff listing including qualifications
	Position/duty descriptions for all positions
	Selection criteria <i>eg. qualifications and skills required</i>
	Staff recruited meet selection criteria
The safety and security of consumers should be upheld by adequate selection and training guidelines.	Security or police checks
	Reference checks
	Induction orientation programs include training on health and safety
The Agency should maintain the skills and competence of its staff by facilitating training.	Designated staff development budget
	Annual training program
	Study leave process

The AHA website contains a number of links to information you may find useful for reviewing or developing documents to support your practice. This website is updated on a regular basis.

### What is the HACC agency role in obtaining consumer feedback?

A key component of the assessment process is seeking the views of HACC consumers. Copies of the consumer survey form and reply paid envelopes

will be provided to HACC agencies to distribute to a sample of your consumers. Selection of clients will be on a random basis. Consumers are requested to post their anonymous responses back to AHA.

Consumer surveys should be distributed immediately they are received. This will ensure that your consumers have adequate time to complete and forward their response to AHA, for collation and information prior to the assessor visiting your agency. Therefore, speedy distribution of consumer surveys is crucial. A summary of the findings will be provided to HACC agencies.

To ensure feedback from consumers of cultural and linguistically diverse backgrounds is included, consumer survey and client consent forms are available in 10 community languages. These are: Arabic, Chinese, Croatian, German, Greek, Italian, Maltese, Polish, Russian and Vietnamese.

Focus groups using interpreters will be arranged as necessary for other language groups and for those clients where survey forms may not be relevant or practical.

### **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.

### **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

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

For further information, contact AHA direct. (Updated information will be regularly posted on the AHA website.) or your local DHS regional office staff who are briefed regularly on the status of this project.

Head office contact persons are:

*Calvin Graham - Tel no. 03 9616 7664*

*Christine Robinson – Tel no 03 9616 7249.*

**When will the next issue of Information Update be published?**

Generally, a bi-monthly issue of *Information Update* will be available, however it will be published on a needs basis, as information and material becomes available that will assist agencies to complete their assessment process.