



# Community Sector Relations Unit

## Quality and Safety Framework for Tasmania's DHHS Funded Community Sector

### Information for funded Community Sector Organisations

The following information is provided to funded community sector organisations to outline the requirements of the Quality and Safety Framework (the Framework).

#### What does the Framework require your organisation to do?

Your organisation must continue to undertake quality and safety activities against recognised standards (i.e. state, national, or international) relevant to the services the Department of Health and Human Services (DHHS) is funding.

- If your organisation is unsure what standards are available/relevant you could contact your peak body, TasCOSS, a peer service/organisation or discuss at a relevant forum (e.g. regional neighbourhood house meeting, Area Advisory Group).
  - The [DHHS Quality and Safety Standards](http://www.dhhs.tas.gov.au/about_the_department/business/community_sector_relations_unit/resources_publications_and_tools) ([http://www.dhhs.tas.gov.au/about\\_the\\_department/business/community\\_sector\\_relations\\_unit/resources\\_publications\\_and\\_tools](http://www.dhhs.tas.gov.au/about_the_department/business/community_sector_relations_unit/resources_publications_and_tools)) remain an option, however where national standards exist, your organisation is encouraged to consider using them. Unless there are specific standards stipulated within your Funding Agreement, the selection of the most appropriate standards is a decision for your organisation.

Your organisation is to have systems and processes in place to record and monitor improvement activities.

- Your organisation can choose the format that most appropriately meets its needs to document your continuous improvement activities. The DHHS will be looking for the format/document to contain clear information on:
  - the standards the improvement activity relates to;
  - the improvement activity being undertaken;
  - how the improvement activity will be achieved;
  - progress towards achieving the improvement;
  - who is responsible to progress the activity;
  - the planned completion date; and
  - the actual completion date.
  
- Format options include (but are not limited to):
  - developing or using your organisation's own processes or tools; **or**
  - adopting your organisation's Peak Body or National Body process or tools; **or**
  - using the continuous improvement (CI) plan template that DHHS has offered, which can be either adopted in its current format or adapted to meet your organisation's needs.  
The CI plan template is available on the Community Sector Relations Unit website under [Resources, Publications and Tools](http://www.dhhs.tas.gov.au/communitysector) (www.dhhs.tas.gov.au/communitysector) ; **or**
  - the Standards and Performance Pathways (SPP) on-line system. For more information about the benefits of using SPP and how to access the system, please refer to the [BNG NGO Services Online website](https://www.ngoservicesonline.com.au/) (https://www.ngoservicesonline.com.au/).

Your organisation is expected to have systems and processes that ensure feedback and learnings from incident outcomes contribute towards enhancing service delivery.

Your organisation is required to verbally report serious consumer related incidents (i.e. unexpected / unintended harm, injury or death of a consumer during an episode of funded service delivery, or an event that significantly impacts on your organisation's capacity to provide the funded service) to the DHHS Funding Agreement Manager within 24 hours or the next working day.

For more information refer to the [Consumer Related Serious Incident Reporting Policy for Tasmania's DHHS Funded Community Sector](#)

## What does the Framework require DHHS to do?

Your organisation can expect to meet at least annually with the DHHS Funding Agreement Manager to discuss performance against the Funding Agreement. One component of this meeting is in relation to supporting and monitoring compliance with the Framework.

- At the meeting the DHHS Funding Agreement Manager might discuss or wish to view:
  - some of the continuous improvement activities that your organisation has undertaken and how these are recorded; **and/or**
  - an outcome from an improvement activity; **and/or**
  - the progress your organisation is making against any actions arising from a review undertaken by the CSQS Team; **and/or**
  - any changes that have occurred as a result of any feedback or the learnings following an incident.

Your organisation can expect a quality and safety review, of the services that DHHS is funding via a Funding Agreement, at least once in a three year cycle.

- The Community Sector Quality and Safety (CSQS) Team will contact your organisation at least six weeks prior to the review visit to discuss the proposed dates and timeframes of the review. The CSQS Team will advise the DHHS Funding Agreement Manager of the outcome of the contact.
- The review will include the CSQS Team:
  - conducting a desktop review of the information that DHHS has in relation to your organisation, including the Funding Agreement Manager's documentation of the annual meeting, prior to the site visit;
  - looking at your service's documentation, systems and processes;
  - talking with consumers, staff/management/volunteers and other direct stakeholders; looking for the processes and systems that demonstrate compliance with the requirements of the Funding Agreement including any program specific and legislative requirements; and
  - compiling a succinct report that will be provided to both your organisation and the DHHS Funding Agreement Manager. The report may (or may not) contain mandatory (i.e. Required Activity) and/or recommended improvement activity (Improvement Activity).

- Your organisation will be required to advise the CSQS Team of the intended process and mutually identify an appropriate timeframe to address any Required Activities following the review. It would be an expectation that the Required Activities are included in your organisation's continuous improvement process.
- Monitoring of your organisation's progress against any Required Activity will be undertaken by the DHHS Funding Agreement Manager.
- Although the Improvement Activities are not mandatory, your organisation is strongly encouraged to consider, progress and include these in your organisation's continuous improvement process.
- It is not intended for the three year review cycle to necessarily align with the Funding Agreement timeframe.
- De-identified information relating to reviews of DHHS funded community sector organisations may be used for reporting, trend analysis or development activities at the whole of sector level.

The CSQS Team will work with accredited CSOs on an individual basis to determine how their accreditation can be recognised by the Framework.

### **More Information:**

Should you have any queries in relation to the above information please contact your DHHS Funding Agreement Manager or the Community Sector Quality and Safety Team.

### **Contacting us:**

Community Sector Quality and Safety Team contact details are:



(03) 6777 1982



[communitysector.quality@dhhs.tas.gov.au](mailto:communitysector.quality@dhhs.tas.gov.au)



[www.dhhs.tas.gov.au/communitysector](http://www.dhhs.tas.gov.au/communitysector)