

## Self-assessment Checklist for 16 Service Quality Standards

Name of Service Unit: \_\_\_\_\_ Service Type(s): \_\_\_\_\_

**Standard 1: The service unit ensures that a clear description of its purpose, objectives and mode of service delivery is publicly available.**

Self-assessment on meeting the Standard by service unit					Please describe the title, reference number/order of the related document.	
Criteria	Areas covered in Criteria	Present state of service unit <small>Note 1</small>		Achieved		Not yet achieved
		<small>[Please tick where appropriate.]</small>				
				<small>Note 2</small>		
1.1	The service unit has an up-to-date handbook, information leaflet or brochure describing its purpose, objectives, target group, approach to service delivery and service entry and leaving mechanisms.	(a)	Having <b>documented service description</b> giving up-to-date information of the service unit with the following elements:			
			a1: <b>purpose</b>			
			a2: <b>objectives</b>			
			a3: <b>target group</b>			
			a4: <b>mode of service delivery</b>			
		a5: <b>service entry and leaving mechanism</b>				

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Self-assessment on meeting the Standard by service unit					Please describe the title, reference number/order of the related document.
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<small>[Please tick where appropriate.]</small>					
1.2	The service description is in a user-friendly language and is accessible to potential service users, staff and members of the community (depending on the nature of the service and its target service users, this may necessitate the information being available in more than one language; being in audio or visual format and/or being explained to service users on an individual basis).	(a)	The <b>format</b> of the document on service description <b>matches the communication needs</b> of service users.		
		(b)	The document on service description mentioned at (a) is <b>accessible</b> to potential service users, staff and other interested parties		
1.3	Where appropriate, the service unit should circulate its service description to potential service users, staff, and relevant local services or community groups.	(a)	Where appropriate, the service description has been <b>circulated</b> to potential service users, staff and relevant local services or community groups		

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**Standard 2: The service unit should review and update the documented policies and procedures describing how it will approach key service delivery issues.**

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Criteria	Area covered in the Criteria			Present state of service unit <small>Note 1</small>		
				Achieved	Not yet achieved <small>Note 2</small>	
<small>[Please tick where appropriate]</small>						
2.1	The service unit has a mechanism to review and update its policies and procedures.	(a)	Having a <b>document</b> spelling out for each of the <b>policies and procedures</b> stipulated under SQSs 6, 10, 11, 12, 13, 14, 15 & 16 :			
			a1: whether it would be <b>reviewed regularly</b> and for <b>how often</b> , and/or under what <b>circumstances</b> it would be reviewed			
			a2: <b>person/ post/ committee responsible</b> for the review			
		a3: <b>when</b> the policies and procedures <b>last reviewed and updated</b>				
		(b)	The <b>mechanism</b> mentioned at (a) is <b>implemented</b>			
		(c)	<b>Current policies and procedures</b> under SQSs 6, 10, 11, 12, 13, 14, 15 & 16 are <b>available</b>			
2.2	The service unit has a mechanism for obtaining service users and staff input in the process of reviewing and updating policies and procedures, as appropriate.	(a)	Having a <b>documented mechanism</b> spelling out that in the process of reviewing and updating policies and procedures:			
			a1: how <b>input from service users</b> can be <b>obtained</b>			
		a2: how <b>input from staff</b> can be <b>obtained</b>				
		(b)	The <b>mechanism</b> mentioned at (a) is <b>implemented</b>			

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**Standard 3: The service unit maintains accurate and current records of service operations and activities.**

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Criteria	Areas covered in Criteria	Present state of service unit <small>Note 1</small>		Achieved		Not yet achieved <small>Note 2</small>
		<small>[Please tick where appropriate.]</small>				
3.1	Accurate and current records of service operations and activities of the service unit are maintained.	(a)	Having a <b>mechanism</b> to ensure that <b>records</b> of service operations and activities kept by the service unit: a1: cover the information related to the <b>performance standards</b> as stipulated in the service unit's agreement with SWD, Funding and Service Agreement or Service Document			
			a2: are <b>current</b> and as <b>accurate</b> as possible with consistent format of information collected			
		(b)	The mechanism mentioned at (a) is <b>implemented</b>			

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Self-assessment on meeting the Standard by service unit					Please describe the title, reference number/order of the related document.
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<small>[Please tick where appropriate.]</small>					
3.2	Accurate and current statistical reports are produced for reporting to SWD.	(a) <b>Having accurate and current statistical reports</b> on service unit's performance and operations covering the information related to the performance standards as stipulated in the service unit's agreement with SWD, FSA or SD			
		(b) Having <b>quality checking mechanism</b> to ensure that statistics and reports produced and submitted to SWD as mentioned at (a) are as <b>accurate</b> as possible			
		(c) The checking mechanism mentioned at (b) is <b>implemented</b>			
3.3	Periodical statistics and reports on the service unit's performance are accessible to the public.	(a) Having a process to make the periodical statistics and reports on the service unit's performance <b>accessible</b> to service users and the public			
		(b) The process mentioned at (a) is <b>implemented</b>			

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## Self-assessment Checklist for 16 Service Quality Standards

**Standard 4: The roles and responsibilities of all staff, managers, the Management Committee and/or the Board or other decision making bodies should be clearly defined.**

Self-assessment on meeting the Standard by service unit					Please describe the title, reference number/order of the related document.
Criteria	Areas covered in Criteria		Present state of service unit <small>Note 1</small> [Please tick where appropriate.]		
			Achieved	Not yet achieved <small>Note 2</small>	
4.1	Job description and duty statements which define roles, responsibilities and accountabilities in respect of all positions within the service unit are available.	(a)	Having <b>accurate and current job descriptions</b> and <b>duty statements</b> of all positions within the service unit		
		(b)	The documents at (a) should clearly set out the staff's: <b>b1: duties</b>		
			<b>b2: responsibilities</b>		
			<b>b3: accountability relationships</b>		
4.2	Job description and duty statements form part of the information accessible to all staff, service users and other interested parties.	(a)	A process exists for making the documents mentioned at 4.1(a) <b>accessible</b> to service users, staff and other interested parties		
		(b)	The process mentioned at (a) is <b>implemented</b>		

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<small>[Please tick where appropriate.]</small>					
4.3	The roles, responsibilities and membership of the Management Committee and/or the Board or other decision making bodies are clearly defined and documented.	(a)	Having a <b>document</b> clearly setting out the roles, responsibilities and membership of the <b>decision making bodies</b> of the agency		
4.4	The service unit has an organization chart which depicts its overall structure and accountability relationships.	(a)	Having an <b>organization chart</b> depicting the service unit's :  a1: <b>overall structure</b>		
			a2: <b>accountability relationships</b>		

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## Self-assessment Checklist for 16 Service Quality Standards

**Standard 5: The service unit/agency implements effective staff recruitment, contracting, development, training, assessment, deployment and disciplinary practices.**

Self-assessment on meeting the standard by service unit / agency					Please describe the title, reference number/order of the related document.
Criteria	Area covered in the Criteria		Present state of service unit/agency <sup>Note 1</sup>		
			Achieved	Not yet achieved <small>Note 2</small>	
5.1	The service unit/agency has policies and procedures on staff (including part-time staff) recruitment, deployment and promotion, employment contracting and disciplinary actions, and such policies and procedures are accessible to staff.	(a)	Having <b>documented policies and procedures</b> on staff <b>recruitment, deployment and promotion</b> specifying: <b>a1: selection criteria</b>		
			<b>a2: time frames</b>		
			<b>a3: responsible persons</b> and their roles		
			<b>a4: measures to avoid conflict of interest</b>		
		(b)	Having <b>documented policy and procedures</b> on establishing <b>employment contracts</b>		
		(c)	Having <b>documented policy and procedures</b> on taking <b>disciplinary actions</b> specifying: <b>c1: criteria for action</b>		
			<b>c2: measures to avoid conflict of interest</b>		
			<b>c3: responsible persons</b> and their roles		

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Criteria	Area covered in the Criteria		Present state of service unit/agency <sup>Note 1</sup> [Please tick where appropriate]			
			Achieved	Not yet achieved <small>Note 2</small>		
		(d)	The policies and procedures mentioned at (a), (b) & (c) are <b>implemented</b>			
		(e)	<b>Staff have access</b> to the policies and procedures mentioned at (a), (b) & (c)			
5.2	The service unit/agency has induction policy and procedures for new staff.	(a)	Having <b>documented policy and procedures on induction</b> for new regular staff			
		(b)	The policy and procedures mentioned at (a) are <b>implemented</b>			
5.3	The service unit/agency provides on-going supervision for staff and conducts regular performance reviews/appraisals for identifying areas for performance improvement and needs for ongoing training and development.	(a)	Having <b>documented policy on staff supervision</b> and formative performance <b>appraisals</b> , specifying: a1: <b>when</b> and by <b>whom</b> regular staff supervision and appraisals are to be conducted			
			a2: identification of <b>areas for performance improvement</b>			
			a3: identification of <b>on-going training and development needs</b>			

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Criteria	Area covered in the Criteria	Present state of service unit/agency <sup>Note 1</sup> [Please tick where appropriate]		Please describe the title, reference number/order of the related document.	
		Achieved	Not yet achieved <small>Note 2</small>		
	(b) Staff <b>supervision responsibility</b> is specified in the respective <b>job descriptions</b>				
	(c) The policy and procedures mentioned at (a) are <b>implemented</b>				
5.4	The service unit/agency has a training policy and a plan for staff training and development.	(a) Having <b>documented policy</b> on staff <b>training and development</b>			
		(b) Having a <b>current plan</b> for staff <b>training and development</b>			
		(c) The policy and plan mentioned at (a) and (b) are <b>implemented</b>			

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**Standard 6 : The service unit regularly plans, reviews and evaluates its own performance, and has an effective mechanism by which service users, staff and other interested parties can provide feedback on its performance.**

Self-assessment on meeting the standard by service unit						Please describe the title, reference number/order of the related document.	
Criteria	Area covered in the Criteria	Present state of service unit <small>Note 1</small>					
		<small>[Please tick where appropriate]</small>					
		Achieved	Not yet achieved <small>Note 2</small>				
6.1	The service unit develops and documents appropriate plans to guide its operations and provide a basis for evaluating its performance.	(a)	Having a <b>document of overall plan(s)</b> on its operation spelling out its:				
			a1: <b>service/work</b> planned ahead				
			a2: <b>objectives</b> to be achieved				
			a3: <b>tools</b> for evaluation				
		a4: <b>timeframe</b> for evaluation					
		(b)	<b>Performance</b> of the service unit in relation to the overall plan(s) mentioned at (a) is <b>evaluated</b>				
6.2	The service unit has policy and procedures for obtaining feedback from service users, staff and other interested parties on its performance and for responding to such feedback, and such policy and procedures are accessible to them.	(a)	Having <b>documented policy and procedures</b> for:				
			a1: <b>obtaining feedback</b> on the service unit's performance from service users, staff and other interested parties				
			a2: <b>responding to feedback</b> from service users, staff and other interested parties on the service unit's performance				

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Self-assessment on meeting the standard by service unit						
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				<small>[Please tick where appropriate]</small>		
		Achieved	Not yet achieved <small>Note 2</small>			
		(b)	The <b>policy</b> and <b>procedures</b> mentioned at (a) are <b>implemented</b> and, if applicable, feedback collected and responses given are <b>documented</b>			
		(c)	The <b>policy</b> and <b>procedures</b> mentioned at (a) are <b>accessible</b> to service users, staff and other interested parties			
6.3	Action is taken in response to performance / quality issues identified during review and evaluation processes.	(a)	<b>Action</b> on performance/quality issues identified during review and evaluation processes is <b>taken</b> and <b>documented</b>			

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### Standard 7: The service unit implements policies and procedures to ensure effective financial management.

Self-assessment on meeting the standard by service unit						
Criteria		Area covered in the Criteria		Present state of service unit <sup>Note 1</sup> [Please tick where appropriate]		Please describe the title, reference number/order of the related document.
		Achieved	Not yet achieved <sup>Note 2</sup>			
7.1	The service unit has procedures for developing and endorsing budgets.	(a)	Having <b>documented procedures</b> for <b>developing and endorsing budgets</b> for :			
			a1: <b>the service unit</b>			
		a2: <b>individual activities</b> within service unit				
		(b)	The <b>procedures</b> mentioned at (a) are <b>implemented</b>			
7.2	The service unit has policy and procedures to manage financial resources and monitor financial performance.	(a)	Having <b>documented policy and procedures</b> for <b>managing financial resources and monitoring financial performance</b> of the service unit with the following elements:			
			a1: <b>personnel responsible</b> for managing financial resources (including authorization/delegation/approval level of use of financial resources) and monitoring financial performance			
		a2: measures to <b>avoid conflict of interest</b>				

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Self-assessment on meeting the standard by service unit					
Criteria		Area covered in the Criteria	Present state of service unit <small>Note 1</small>		Please describe the title, reference number/order of the related document.
			<small>[Please tick where appropriate]</small>		
			Achieved	Not yet achieved <small>Note 2</small>	
		a3: measures to <b>handle resources</b> obtained from other <b>funding bodies, donation proceeds, gift-in-kind</b>			
		(b) The <b>policy</b> and <b>procedures</b> mentioned at (a) are <b>implemented</b>			
7.3	The service unit has procedures to regularly consider opportunities for introducing efficiencies/containing cost.	(a) Having <b>documented procedures</b> to regularly consider opportunities for <b>introducing efficiencies/containing costs</b>			
		(b) The <b>procedures</b> mentioned at (a) are <b>implemented</b>			

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### Standard 8: The service unit complies with all relevant legal obligations.

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Criteria	Area covered in the Criteria		Present state of service unit <small>Note 1</small>			
			<small>[Please tick where appropriate]</small>			
			Achieved	Not yet achieved		
8.1	The service unit is aware of all legislation which governs its operations and service delivery (including health and safety legislation, etc.).	(a)	Having <b>checklist(s)</b> of all <b>legislation governing</b> the unit's <b>operation</b> and <b>service delivery</b>			
		(b)	The <b>checklist(s)</b> at (a) includes the legislation on <b>the Appendix to Assessment Matrix for SQS 8</b> uploaded to SWD Website forms the basic requirement for assessment			
		(c)	<b>Staff</b> at the service unit <b>have access</b> to the relevant legislation listed at (a)			
8.2	The service unit has procedures to monitor its performance ensuring that it complies with relevant legislation and seeks legal advice if and when required.	(a)	Having <b>documented procedures</b> to ensure that the service unit <b>complies with the relevant legislation</b>			
		(b)	Having a <b>document</b> showing that free or paid <b>legal advice</b> is <b>available</b>			

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## Self-assessment Checklist for 16 Service Quality Standards

**Standard 9: The service unit takes all reasonable steps to ensure that it provides a safe physical environment for its staff and service users.**

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Criteria	Areas covered in Criteria	Present state of service unit <small>Note 1</small> [Please tick where appropriate.]			
		Achieved	Not yet achieved <small>Note 2</small>		
9.1	Fire, and other necessary safety equipment, is available and effectively maintained.	(a)	Having <b>fire</b> and other necessary <b>safety equipments</b> (e.g. first aid box)		
		(b)	Having <b>procedures</b> to ensure the effective maintenance of the safety equipments mentioned at (a)		
		(c)	Having <b>record(s)</b> showing that the safety equipments mentioned at (a) have been effectively maintained		
		(d)	The procedures mentioned at (b) are <b>implemented</b>		
9.2	Staff and service users are made aware of procedures for responding to an emergency and fire drills are conducted on a regular basis, at least annually.	(a)	Having <b>records</b> of regular <b>fire drills</b> which is <b>at least</b> , on an <b>annual basis</b> .		
		(b)	Having <b>written procedures</b> for responding to an <b>emergency</b>		
		(c)	<b>Staff and service users</b> are <b>trained</b> on how they should respond in an emergency situation		
		(d)	<b>Staff</b> are well <b>aware</b> of the <b>roles and responsibilities</b> of various individuals in an emergency situation		
		(e)	The procedures mentioned at (b) are <b>implemented</b>		

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Criteria	Areas covered in Criteria	Present state of service unit <small>Note 1</small>			
		Achieved	Not yet achieved <small>Note 2</small>		
9.3 The service unit regularly reviews its immediate and broader environment to identify safety issues and ensures that appropriate strategies for managing them are developed and implemented.	(a)	The service unit is <b>free from any hazards</b> and is a safe physical environment for service users and staff			
	(b)	Having a <b>mechanism</b> to conduct <b>regular safety assessment</b> on the following:			
		b1: <b>immediate environment</b>			
		b2: <b>broader environment</b>			
	(c)	Having <b>written record(s)</b> on the safety assessment mentioned at (b) which should contain the following:			
		c1: the <b>result</b> of the assessment			
		c2: <b>actions taken</b> to rectify problems			
(d)	The mechanism mentioned at (b) is <b>implemented</b>				
9.4 A record is kept of any accidents or injuries involving staff and/or service users at the	(a)	Having <b>written record(s)</b> :			
		a1: of any accidents or injuries which involve staff and/or service users at the service unit			

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	service unit and the manner of responding to such incidents.	a2: on <b>how</b> the service unit <b>responded</b> to incident mentioned at (a1)			
<b>Self-assessment on meeting the Standard by service unit</b>					
Criteria	Areas covered in Criteria	Present state of service unit <small>Note 1</small> <small>[Please tick where appropriate.]</small>		Please describe the title, reference number/order of the related document.	
		Achieved	Not yet achieved <small>Note 2</small>		
9.5 If the service unit is involved in transporting service users, all relevant road and traffic safety precautions are taken.	(a) Having relevant <b>road and traffic safety procedures</b> in <b>transporting service users</b> (including appropriate supervision of service users during transit)				
	(b) For service units having drivers and vehicles, precautions are taken which include: b1: use of <b>qualified driver</b> b2: <b>maintenance</b> of roadworthy vehicles				
	(c) For service units having drivers and vehicles, having <b>driver's license</b> and <b>vehicles' maintenance record</b>				
	(d) The procedures mentioned at (a) are <b>implemented</b>				

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9.6	The service unit ensures that any service equipment is properly maintained and, where appropriate, is used under proper supervision.	(a)	Having <b>written procedures</b> to ensure that: a1: proper <b>maintenance</b> of service equipment used for direct service delivery a2: <b>use</b> of service equipment under proper <b>supervision</b> where appropriate			
		(b)	The procedures mentioned at (a) are <b>implemented</b>			

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*Self-assessment Checklist for 16 SQSs*

## Self-assessment Checklist for 16 Service Quality Standards

**Standard 10: The service unit ensures that service users have clear and accurate information about how to enter and leave the service.**

Self-assessment on meeting the Standard by service unit					Please describe the title, reference number/order of the related document.
Criteria	Areas covered in Criteria		Present state of service unit <small>Note 1</small>		
			Achieved	Not yet achieved <small>Note 2</small>	
<small>[Please tick where appropriate.]</small>					
10.1	The service unit has policies and procedures in relation to entering and leaving the service and they are accessible to service users, staff or other interested parties.	(a)	Having <b>documented policy and procedures on entry and exit</b> specifying the <b>criteria</b> for entering and leaving the service		
		(b)	The policy and procedures mentioned at (a) are <b>implemented</b>		
		(c)	The policy and procedures mentioned at (a) are <b>accessible</b> to service users, staff and other interested parties		
10.2	The entry policy is non-discriminatory and clearly identifies the target group for service delivery and the criteria for determining priority for entry.	(a)	The entry policy should be non-discriminatory and clearly identifies the following: a1: <b>target group</b> a2: the <b>criteria</b> for determining <b>priority for entry</b>		

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Criteria	Areas covered in Criteria		Present state of service unit <small>Note 1</small>			
			<small>[Please tick where appropriate.]</small>			
			Achieved	Not yet achieved		
				<small>Note 2</small>		
10.3	Where an applicant is refused entry to a service, the service unit provides the applicant with reasons for the decision and, where appropriate, refers the applicant to an alternative service unit.	(a)	Having a <b>mechanism</b> for <b>providing</b> the applicant being refused entry to the service with <b>reasons</b> for the refusal			
		(b)	Having a <b>mechanism</b> , where appropriate, for <b>referring</b> the applicant mentioned at (a) to alternative service units			
		(c)	Having <b>record</b> on the referral mentioned at (b), if applicable			
		(d)	The mechanism mentioned at (a) and (b) are <b>implemented</b> .			

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## Self-assessment Checklist for 16 Service Quality Standards

**Standard 11: The service unit has a planned approach to assessing and meeting service users' needs (whether the service user is an individual, family, group or community).**

Self-assessment on meeting the Standard by service unit				
Criteria	Areas covered in Criteria	Present state of service unit <small>Note 1</small>		Please describe the title, reference number/order of the related document.
		Achieved	Not yet achieved <small>Note 2</small>	
11.1 The service unit has policy and procedures in relation to assessing and meeting service users' needs, and they are accessible to service users, staff or other interested parties.	(a) Having <b>documented policy and procedures</b> for assessing and meeting service users' needs which incorporate:  a1: <b>designated responsibilities</b> for assessment, planning and review  a2: <b>parties to be involved</b>  a3: <b>regular review</b> and <b>updating</b>  a4: <b>methods of assessment</b>  a5: maintenance of <b>records</b>  a6: <b>communicating decisions</b> to relevant people			
	(b) The policy and procedures mentioned at (a) are <b>accessible</b> to service users, staff and other interested parties			
	(c) The policy and procedures mentioned at (a) are <b>implemented</b>			

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Note 2: If a service unit has not yet achieved any of the areas covered in the Criteria, please formulate action plan for each area not yet achieved.

## Self-assessment Checklist for 16 Service Quality Standards

Self-assessment on meeting the Standard by service unit					Please describe the title, reference number/order of the related document.	
Criteria	Areas covered in Criteria		Present state of service unit <small>Note 1</small>			
			<small>[Please tick where appropriate.]</small>			
			Achieved	Not yet achieved <small>Note 2</small>		
11.2	Service users, relevant staff, family members or other relevant personnel are consulted and, where appropriate, their views are incorporated in all stages of the assessment and planning process.	(a)	Having a <b>mechanism</b> for <b>consulting and incorporating the views of</b> appropriate individuals. (e.g. service users, staff members, family members, medical personnel) in the <b>assessment and planning</b> process			
		(b)	Service users' have been <b>informed of their right</b> to be <b>involved</b> , or to involve significant others, in the assessment and planning process			
		(c)	The mechanism mentioned at (a) is <b>implemented</b>			
11.3	The service unit records assessment of service users' needs and plans as to how they will meet their needs, including goals, action identified and timeframes for achieving or reviewing plans.	(a)	Having a <b>mechanism</b> for recording: a1: <b>needs assessment</b> of service users			
			a2: <b>plans</b> to meet service users' needs, which should also include the following: i. <b>goals</b>			
			ii: <b>action identified</b>			
			iii: <b>time frames for achieving or reviewing plans</b>			
		(b)	Having <b>records</b> of needs assessment and plans as mentioned at (a)			

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## Self-assessment Checklist for 16 Service Quality Standards

		(c)	The mechanism mentioned at (a) is <b>implemented</b>			
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Self-assessment on meeting the Standard by service unit						Please describe the title, reference number/order of the related document.
Criteria	Areas covered in Criteria			Present state of service unit <small>Note 1</small>		
				Achieved	Not yet achieved <small>Note 2</small>	
11.4	Service users' records are regularly updated to reflect changing circumstances.	(a)	Having a <b>mechanism</b> for updating regularly service users' records on at least an annual basis and the updating is <b>documented</b>			
		(b)	The mechanism mentioned at (a) is <b>implemented</b>			

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## Self-assessment Checklist for 16 Service Quality Standards

**Standard 12: The service unit respects the service users' right to make informed choices of the service they receive as far as practicable.**

Self-assessment on meeting the standard by service unit					Please describe the title, reference number/order of the related document.	
Criteria	Area covered in the Criteria		Present state of service unit <small>Note 1</small>			
			<small>[Please tick where appropriate]</small>			
			Achieved	Not yet achieved <small>Note 2</small>		
12.1	The service unit has policy and procedures to provide service users with timely information about operations which affect the services received by them.	(a)	Having <b>documented policy and procedures</b> specifying: a1: under <b>what circumstances</b> and how to provide service users with the <b>information about operations</b> that affect them			
			a2: the <b>timing required</b> and how to provide service users with such information			
		(b)	The <b>policy and procedures</b> mentioned at (a) are <b>implemented</b>			
12.2	The service unit has policy and procedures for providing service users with opportunities, if appropriate, to make informed choices and decisions about the services they receive, and such policy and procedures are accessible to them.	(a)	Having <b>documented policy and procedures</b> specifying: a1: <b>how and when</b> the <b>service users</b> will be <b>informed</b> of the <b>choices</b> that are available			
			a2: <b>how and when</b> their <b>decisions</b> about the services they receive <b>are sought</b>			
		(b)	The <b>policy and procedures</b> mentioned at (a) are <b>implemented</b>			
		(c)	The <b>policy and procedures</b> mentioned at (a) are <b>accessible</b> to service users, staff and other interested parties			

Note 1: If a service unit considers any area of the Criteria inapplicable to it, please account for it on another sheet of paper.

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## Self-assessment Checklist for 16 Service Quality Standards

**Standard 13: The service unit respects the service users' right in relation to private property.**

Self-assessment on meeting the Standard by service unit					Please describe the title, reference number/order of the related document.
Criteria	Areas covered in Criteria		Present state of service unit <small>Note 1</small> [Please tick where appropriate.]		
			Achieved	Not yet achieved <small>Note 2</small>	
13.1 The service unit has policy and procedures for ensuring that service users' rights in relation to private property are being respected, and the policy and procedures are accessible to service users, staff or other interested parties.	(a)	Having <b>documented policy and procedures</b> to: a1: protect service users' personal belongings a2: where applicable, ensure that personal belongings are not used as communal property			
	(b)	Service users have been informed of their <b>rights</b> in relation to private property			
	(c)	The policy and procedures at (a) are <b>accessible</b> to service users, staff and other interested parties			
	(d)	The policy and procedures mentioned at (a) are <b>implemented</b>			
13.2 Where appropriate, the service unit provides service users with the opportunity to keep private property in a secure place, or informs service users of the risks to their personal property.	(a)	Where appropriate, service users are <b>provided with a storage place</b> to keep private property and that this place is secure and accessible to service users			
	(b)	Having a <b>mechanism</b> for <b>informing</b> service users of the <b>risks</b> to their private property if storage place mentioned at (a) is not possible			
	(c)	The mechanism mentioned at (b) is <b>implemented</b>			

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Note 2: If a service unit has not yet achieved any of the areas covered in the Criteria, please formulate action plan for each area not yet achieved.

## Self-assessment Checklist for 16 Service Quality Standards

Self-assessment on meeting the Standard by service unit				
Criteria	Areas covered in Criteria	Present state of service unit		Please describe the title, reference number/order of the related document.
		Note 1 [Please tick where appropriate.]		
		Achieved	Not yet achieved Note 2	
13.3 Where the service unit has any responsibilities for collecting and / or managing the service users' money and other valuables, appropriate procedures and controls exist and are adhered to.	(a) Having <b>documented procedures</b> and <b>control mechanism</b> which should include: a1: circumstances under which service users' money (including collection of subscriptions /fees) and other valuables will be collected and/or managed a2: the way money will be collected and/or stored and the steps/procedures in controlling their use a3: appropriate record keeping and accounting controls			
	(b) Having <b>records</b> on the implementation of the procedures and control mechanisms mentioned at (a)			
	(c) The procedures and control mechanism mentioned at (a) are <b>implemented</b>			

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## Self-assessment Checklist for 16 Service Quality Standards

**Standard 14: The service unit respects the service users' rights for privacy and confidentiality.**

Self-assessment on meeting the Standard by service unit				Please describe the title, reference number/order of the related document.
Criteria	Areas covered in Criteria	Present state of service unit <small>Note 1</small>		
		Achieved	Not yet achieved <small>Note 2</small>	
14.1 The service unit has policy and procedures, where practicable, for ensuring that the privacy and dignity of individual service users are being respected, and the policy and procedures are accessible to service users, staff or other interested parties.	(a) Having <b>documented policy and procedures</b> by which: a1: service users' needs for privacy and dignity are <b>respected and upheld</b>			
	a2: service users are <b>informed</b> of their rights in relation to privacy and dignity			
	(b) The policy and procedures mentioned (a) are <b>accessible</b> to service users, staff and other interested parties			
	(c) The policy and procedures mentioned at (a) are <b>implemented</b>			
14.2 The service unit ensures that any personal care activities which may be required are conducted, where practicable, in a manner which respects the privacy and dignity of individual service	(a) Where applicable, having <b>written guideline</b> on <b>aided personal care activities</b> to ensure that the needs for private and dignified care of service users are respected			
	(b) The guideline mentioned at (a) is <b>implemented</b>			

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## Self-assessment Checklist for 16 Service Quality Standards

users.						
Self-assessment on meeting the Standard by service unit					Please describe the title, reference number/order of the related document.	
Criteria	Areas covered in Criteria	Present state of service unit <small>Note 1</small>		Achieved		Not yet achieved <small>Note 2</small>
		<small>[Please tick where appropriate.]</small>				
14.3	The service unit has policy and procedures for ensuring that service users' rights on confidentiality are being respected, and the policy and procedures are accessible to service users, staff or other interested parties.	(a)	Having <b>documented policy</b> and <b>procedures</b> to ensure that all <b>information collected</b> about service users, both written and verbal, is treated as <b>confidential</b>			
		(b)	Having <b>due care</b> and <b>procedures</b> to ensure that service users' <b>files</b> and <b>personal information</b> are <b>accessible to staff</b> on a <b>need-to-know basis</b>			
		(c)	Having a <b>mechanism</b> for <b>obtaining consent</b> before <b>requesting from, providing</b> or <b>transferring</b> any service users' <b>information</b> to another agency			
		(d)	<b>File</b> and <b>personal information</b> relating to service users are <b>stored</b> in a <b>secure manner</b>			
		(e)	The policy and procedures mentioned at (a) are <b>accessible</b> to service users, staff and other interested parties, and service users are aware that their information are treated as confidential			
		(f)	The policy, procedures, mechanism and measures mentioned at (a) to (c) are <b>implemented</b>			

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## Self-assessment Checklist for 16 Service Quality Standards

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*Self-assessment Checklist for 16 SQSs*

## Self-assessment Checklist for 16 Service Quality Standards

**Standard 15: Each service user and staff member is free to raise and have addressed, without fear of retribution, any complaints he or she may have regarding the agency or the service unit.**

Self-assessment on meeting the Standard by service unit					Please describe the title, reference number/order of the related document.
Criteria	Areas covered in Criteria		Present state of service unit <small>Note 1</small>		
			Achieved	Not yet achieved <small>Note 2</small>	
<small>[Please tick where appropriate.]</small>					
15.1	The service unit has policy and procedures in relation to handling complaints and they are accessible to service users, staff or other interested parties.	(a)	Having <b>documented policy and procedure</b> in relation to handling complaints		
		(b)	The policy and procedures mentioned at (a) are <b>accessible</b> to service users, staff and other interested parties		
		(c)	The policy and procedures mentioned at (a) are <b>implemented</b>		

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Note 2: If a service unit has not yet achieved any of the areas covered in the Criteria, please formulate action plan for each area not yet achieved.

## Self-assessment Checklist for 16 Service Quality Standards

Self-assessment on meeting the Standard by service unit					Please describe the title, reference number/order of the related document.
Criteria	Areas covered in Criteria	Present state of service unit <small>Note 1</small>			
		Achieved	Not yet achieved <small>Note 2</small>		
<small>[Please tick where appropriate.]</small>					
15.2	The service unit's procedures for handling complaints: -include timeframes within which action will be taken in response to any complaints raised, -identify necessary staff actions and specify who will be responsible for dealing with the complaints, and - indicate how/when feedback will be provided to the service users.	(a)	Having <b>documented procedures</b> for handling complaints which include: a1: establishment of <b>reasonable timeframes</b> for the review and progress of complaint resolution		
			a2: <b>designating responsibility</b> for dealing with the complaints		
			a3: <b>how/when</b> feedback will be provided to the service users		
		(b)	The procedures mentioned at (a) are <b>implemented</b>		
15.3	Service users are informed of their rights to, and procedures involved in, raising complaints and having these addressed.	(a)	Having a <b>mechanism</b> for informing service users their rights to raise complaints and the complaint procedures		
		(b)	The mechanism mentioned at (a) is <b>implemented</b>		

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## Self-assessment Checklist for 16 Service Quality Standards

Self-assessment on meeting the Standard by service unit				Please describe the title, reference number/order of the related document.	
Criteria	Areas covered in Criteria	Present state of service unit <small>Note 1</small>			
		Achieved	Not yet achieved <small>Note 2</small>		
15.4	The service unit encourages and provides opportunities for service users to discuss service delivery issues and to freely raise any concerns they may have.	(a) Service users are encouraged and provided with opportunities to <b>raise issues, concerns and complaints and they have been informed</b> that they <b>will not be disadvantaged</b> for doing so			
15.5	Any complaints raised and actions taken to resolve complaints are documented.	(a) Having <b>records</b> on any complaints raised			
		(b) Having <b>records</b> on the <b>actions taken</b> to resolve the complaints			

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## Self-assessment Checklist for 16 Service Quality Standards

**Standard 16: The service unit takes all reasonable steps to ensure that service users are free from abuse.**

Self-assessment on meeting the Standard by service unit					Please describe the title, reference number/order of the related document.
Criteria	Areas covered in Criteria		Present state of service unit <small>Note 1</small>		
			Achieved	Not yet achieved <small>Note 2</small>	
<small>[Please tick where appropriate.]</small>					
16.1	The service unit has policy and procedures for ensuring that service users' rights to freedom from verbal, physical and sexual abuse are being respected, and the policy and procedures are accessible to service users, staff or other interested parties	(a)	Having <b>documented policy and procedures</b> on the <b>prevention</b> and <b>handling</b> of <b>abuse</b> to ensure that service users' <b>rights to freedom from</b> verbal, physical and sexual <b>abuse</b> are being respected		
		(b)	The policy and procedures mentioned at (a) are <b>accessible</b> to service users, staff and other interested parties		
		(c)	The policy and procedures mentioned at (a) are <b>implemented</b>		
16.2	Staff of the service unit are aware of its policy and procedures on protecting service users' rights to freedom from abuse	(a)	Having a <b>mechanism</b> such as training, guidance and supervision to inform staff of protecting service users' rights to freedom from abuse		
		(b)	The mechanism mentioned at (a) is <b>implemented</b>		

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Note 2: If a service unit has not yet achieved any of the areas covered in the Criteria, please formulate action plan for each area not yet achieved.

## Self-assessment Checklist for 16 Service Quality Standards

Self-assessment on meeting the Standard by service unit					Please describe the title, reference number/order of the related document.
Criteria	Areas covered in Criteria		Present state of service unit <small>Note 1</small>		
			Achieved	Not yet achieved <small>Note 2</small>	
<small>[Please tick where appropriate.]</small>					
16.3	Staff and service users are encouraged to raise any concerns about verbal, physical or sexual abuse and are given appropriate opportunities to do so.	(a)	Having a <b>mechanism</b> for <b>encouraging, supporting</b> and <b>providing</b> staff and service users with <b>opportunities to raise issues</b> and concerns about verbal, physical or sexual <b>abuse</b>		
		(b)	Service users have been informed that they will not be disadvantaged for raising complaints		
		(c)	The mechanism mentioned at (a) is <b>implemented</b>		

Note 1: If a service unit considers any area of the Criteria inapplicable to it, please account for it on another sheet of paper.

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