

HACC Service Standards Instrument Pilot Project

Assessment of Review Process

1. Name of agency or government officer conducting assessment(s)

2. State in which assessment(s) were conducted _____

Section A: The Instrument

3. Were there any standards that caused you considerable difficulty in deciding on the agency's rating? If you have conducted more than one assessment, consider the difficulty across all of the agencies you assessed.

(Please tick the relevant box.)

		Rating Difficulty		
		<i>Not at all difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
1.1	Formal assessment occurs for each consumer.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
1.2	Consumers are allocated available resources according to prioritised need.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
1.3	Access to services by consumers with special needs is decided on a non-discriminatory basis.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
1.4	Consumers in receipt of other services are not discriminated against in receiving additional services.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
1.5	Consumers who reapply for services are assessed with needs being prioritised.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
2.1	Consumers are aware of their rights and responsibilities.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
2.2	Consumers are aware of services available.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃

	Rating Difficulty		
	<i>Not at all difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
2.3 Consumers are informed of the basis of service provision, including changes that may occur.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
3.1 Consumers receive appropriate services provided through the processes of ongoing planning, monitoring and evaluation of services.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
3.2 Consumers receive services from agencies that adhere to accountable management practices.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
3.3 Consumers receive services from appropriately skilled staff.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
4.1 Each consumer receives ongoing assessment (formal and informal) that takes all support needs into account.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
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.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
4.3 Consumers' cultural needs are addressed.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
4.4 The needs of consumers with dementia, memory loss and similar disorders are addressed.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
4.5 Consumers receive services which include appropriate coordination and referral processes.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
5.1 Consumers are informed of the privacy and confidentiality procedures and understand their rights in relation to these procedures.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
5.2 Consumers have signed confidentiality release forms.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃

		Rating difficulty		
		<i>Not at all difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
5.3	Consumers are able to gain access to their personal information.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
6.1	Consumers are aware of the complaints process.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
6.2	Each consumer's complaint about a service, or access to a service is dealt with fairly, promptly, confidentially and without retribution.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
6.3	Services are modified as a result of "upheld" complaints.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
6.4	Each consumer receives assistance, if requested, to help with the resolution of conflict about a service that arises between the frail elderly person or younger person with a disability and his/her carer.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
7.1	Consumers know of their rights to use an advocate.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
7.2	Each consumer has access to an advocate of his/her choice.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
7.3	Consumers know about advocacy services - where they are and how to use them.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
7.4	The agency involves advocates in respect to representing the interests of the consumer.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃

4. Were there any standards that were not appropriate to the agencies you assessed. If you have conducted more than one assessment, consider the appropriateness across all of the agencies you assessed.

(Please tick the relevant box.)

		Appropriateness		
		<i>Not at all appropri- ate</i>	<i>Somewhat inapprop- riate</i>	<i>Very appropri- ate</i>
1.1	Formal assessment occurs for each consumer.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
1.2	Consumers are allocated available resources according to prioritised need.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
1.3	Access to services by consumers with special needs is decided on a non-discriminatory basis.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
1.4	Consumers in receipt of other services are not discriminated against in receiving additional services.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
1.5	Consumers who reapply for services are assessed with needs being prioritised.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
2.1	Consumers are aware of their rights and responsibilities.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
2.2	Consumers are aware of services available.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃

		Appropriateness		
		<i>Not at all appropriate</i>	<i>Somewhat inappropriate</i>	<i>Very appropriate</i>
2.3	Consumers are informed of the basis of service provision, including changes that may occur.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
3.1	Consumers receive appropriate services provided through the processes of ongoing planning, monitoring and evaluation of services.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
3.2	Consumers receive services from agencies that adhere to accountable management practices.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
3.3	Consumers receive services from appropriately skilled staff.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
4.1	Each consumer receives ongoing assessment (formal and informal) that takes all support needs into account.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
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.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
4.3	Consumers' cultural needs are addressed.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
4.4	The needs of consumers with dementia, memory loss and similar disorders are addressed.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
4.5	Consumers receive services which include appropriate coordination and referral processes.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
5.1	Consumers are informed of the privacy and confidentiality procedures and understand their rights in relation to these procedures.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
5.2	Consumers have signed confidentiality release forms.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃

Appropriateness

	<i>Not at all appropriate</i>	<i>Somewhat inappropriate</i>	<i>Very appropriate</i>
5.3 Consumers are able to gain access to their personal information.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
6.1 Consumers are aware of the complaints process.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
6.2 Each consumer's complaint about a service, or access to a service is dealt with fairly, promptly, confidentially and without retribution.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
6.3 Services are modified as a result of "upheld" complaints.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
6.4 Each consumer receives assistance, if requested, to help with the resolution of conflict about a service that arises between the frail elderly person or younger person with a disability and his/her carer.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
7.1 Consumers know of their rights to use an advocate.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
7.2 Each consumer has access to an advocate of his/her choice.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
7.3 Consumers know about advocacy services - where they are and how to use them.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
7.4 The agency involves advocates in respect to representing the interests of the consumer.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃

5. Do you believe that the Instrument provides a comprehensive assessment of quality of service for HACCC funded agencies? Were there any instances in which you found an agency to be providing substandard service but where you had difficulty reporting this within the structure of the Instrument?

Yes, Instrument is comprehensive..... ₁

No, Instrument is not sufficiently comprehensive..... ₂

(If no) Please comment on how you think the Instrument could be made more comprehensive

6. Were there any particular types of agencies that you interviewed for whom parts of the Instrument were inappropriate or difficult to assess?

No..... ₁

Yes..... ₂

(If yes) Please list these agency types and which parts of the Instrument were inappropriate or difficult to assess.

Section B: Assessment Interview

8. Which assessment interview types did you conduct with agencies?

- Self-assessment with verification..... 1
- Joint assessment 2
- Peer review..... 3
- Independent rater..... 4

9. How many hours would you estimate that you spent in an average agency assessment interview?

(Provide estimates for each type of interview you conducted. For example, joint assessment, self-assessment with verification)

10. How much information useful to making ratings did you get from:
(Please circle a number on each scale from 1 to 7).

(a) The answers provided in the Instrument

No useful information	A lot of useful information
1 2 3 4 5 6 7	

(b) Discussion with the agency representative(s)

No useful information	A lot of useful information
1 2 3 4 5 6 7	

(c) Observation?

No useful information

A lot of useful information

1 2 3 4 5 6 7

(d) Documentation?

No useful information

A lot of useful information

1 2 3 4 5 6 7

11. Where there any other sources of information that you used to make your rating?

No..... 1

Yes (Please specify)..... 2

12. If you conducted more than one type of assessment interview, please comment on the advantages and disadvantages you found in each.

13. Do you believe that one assessment interview type provided a better measure of quality of service than others?

Yes, some methods better than others ₁

No, methods tried were equally effective ₂

(If yes) which method were most effective and why?

14. Have you ever worked in a HACCC funded agency or in an organisation providing similar services?

Yes ₁

No ₂

(If yes) how long did you work in a HACCC funded agency or similar organisation?
