

Second cycle HASS accreditation

Introduction

The Minister for Housing, the Honourable Richard Wynne MP attended the Homelessness Assistance Service Standards (HASS) accreditation event on 20 April 2010 and presented accreditation certificates to some thirty five accredited organisations. The Minister acknowledged the significant effort of those working in the homelessness, family violence and housing support sector in implementing accreditation and how client outcomes have been improved as a result of this important initiative.

The Office of Housing would like to take this opportunity to congratulate all organisations on this most significant achievement. Ninety-five per cent of organisations in scope of HASS accreditation are formally accredited or will be soon with the remaining organisations due to complete their accreditation throughout 2010. The model for second cycle HASS accreditation was also announced on April 20, 2010.

Second cycle accreditation

The second cycle of HASS accreditation commenced on 1 July 2010 and QICSA will be the HASS accreditation provider for the commencement of second cycle.

The HASS second cycle model:

HASS will be maintained as the relevant service delivery standards to commence the second cycle of HASS accreditation; however it is planned that these standards will be incorporated into a broader DHS integrated standards and accreditation process that will replace the current approach. At this point in time organisations seeking accreditation will work to achieve the following:



The client service delivery standards (HASS Sections 1-5 revised November 2006) are mandatory and there will be no recognition process for these standards.

HASS 4.5 is mandatory for Social Housing Advocacy and Support Program (SHASP) services and other advocacy serves. In response to sector feedback, all services may now elect to be formally assessed against this standard.

Organisational management standards are also mandatory; however they can be met in a number of ways as detailed below. All organisations will need to meet all client service delivery and organisational management standards to achieve HASS accreditation.

Recognition of other registration or accreditation requirements

The second cycle HASS accreditation model will continue to recognise approved organisational management standards:

- DHS – Office of Housing - Housing Registrar
- DHS – Children, Youth and Families Registration
- ACHS – EQUIP
- QIC – 'Core' Health and Community Services Standards

Organisations that have met the requirements of other quality frameworks and wish these to be considered for recognition, should contact the accreditation staff at OoH. Registered Training Organisation (RTO) status is now **not** recognised as meeting Office of Housing requirements.

If your organisation intends to claim recognition, QICSA will need to sight the certification of the assessment body; and an explanation of how the evidence used applies to services subject to HASS requirements.

Current HASS second cycle accreditation requirements

Organisations seeking accreditation in 2010 and 2011 have one of the three options outlined below to meet accreditation requirements:

Option One – HASS

Organisations claiming recognition of organisational management standards will need to be reviewed and accredited against HASS 1-5 (service delivery only).
This may include HASS mapped into QIC Health and Community Services Standards

Option Two – HASS and organisational management standards

Organisations with no current recognised accreditation or registration against organisational management standards will need to be reviewed and accredited against

HASS 1-5 and
QIC organisational management standards 1.1 - 1.7; 3.1 and 3.2
(This was known as 'HASS Plus' in HASS first cycle).

Option Three - QIC

Organisations can choose to be assessed against HASS in QIC to obtain a QIC national accreditation.

HASS 1-5 mapped into QIC Health and Community Services Standards

The DHS integrated standards and accreditation project

Since the creation of two separate departments; the Department of Human Services (DHS) and the Department of Health, DHS Executive committed to a departmental integrated standards and accreditation process for all DHS funded services in May 2010. Funded organisation will undertake one accreditation process every three years irrespective of the DHS services they deliver. Current program standards will be integrated into one set of DHS quality standards..

This new model will apply to all single DHS funded and multi funded organisations. From 2011 organisations will be able to consider transition to an integrated DHS approach. Further information about this project will be made available through the integrated standards and accreditation project team.

OoH will provide information on the relationship between the integrated standards and accreditation project and second cycle HASS as the project develops. There will be a transition phase to the integrated standards and accreditation model from 2011 – 2012. OoH will work with HASS organisations to support their planning for and implementation of the new model.

HASS reference group

At the April forum it was announced that the HASS reference group would be reconvened. The reference group's role will be expanded and further information will be provided shortly.

Homelessness national quality framework

Victoria is the only jurisdiction in Australia to have implemented a mandatory accreditation system and as such is well placed to work with any of the preferred options proposed in the second round consultation paper. This new homelessness national quality framework will not impact on second cycle HASS accreditation. The integrated standards and accreditation project board will take all relevant national quality frameworks into account, including the homelessness national quality framework.

Where to from here

OoH will continue to work collaboratively with other DHS program divisions to align second cycle HASS and other DHS required external reviews where possible.

If your organisation is multi program funded through DHS; i.e. you receive HASS and Children, Youth & Families and/or Disability funding, you may wish to consider aligning your external HASS review with other required DHS quality frameworks.. Organisations that need to meet other quality frameworks that are not managed through DHS, for instance Mental Health PDRSS, Alcohol and other Drugs and Community Health are also welcome to contact OoH to align their external reviews where possible.

All organisations need to continue with their quality work plans and mid cycle reviews irrespective of when their next three year external HASS review is scheduled.

If you are due for your second cycle HASS review in 2011 – 2012 you may be able to take advantage of the new integrated standards and accreditation model, when available. OoH staff will be happy to these discuss options with you.

Approval to align or postpone a HASS external review will be subject to:

- Agreement of the other relevant DHS program divisions that have specific legislative requirements to meet; and
- The capacity of the selected accreditation provider/s to complete the external review within required legislative timeframes.

Summary

It is expected that the new integrated standards and accreditation model will be implemented for all DHS funded organisations by July 2012. Existing systems will be maintained for 2010 followed by a transition phase until June 2012.

2010 HASS	Jan 2011 – June 2012 Transition phase	July 2012 Integrated standards and accreditation
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Further information

For further information on HASS second cycle accreditation you can email your queries to:

hassaccreditation@dhs.vic.gov.au or contact:

Ms Sandy Milne 9096 1267 or by email at sandy.milne@dhs.vic.gov.au

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