Homelessness Assistance Service Standards

Self-Assessment Workbook
Section 1

Upholding and Promoting Rights

This section focuses on the rights of consumers of homelessness assistance, family violence and other housing support services.

A tool for organisations undertaking a self-assessment using the Victorian Homelessness Assistance Service Standards

This self-assessment workbook is designed to assist organisations review their business practices and the way they provide services to identify areas that could be improved. The workbook is provided as a tool only.

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Table of Contents

Section 1: Upholding and Promoting Rights

Introduction **1**
Standard 1.1: Rights based approach **3**
Documentation, processes and measuring outcomes 3
All actions to be taken to fully meet this standard 4
Standard 1.2: Consumer participation **5**
Documentation, processes and measuring outcomes 5
All actions to be taken to fully meet this standard 6
Standard 1.3: Complaints and appeals **7**
Documentation, processes and measuring outcomes 7
All actions to be taken to fully meet this standard 8
Standard 1.4: Privacy and confidentiality **9**
Documentation, processes and measuring outcomes 9
All actions to be taken to fully meet this standard 10
Section 1: Upholding and promoting rights **11**
Strategic priority matrix 11

Introduction

The purpose of this series of workbooks is to help organisations assess and further improve work practices as part of a pre-accreditation process. The workbooks are designed for use with the relevant sections of the Victorian *Homelessness Assistance Service Standards.*

The aim of the pre-accreditation self-assessment process is to both determine your organisation's readiness for accreditation as a housing support or case managed housing support provider and to improve the outcomes and experiences for consumers and the communities your organisation provides services to.

It is not anticipated that every organisation will meet every standard immediately. Organisations may find that their work in some areas already meets some of the standards. However, some aspects of every organisation's work may need to be improved.

How to use the workbook

This workbook forms part of the *Pre-accreditation Resource Kit,* which includes a series of tools and resources to assist organisations undertake self-assessment and develop a business and service improvement plan against this section of the Victorian *Homelessness Assistance Service Standards*. All resource documents can be readily accessed from the Office of Housing website: www.housing.vic.gov.au

Self-assessment workbooks

There are nine self-assessment workbooks. Each workbook covers one of the nine sections of the Victorian *Homelessness Assistance Service Standards.* The sections cover:

- Upholding and promoting rights
- Access to support for people experiencing homelessness
- Direct service delivery and case management
- Direct service delivery to specific groups
- Facilities, equipment and safety
- Working with the community
- Governance and organisational management
- Management systems
- Human resource management

The workbooks are designed to assist your organisation identify and document what is in place in relation to each standard and what you can do to further improve. Organisations are encouraged to reflect on the "signposts" of good practice in each standard and to use the workbooks to identify:

- Documentation to support good practice;
- Processes to support good practice; and
- Measuring outcomes to support good practice.

To meet each standard your organisation will need to consider whether good quality documentation, processes **and** procedures to measure outcomes are in place. For example, you may not meet a standard if you have an excellent policy manual but the information is out of date or the processes are not fully documented. Nor would you meet a standard if you did not have sufficient processes to review, check and evaluate outcomes.

Steps for using the workbook

Step one: Documentation, processes and measures we use as a guide to meet this standard

List what you already have in place. This is not meant to be a long and detailed list but include enough information to be able to evaluate what you are currently doing.

Step two: Self-assessment

You will find you do at least some of the things listed as measures of performance under each standard. In addition, you might also be doing a range of different things that equally demonstrate you meet the standard. Because there are a wide range of agencies (eg, type, size, location, client groups) there can be many ways to achieve a standard. Therefore, the workbook encourages you to ask questions like:

Given the size, type and resources of our organisation:

- What do we do well?
- Do we do enough in each signpost to meet this standard?
- When did we last review our organisational documentation?
- Do we need to update documentation to meet this standard?
- Do our current processes meet this standard?
- Are there organisational practices not documented that should be?
- What is working and what could be improved, changed or updated?
- What actions could we take to improve our service delivery?

Step three: Actions

List all actions you have identified and might need to undertake to better meet the standard. You may choose to use the *Strategic Priorities Matrix* found at the end of this workbook. This matrix allows you to decide on the relative priority of an action – high, medium, low. The action can then form part of a business and service improvement plan that can be implemented in a planned and strategic way across your organisation.

Step four: Self-assessment summary

This section gives you the opportunity to make a brief statement that summarises your self-assessment. The check boxes are designed to assist you and your organisation in assessing your progress against each service standard.

Standard 1.1: Rights based approach

People's rights are upheld in all aspects of the organisation's work.

Documentation, processes and measuring outcomes

What do we do well? Do we do enough in each HASS signpost to meet this standard?

1. Documents we use to meet this standard

(When did we last review our organisational documentation? Do we need to update documentation to meet this standard?)

2. Processes we use to meet this standard

(Do our current processes meet this standard; if not how could we improve them? Are there organisational practices not documented that should be?)

3. How we currently measure outcomes for this standard

(What is working and what needs changing, improving or updating? What actions could we take to improve our current practice?)

Standard 1.1: Rights based approach

People's rights are upheld in all aspects of the organisation's work.

All actions to be taken to fully meet this standard

Related Sign Post	Documentation to amend or develop	Person / Team Responsible	Priority level (High, Med, Low)

Related Sign Post	Processes to amend or develop	Person / Team Responsible	Priority level (High, Med, Low)

Brief statement of how our documentation, processes and measurements meet this standard:

☐ Meet ☐ Partially meet ☐ Do not meet

Standard 1.2: Consumer participation

Consumers contribute to determining the way the organisation provides services.

Documentation, processes and measuring outcomes

What do we do well? Do we do enough in each HASS signpost to meet this standard?

1. Documents we use to meet this standard

(When did we last review our organisational documentation? Do we need to update documentation to meet this standard?)

2. Processes we use to meet this standard

(Do our current processes meet this standard, if not how could we improve them? Are there organisational practices not documented that should be?)

3. How we currently measure outcomes for this standard

(What is working and what needs changing, improving or updating? What actions could we take to improve our current practice?)

Standard 1.2: Consumer participation

Consumers contribute to determining the way the organisation provides services.

All actions to be taken to fully meet this standard

Related Sign Post	Documentation to amend or develop	Person / Team Responsible	Priority level (High, Med, Low)

Related Sign Post	Processes to amend or develop	Person / Team Responsible	Priority level (High, Med, Low)

Brief statement of how our documentation, processes and measurements meet this standard

☐ Meet ☐ Partially meet ☐ Do not meet

Standard 1.3: Complaints and appeals

Complaints and appeals are addressed promptly, respectfully and fairly without compromising services to the person complaining or appealing.

Documentation, processes and measuring outcomes

What do we do well? Do we do enough in each HASS signpost to meet this standard?

1. Documents we use to meet this standard

(When did we last review our organisational documentation? Do we need to update documentation to meet this standard?)

2. Processes we use to meet this standard

(Do our current processes meet this standard, if not could we improve them? Are there organisational practices not documented that should be?)

3. How we currently measure outcomes for this standard

(What is working and what needs changing, improving or updating? What actions could we take to improve our current practice?)

Standard 1.3: Complaints and appeals

Complaints and appeals are addressed promptly, respectfully and fairly without compromising services to the person complaining or appealing.

All actions to be taken to fully meet this standard

Related Sign Post	Documentation to amend or develop	Person / Team Responsible	Priority level (High, Med, Low)

Related Sign Post	Processes to amend or develop	Person / Team Responsible	Priority level (High, Med, Low)

Brief statement of how our documentation, processes and measurements meet this standard

☐ Meet ☐ Partially meet ☐ Do not meet

Standard 1.4: Privacy and confidentiality

Privacy and confidentiality is respected and maintained.

Documentation, processes and measuring outcomes

What do we do well? Do we do enough in each HASS signpost to meet this standard?

1. Documents we use to meet this standard

(When did we last review our organisational documentation? Do we need to update documentation to meet this standard?)

2. Processes we use to meet this standard

(Do our current processes meet this standard, if not could we improve them? Are there organisational practices not documented that should be?)

3. How we currently measure outcomes for this standard

(What is working and what needs changing, improving or updating? What actions could we take to improve our current practice?)

Standard 1.4: Privacy and confidentiality

Privacy and confidentiality is respected and maintained.

All actions to be taken to fully meet this standard

Related Sign Post	Documentation to amend or develop	Person / Team Responsible	Priority level (High, Med, Low)

Related Sign Post	Processes to amend or develop	Person / Team Responsible	Priority level (High, Med, Low)

Brief statement of how our documentation, processes and measurements meet this standard

☐ Meet ☐ Partially meet ☐ Do not meet

Strategic priority matrix

This strategic priority matrix is used to assist you determine priorities from the issues you have identified for improvement out of the self-assessment process.

Consider the impact and urgency of each issue and place it in the appropriate box. Or, assign each action listed in the self-assessment workbook with a number from the grid.

For example, if it were agreed that a particular issue has low impact and low urgency you would place it in box No 1; a high urgency high impact issue would be placed in box No 9. Continue to plot all the issues you have identified that need to be addressed in the appropriate boxes of the matrix.

Those issues that fall into the three shaded boxes (Nos 6, 8 and 9) should be your priorities. (Warning: it is easy to place everything in these boxes - resist! If you find this happening, it means that you need to take a tougher stance in evaluating the priorities.)

IMPACT*

URGENCY*	Low	Medium	High
Low	1	2	3
Medium	4	5	6 priority
High	7	8 priority	9 priority

*Note: you might choose to change these descriptors. They could be replaced with terms like 'budget implications' or 'resource implications'. Therefore you might decide priorities based on urgency and budget implications or impact and resource implications.