

Accreditation and quality improvement tools

Policy statement

1. Purpose

- To guide jurisdictions in using or amending Accreditation Tools
- To guide organisations in using the Accreditation Tools as part of a quality improvement process

2. Background

Accreditation Tools have been developed by jurisdictions to assist organisations that are engaging in a quality improvement process. In states such as Victoria and South Australia tools have been developed independently of a formal system to encourage and facilitate organisations' participation in quality improvement.

In New South Wales and Queensland, where formal accreditation systems have been established, the tools guide organisations through the steps of the accreditation process. These tools assist organisations at 3 different stages of the accreditation process: preparation, accreditation evaluation and post-evaluation. Many of the preparatory tools, which assist organisations to undertake a self evaluation and collect information internally and externally, have a wider application for any organisation undertaking continuous improvement.

Tools to assist peer evaluators and assessment panel members and feedback forms to improve the accreditation process have also been developed.

3. Principles of Accreditation and Quality Improvement Tools

- i. Accreditation and Quality Improvement Tools have been developed to guide organisations through accreditation and quality improvement process and encourage consistency nationally.
- ii. Accreditation and Quality Improvement Tools have been developed to suit the needs of organisations in particular jurisdictional frameworks and operating environments. Organisations using tools developed in other states should be mindful of any requirements that vary in their home states.
- iii. Accreditation and Quality Improvement Tools may serve as quality assurance tools to assist organisations who are engaging with continuous improvement independent of a formal system. Tools from the preparatory stage, including the self assessment workbook and information gathering activities, will support organisations as they seek to analyse organisational performance against the National Community Housing Standards.

4. Principles of Generic Accreditation and Quality Improvement Tools

- i. The set of generic accreditation and quality improvement tools cover the first steps of a quality improvement process.
- ii. Generic accreditation and quality improvement tools have been developed to guide organisations through self assessment and quality improvement planning. These tools are available for organisations that operate in an environment with no accreditation system.
- iii. There are a range of accreditation and quality improvement tools available for every stage of an accreditation system. Jurisdictions are advised to consult these when developing their own.

Appendix I: Generic Accreditation Tools

Generic Tools	Description
Self assessment workbook	Background & sample report
Self evaluation report	Background & sample report
Document list	List of relevant documents under each standard
Questionnaire - Agency	Sample questionnaire & letter to referral agencies
Questionnaire - Tenant	Sample questionnaire & letter to tenants
Tenant file and property file audits	Forms for auditing tenant files and property records
Site inspection form	Checklist to evaluate an organisation's facilities
Measuring outcomes	A table that provides ideas and rationale for measuring outcomes

Appendix II: Accreditation Tools by State

Tools	State	Description
Accreditation Kit	NSW	Outlines the Accreditation Process
So You Want to be Accredited	QLD	Outlines the Accreditation Process
Conducting Your File Audits	NSW	Info and forms for auditing tenant files and property records
Tenant File and Property File Audits	Vic	Forms for auditing tenant files and property records
Tenant File and Property File Audits	QLD	Forms for auditing tenant files and property records
Document List	NSW	Background and checklist of relevant documents under each standard
Document List	Vic	List of relevant documents under each standard
Document List	SA	List of relevant documents under Standard 1
Document List	QLD	Background and list of relevant documents under each standard
Questionnaire – Agency	NSW	Sample questionnaire & letter to referral agencies
Questionnaire – Agency	Vic	Sample questionnaire & letter to referral agencies
Questionnaire – Tenant	NSW	Sample questionnaire & letter to tenants
Questionnaire – Tenant	Vic	Sample questionnaire & letter to tenants
Getting Feedback from Tenants	QLD	Sample questionnaire
Self Evaluation Report	NSW	Background & form
Self Evaluation Report (model)	Vic	Background & sample report
Self Evaluation Report (model)	SA	Background & sample report
Self Study Report	QLD	Background & form
Site Inspection form – for agencies	Vic	Checklist to evaluate an organisation's facilities
Site Inspection form	QLD	Checklist to evaluate an organisation's facilities
Organisation Profile	NSW	List of what to include in an organisation profile
Organisation Profile	QLD	Organisation profile form
Process tracking guide	NSW	1 page guide on how to evaluate the organisation's processes
Process tracking	QLD	1 page guide on how to evaluate the organisation's processes

Appendix II: Accreditation Tools by State

Tools	State	Description
Timetable – for external evaluation (template)	NSW	Draft of timetable for external evaluation
Timetable for organisations with staff	QLD	Draft of timetable for external evaluation
Evaluation Report – Short sample	NSW	
Accreditation Status & Evaluation report	QLD	
Web Site Accreditation Status Report	QLD	Sample of part of evaluation report that will be on website
<i>Vic only document:</i>		
Measuring Outcomes	Vic	A table that provides ideas and rationale for measuring outcomes
<i>NSW only documents:</i>		
External evaluation interviews	NSW	Background on what will be covered and who will be involved in different interviews
Privacy fact sheet	NSW	
Comparing 1st and 2nd edition NCH Standards	NSW	Info and table on changes between 1st and 2nd editions
What has changed	NSW	Outlines changes throughout the accreditation process
Baseline requirements instructions	NSW	Gives background on baseline requirements
Baseline requirements checklist	NSW	
Baseline requirements evidence list	NSW	
Protocol for Exchange of information between SAU and OCH	NSW	under review
How to appeal or complain	NSW	under review
Activity Checklist for Organisations	NSW	Checklist for activities throughout the Accreditation process
Booking forms and conditions of booking	NSW	
Analyse your draft evaluation report	NSW	Outlines how to analyse and read a draft evaluation report
Guidelines for Assessment panel	NSW	Guidelines on how to consider evaluation reports and decide accreditation status
Accreditation Awarded Form	NSW	Assessment Panel Accreditation Decision form
Evaluation feedback form – Evaluator	NSW	Feedback form for evaluators to provide info to improve evaluation processes
Evaluation feedback form – Organisation	NSW	Feedback form for organisation to provide info to improve evaluation processes
Tenants Interview Guide	NSW	Guide on how to run tenants interviews
Referral Agencies Interview Guide	NSW	Guide on how to run interviews with referral agencies, including prompts on the various standards

Appendix II: Accreditation Tools by State

Tools	State	Description
<i>QLD only documents:</i>		
Scoring Guide	QLD	A table that provides details on mets, partially mets, etc.
Checklist for an onsite evaluation	QLD	A checklist for the day of the onsite evaluation
NHS Data Sheet	QLD	A table for evaluators to note their assessment under each standard
Peer Evaluator Notes Tool	QLD	A form to assist peer evaluators in reviewing the documentation
External Evaluation Tool	QLD	A form to assist evaluators during all the stages in an evaluation