

**HACC NATIONAL SERVICE STANDARDS**  
**RATINGS SUMMARY FORM**

**Please complete:**

**Agency name :** .....  
**State:** .....

**Objective 1: Access to Services**

1.1 Assessment occurs for each consumer.

2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met	Partly met	Not met

Comments.....  
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1.2 Consumers are allocated available resources according to prioritised need.

2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met	Partly met	Not met

Comments.....  
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1.3 Access to services by consumers with special needs is decided on a non-discriminatory basis.

2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met	Partly met	Not met

Comments.....  
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1.4 Consumers in receipt of other services are not discriminated in receiving additional services.

2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met	Partly met	Not met

Comments.....  
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1.5 Consumers who reapply for services are assessed with needs being prioritised.

2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met	Partly met	Not met

Comments.....  
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**Objective 2: Information and Consultation**

2.1 Consumers are aware of their rights and responsibilities.

2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met	Partly met	Not met

Comments.....  
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2.2 Consumers are aware of services available.

2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met	Partly met	Not met

Comments.....  
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2.3 Consumers are informed of the basis of service provision, including changes that may occur.

2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met	Partly met	Not met

Comments.....  
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**Objective 3: Efficient and Effective Management**

3.1 Consumers receive appropriate services provided through the processes of ongoing planning, monitoring and evaluation.

2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met	Partly met	Not met

Comments.....  
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3.2 Consumers receive services from agencies that adhere to accountable management practices.

2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met	Partly met	Not met

Comments.....  
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3.3 Consumers receive services from appropriately skilled staff.

2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met	Partly met	Not met

Comments.....  
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**Objective 4: Co-ordinated, Planned and Reliable Service Delivery**

4.1 Each consumer receives ongoing assessment (formal and informal) that takes all support needs into account.

2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met	Partly met	Not met

Comments.....  
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4.2 Each consumer has a service delivery/care plan which is tailored to individual need and outlines the service he or she can expect to receive.

2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met	Partly met	Not met

Comments.....  
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4.3 Consumers cultural needs are addressed.

2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met	Partly met	Not met

Comments.....  
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4.4 The needs of consumers with dementia, memory loss and related disorders are addressed.

2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met	Partly met	Not met

Comments.....  
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4.5 Consumers receive services which include appropriate coordination and referral processes.

2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met	Partly met	Not met

Comments.....  
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**Objective 5: Privacy, Confidentiality and Access to Personal Information**

5.1 Consumers are informed of the privacy and confidentiality procedures and understand their rights in relation to these procedures.

2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met	Partly met	Not met

Comments.....  
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5.2 Consumers have signed confidentiality release forms.

2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met	Partly met	Not met

Comments.....  
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5.3 Consumers are able to gain access to their personal information.

2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met	Partly met	Not met

Comments.....  
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**Objective 6: Complaints and Disputes**

6.1 Consumers are aware of the complaints process.

2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met	Partly met	Not met

Comments.....  
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6.2 Each consumer's complaint about a service, or access to a service is dealt with fairly, promptly, confidentially and without retribution.

2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met	Partly met	Not met

Comments.....  
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6.3 Services are modified as a result of 'upheld' complaints.

2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met	Partly met	Not met

Comments.....  
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6.4 Each consumer receives assistance, if requested, to help with the resolution of a conflict about a service that arises between the frail elder person or younger person with a disability and his/her carer.

2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met	Partly met	Not met

Comments.....  
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**Objective 7: Advocacy**

- 7.1 Each consumer has access to an advocate of his/her choice.
- 7.2 Consumers know of their right to use an advocate.
- 7.3 Consumers know about advocacy services - where they are and how to use them.

2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met	Partly met	Not met

Comments.....  
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- 7.4 The agency involves advocates in respect to representing the interests of the consumer.

2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met	Partly met	Not met

Comments.....  
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On the basis of information gathered in this quality appraisal, I would rate this agency against the HACC National Service Standards as:

- Exemplary
- Meets to a good standard
- Meets to a minimal or basic standard
- Fails to meet the HACC National Service Standards