

Participating in a HSQF Audit

September 2020

You are receiving this factsheet because an organisation that provides you with services or supports (your service provider) is about to undergo an audit against the Human Services Quality Standards (the standards).

The standards are a key element of the Human Services Quality Framework (HSQF) which is a system for assessing and improving the quality of a range of human services funded by the Queensland Government.

What is an audit?

An audit is a way of assessing whether a service provider is meeting legal requirements, has effective systems and processes and provides quality services.

During an audit a trained and experienced auditor (sometimes called an assessor) will visit your service provider to assess whether the organisation meets the standards. The auditor will also ask to talk to some of the people who use the services.

You have been invited to participate in an audit. What does this mean?

There are two ways you can participate in an audit:

- ✓ talk to an auditor. You can do this face to face, in a group meeting with other people or over a telephone/internet link.
- ✓ agree to the auditor looking at the records your service provider keeps about the services provided to you (your file).

You can agree to one, both or none of the above.

If you agree to participate in the audit, your service provider will ask you to sign a form acknowledging your consent to participate in the audit and the ways in which you would like to participate.

If you agree to talk to the auditor, they will ask you about your experience of the services and supports you receive. The auditor will not ask about your personal history, your life story or why you are coming to the service.

Why does the auditor want to talk to me?

The information you provide about the services and supports you receive will assist the auditor and your service provider understand what it is doing well and areas that can be improved.

Can I have someone with me when I talk to the auditor?

You are welcome to have a support person such as a family member, an advocate or a friend with you when you are talking to the auditor. You can also have an interpreter.



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Do I have to agree to participate in the audit?

No. You can tell your service provider you do not wish to participate. You do not have to explain why you do not wish to participate.

Can I change my mind about participating in the audit?

Yes. You can change your mind at any time. You do not have to explain why changed your mind.

What if I am unhappy with the auditor's questions or with something they do?

You don't have to answer anything the auditor asks if you don't want to. If you are uncomfortable with the auditor or the audit process you can tell the auditor or let someone from your service provider know. You can also provide feedback or make a complaint to the certification body that employs the auditor. Your service provider will be able to give you the relevant contact details.

What happens to the information I provide to an auditor?

The auditor will make notes to help them remember relevant information from your discussion or your file. You can ask to see those notes to make sure you are comfortable with what has been recorded.

Is the information I provide to the auditor treated confidentially?

The information you provide the auditor is confidential, except where they have concerns about harm or abuse, as outlined below. The auditor will not use your name or any other identifying information when they report on their findings or discuss the audit with your service provider.

Where the auditor is worried that you might be at risk of harm or abuse, they will need to report their concerns to an appropriate person or organisation. At any time during your discussion you can ask the auditor about what will happen to your information.

I haven't been invited to participate in an audit, but I would still like to provide feedback about the services I receive

You can provide feedback about the services and supports you receive by:

- ✓ providing feedback directly to the organisation that provides your services
- ✓ asking your service provider if you can participate in the next audit
- ✓ asking your service provider for a copy of their policy about feedback and complaints. This policy should tell you who you can contact to talk about any concerns you have.

How can I find out more about audits or the Human Services Quality Standards?

You can find out more by:

- ✓ asking your service provider for a copy of the Human Services Quality Standards
- ✓ visiting the HSQF website at www.communities.qld.gov.au/hsqf