



# Human Services Quality Framework

Standards Comparison Tool – National  
Standards

# Introduction

This comparison tool maps the Human Services Quality Standards (HSQS) to the following:

- Community Care Common Standards (HACC)
- National Community Housing Standards
- National Standards for Disability Services

This comparison tool may be useful to organisations that have been part of an existing quality system during the trial of the Human Services Quality Framework.

This comparison tool has been created to assist you with consolidating your quality system and providing you with assurance of the consistency and applicability of the HSQS to existing quality frameworks, named above. The tool demonstrates that the six HSQS are a streamlined version of existing standards.

The tool may be used to understand how the HSQS will streamline quality processes in your organisation.

The comparisons included in this tool are both at a standards level, and an indicator level.

## Comparison between Human Services Quality Standards and other quality frameworks

The following table outlines the comparable levels within each of the standards:

Level	Human Services Quality Standards	Community Care Common Standards (HACC)	National Community Housing Standards	National Standards Disability Services
1	Standard	Standard	Section	Standard
2	Indicators	Expected outcome	Standard	Supporting Standard
3	Interpretation	Practices and processes	Interpretation	National Standard
4	Examples of Evidence	What quality reviewers may look at	Signposts of good practice	
5	Service stream specifications		Further explanation and examples	

## STANDARD LEVEL COMPARISON

No.	Human Services Quality Standards	Community Care Common Standards (HACC)	National Community Housing Standards	National Standards Disability Services
1	Governance and management	1 - Effective management	1 - Tenancy management 2 - Asset management 3 - Tenant rights and participation 4 - Working with the community 5 - Governance and organisational management 6 - Management systems 7 - Human resource management	3 - Decision making and choice 4 - Privacy, dignity and confidentiality 8 - Service management
2	Service access	2 - Appropriate access and service delivery	1 - Tenancy management 3 - Tenant rights and participation 4 - Working with the community	1 - Service access
3	Responding to individual need	2- Appropriate access and service delivery	1 - Tenancy management 2 - Asset management 3 - Tenant rights and participation 4 - Working with the community	2 - Individual needs 3 - Decision making and choice 4 – Privacy, dignity and confidentiality 5 - Participation and integration 6 – Valued status 8 - Service management
4	Safety, well-being, and choice	1- Effective management 2- Appropriate access and service delivery 3- Service user rights and responsibilities	1 - Tenancy management 2 - Asset management 3 - Tenant rights and participation 4 - Working with the community	3 - Decision making and choice 4 – Privacy, dignity and confidentiality 5 - Participation and integration 7 - Complaints and disputes 8 - Service management
5	Feedback, complaints, and appeals	1- Effective management 3- Service user rights and responsibilities	1 - Tenancy management 3 - Tenant rights and participation	7 - Complaints and disputes
6	Human resources	1- Effective management	2 - Asset management 3 - Tenant rights and participation 6 - Management systems 7 - Human resource management	8 - Service management

## INDICATOR LEVEL COMPARISON

### Standard 1: Governance and Management

Human Services Quality Standards		Community Care Common Standards (HACC)		National Community Housing Standards		National Standards for Disability Services	
Indicator	1.1	Expected outcome	1.1, 1.2	Standard	1.2, 1.4, 5.2, 5.3, 7.4	Supporting Standard	8.4
	1.2		1.1		3.3, 5.1		8.5
	1.3		1.4		5.2, 5.4, 5.5		8.4
	1.4		1.1, 1.6, 1.8		1.5, 2.1, 2.2, 2.3, 2.4, 3.4, 4.3, 5.3, 6.1, 6.2, 6.3, 6.4, 7.4		8.10, 8.11
	1.5		1.5		1.2, 1.4, 2.1, 2.3, 2.4, 3.1, 3.2, 3.3, 3.4, 4.2, 5.4, 5.5		8.4
	1.6		1.4		3.2, 3.3		2.1, 3.1, 3.3, 3.4, 3.5, 3.9, 8.3
	1.7		1.3, 3.1, 3.2		3.5		4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7, 4.8

## Standard 2: Service Access

Human Services Quality Standards		Community Care Common Standards (HACC)		National Community Housing Standards		National Standards for Disability Services	
Indicator	2.1	Expected outcome	2.1	Standard	1.1, 1.4, 3.4	Supporting Standard	1.1, 1.2, 1.5, 1.6, 1.7
	2.2		2.1		1.1, 3.4, 4.3		1.3, 1.9
	2.3		2.4		1.1, 3.5, 4.1		1.4, 1.8, 3.7

## Standard 3: Responding to Individual Need

Human Services Quality Standards		Community Care Common Standards (HACC)		National Community Housing Standards		National Standards for Disability Services	
Indicator	3.1	Expected outcome	2.1	Standard	1.3, 4.3	Supporting Standard	2.1, 2.3, 2.5
	3.2		2.2		1.3, 4.2, 4.3		2.9, 4.9, 6.1, 6.2, 6.3
	3.3		2.3		1.2, 1.3, 4.3		2.5, 2.7
	3.4		2.4		1.3, 1.5, 2.4, 3.5, 4.1, 4.2		2.6, 2.10, 3.7, 5.2, 5.3, 5.4, 8.12
	3.5		2.5		1.1, 2.2, 3.1, 3.3, 4.2, 4.3		2.2, 2.4, 2.8, 3.1, 3.3, 3.4, 3.5, 3.8, 3.9

## Standard 4: Safety, Wellbeing, and Rights

Human Services Quality Standards		Community Care Common Standards (HACC)		National Community Housing Standards		National Standards for Disability Services	
Indicator	4.1	Expected outcome	3.2, 3.5	Standard	1.2, 3.1, 3.5	Supporting Standard	3.8, 4.5, 4.7, 8.1
	4.2		1.6		1.3, 1.4, 3.3, 4.1		3.9, 8.2
	4.3		1.6		1.3.3		7.3
	4.4		3.3		1.2, 1.4, 3.1, 4.1		3.5, 3.6, 7.8
	4.5		2.1		1.1, 2.1, 3.2		3.2, 3.3, 3.5

## Standard 5: Feedback, Complaints, and Appeals

Human Services Quality Standards		Community Care Common Standards (HACC)		National Community Housing Standards		National Standards for Disability Services	
Indicator	5.1	Expected outcome	3.3	Standard	1.4, 3.2, 3.6	Supporting Standard	7.1, 7.2, 7.4, 7.6, 7.7, 7.10
	5.2		3.3		1.4, 3.6		7.7
	5.3		1.6, 3.3, 3.4		3.6		7.3, 7.7, 7.8, 7.9
	5.4		3.3		3.6		7.5, 7.10

## Standard 6: Human Resources

Human Services Quality Standards		Community Care Common Standards (HACC)		National Community Housing Standards		National Standards for Disability Services	
Indicator	6.1	Expected outcome	1.2	Standard	7.1, 7.3, 7.5	Supporting Standard	8.7
	6.2		1.7		2.1, 7.1, 7.5		8.6
	6.3		1.7		3.6, 7.2		8.6, 8.7
	6.4		1.7		7.2, 7.5		8.7
	6.5		1.8		6.4		8.9