



The Home and Community Care Program National Standards Instrument

Preparing for the Review

A review of an organisation should be viewed as a positive experience that will ultimately lead to enhanced service delivery and benefits for consumers, staff and the agency.

The review should be approached as a whole of agency task. Volunteers, staff, management committee members and consumers should play a vital role in developing and implementing agency policies and procedures and subsequently assisting in the preparation for a formal review. It is important that people understand the Standards Instrument and the expectations of the performance questions as they apply to your individual agency and the consumers you serve.

The first steps

The first steps in becoming familiar with the requirements of the Standards Instrument include:

- Reading the Home and Community Care National Standards Instrument and Guidelines and becoming familiar with the Consumer Outcomes contained in the Service Standards and the Instrument's performance questions.
- Self-assess the extent to which your agency meets the performance questions. An opportunity for this was provided through the pre review questionnaire that was distributed in 1999.

You may also wish to:

- Participate in educational events that provide additional information on possible ways your agency might respond to the performance questions and prepare for a review. Possible educational events include:
 - Information workshops that have been conducted by the Home and Community Care (HACC) Program.
 - Information sharing in agency peer groups or HACC Forums.
 - Examination of example or "model" policies and procedures manuals - some of which are accessible through the HACC Program Resource Unit – and adapting these to fit the requirements of your agency, service delivery and consumer needs.

Preparing for the Documents

- It is important that your agency starts to prepare NOW!

Service providers may find it useful to commence preparation for the review as soon as possible, regardless of when in the three-year cycle of reviews you expect to be formally reviewed. Thus, agencies are encouraged not to wait until notification of the formal review to prepare for it. Given that agency staff and management are busy people, such an approach should help to make preparation for the review, and the review itself, a much smoother process.

- Gather documents that support performance question responses.

The documents to be gathered should provide evidence of the manner and extent to which your agency meets the performance questions. The number of pieces of documentation required to support responses to a particular performance question may vary but will often require more than one document.

- Collect the documents in a way that will assist the reviewer (and the agency).

It is important to develop a collection structure early in the preparation process – a bit like a filing system – so documents can be stored progressively and be located against the corresponding performance question. The reviewer will need to be able to easily examine the agency's responses to the performance questions and examine supporting evidence. One possible method of doing this is to:

- Photocopy the Standards Instrument's 25 individual performance questions.
- Place each of these individual performance questions into 25 plastic sleeves.
- Place the plastic sleeves containing the performance questions into 1 or more large ring binders.
- As the agency collects evidence and documents over time, these can be filed behind the relevant performance questions.

Complete the Standards Instrument

Read the **performance questions** and analyse what each of the 25 questions is asking. You may find it helpful to break the Minimum Criteria and Further Requirements in each question up and look for key words and phrases.

Then, identify what your agency already does or has in place, e.g. policies, procedures, strategies and materials developed over time.

Record your response to each performance question fully and succinctly, identifying applicable policies and practices.

Documents that provide evidence

Your agency will need to support its responses to performance questions with evidence that may be found through different documents such as:

- Minutes of meetings.
- Resources provided to consumers: These resources may be written – such as brochures – or in other mediums.
- Tools, such as assessment and other types of forms; surveys and questionnaires; monitoring and evaluation tools.
- Reports: Aggregated data; analysis of survey results; annual reports.
- Plans: Strategic plans with performance indicators; business plans.
- Education programs: Conducted and/or attended; speakers; focus of education.
- Correspondence.

The above list is not exhaustive and you may be able to think of additional appropriate documents.

Score the Project's Overall Performance

A guide to scoring is included in the National Standards Instrument and Guidelines on pages 13 – 29.

You should use photocopies of the forms on pages 23 – 29 to score the performance of the project.

Decide whether your response to the performance questions and evidence you have meets the “Minimum Criteria” or “Further Requirements” of the performance question. The following scores can be achieved:

- “Met” or “2” if **both** the Minimum Criteria and Further Requirements of the performance question are met by the project.
- “Partly Met” or “1” if the Minimum Criteria of the performance question are met.
- “Not Met” or “0” if the Minimum Criteria of the performance question have not been met

Calculate the overall Instrument Score to determine the standard of the project. Calculation of the Scores on the Individual Objectives Form will provide the agency with a “snapshot” of how the agency meets particular Objectives and those that the agency may need to do more work on.

You are reminded that the HACCC National Standards Instrument and Guidelines should be kept as an original copy.

Agencies should use photocopies when developing responses.

