

# Quality and Safety Standards Framework

## Fact Sheet 2: Evidencing Compliance



The Fundamental Elements of the six Generic Standards within the Standards Framework require compliance. Some Standards are based on legislative requirements, such as fire safety, food safety and provision for a range of consumer rights such as respecting privacy and confidentiality. Other Generic Standards support the right of consumers to provide feedback and the importance of governance structures to ensure an organisation's clarity of vision, value-base, accountability, efficiency and effectiveness when administering public funds.

To demonstrate compliance with the Standards, supporting evidence may include, but is not limited to:

- regulation forms or reports issued by regulators. These documents may evidence compliance with fire safety or food safety where relevant;
- documents such as policies and procedures, strategic plans, quality improvement plans, orientation manuals and other published material;
- records to evidence staff implementation of policies and procedures;
- assessment of staff awareness of processes and requirements;
- consumer feedback regarding the level of satisfaction with their outcomes;
- examples of consumer involvement in individual and strategic planning;
- observations and staff feedback processes led by the Office for the Community Sector and/or other Agency Unit staff;
- formal audits;
- recent reports, service reviews and evaluations undertaken by a competent, independent third party, supported by an implementation plan that is currently being actioned; and/or
- accreditation documentation.

For any further information regarding the Quality and Safety Standards Framework, please contact the Quality and Safety Team on:



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