

Appendix C

Guide to scoring for assessors (developed after the pilot)

Includes instructions on the calculation of the Instrument Score and the Compliance Indicator.

HACC National Service Standards Instrument

Guide to scoring

Performance against the standards

The HACC National Service Standards Instrument provides a means to assess the extent to which agencies are complying with the HACC National Service Standards. There are seven objectives in the HACC National Service Standards, which are listed in the Instrument. These are:

- 1 Access to services;
- 2 Information and consultation;
- 3 Efficient and effective management;
- 4 Coordinated, planned, and reliable service delivery;
- 5 Privacy, confidentiality, and access to personal information;
- 6 Complaints and disputes; and
- 7 Advocacy.

Each of the above objectives has a number of service standards, which in the Instrument, are accompanied by questions to be answered by agencies. Overall, there are 27 service standards and 29 questions relating to these standards.

The Instrument is divided into seven sections according to the seven HACC objectives. Each section lists:

- the objective;
- the service standards and questions to be answered against them;
- two levels of performance criteria: – minimum criteria
– further requirements; and
- information on how to answer the performance information (called 'Replying to the performance information').

In each section agencies are asked to provide information about their performance as it relates to the standards.

These answers must be used to determine the agency's level of compliance against the HACC National Service Standards. The three levels of compliance are:

- met;
- partly met; and
- not met.

This assessment is based on the extent to which the agency satisfies the performance criteria listed with each question.

There are two levels of performance criteria:

- *Minimum Criteria* are those that must be satisfied in order to avoid a not met rating;
- *Further Requirements* are those that must be satisfied in order to achieve a met rating.

In some instances, a rating is based on the responses to more than one question. There is no inconsistency if a service is still able to improve performance in an area where the standard is considered to be met. Similarly, a not met rating does not indicate that an agency has met none of the *Minimum Criteria*. Furthermore, it is acknowledged that, as a result of the ongoing commitment of many HACC-funded agencies to quality assurance, some agencies provide service of quality far exceeding that described in this Instrument.

The HACC National Service Standards Instrument has been designed to be relevant to all HACC-funded agencies with the exception of those solely providing advocacy, information, and/or education services. In a few cases, however, one or more criteria listed as *Further Requirements* or even as *Minimum Criteria* will not be relevant to an agency. In a few cases criteria may be relevant but only to a limited extent or in a modified manner.

Recognising the diversity inherent in the delivery of HACC-funded services, *Special Considerations* lists areas for which it is recognised that performance requests may apply only in part, not at all, or with flexible interpretation to an agency. There may be other issues, not listed under *Special Considerations*, which affect the relevance of the performance criteria to your agency.

The extent to which the agency must satisfy the performance criteria to receive a met, partly met or not met rating is necessarily a matter requiring knowledge of and judgments about the individual circumstances of the agency. The HACC National Service Standards Instrument is not intended as a rigid prescriptive tool for agency practice. Rather it is intended as a guide for agencies to ensure that service is provided in a way that promotes quality outcomes for consumers. It should be interpreted so as to be applicable to the charter and circumstances of every agency, as varied as they may be.

Calculating the Instrument Score

The Instrument Score represents the overall performance of the agency against the HACC National Service Standards as they are measured in the Instrument.

The Instrument Score is calculated in the following way:

- Performance against the standards is assessed according to a rating of met, partly met or not met, as described previously. As indicated in the Instrument, a met rating receives a score of 2, a partly met receives a score of 1, and a not met receives a score of 0.
- Individual ratings are added together to achieve a summed score with a possible range of 0 to 42.
- This summed score is then divided by the number of ratings used to calculate it, that is, the number of ratings received in the Instrument and then multiplied by 10.

This figure represents the Instrument Score and is the average of the ratings achieved by your agency. The Instrument Score has a possible range of 0 to 20. The Instrument Score is used to find the extent to which the agency meets the standards in the following manner:

Instrument Score	Overall performance against the Standards
Less than 10.0	Poor
10.0 to 14.9	Basic
15.0 to 17.4	Good
17.5 to 20.0	High

For a minority of agencies, one or more standards and their associated performance information may be inappropriate to be included as a part of quality of service assessment. In these cases, it may be necessary to have no score recorded in the categories of met, partly met or not met. If scores were simply added these agencies would lose the value of a score for that standard, in the same way as if they had scored a not met. The method of calculating the average rating ensures that these agencies are not be unfairly penalised in this manner. Their Instrument Score is only based on applicable standards but allows all agencies to be compared according to a common scale, regardless of the number of standards applicable to each.

Example 1:

Agency A received 16 met ratings, 3 partly met ratings, and 2 not met ratings.

- Ratings are added together to form a summed score:
 $(16 \times 2) + (3 \times 1) + (2 \times 0) = 35$
- The summed score is divided by the number of applicable ratings, in this case, 21 and then multiplied by 10.
 $35/21 \times 10 = 16.7$
- With an Instrument Score of 16.7, the overall performance of Agency A against the standards is good.

Example 2:

Agency B received 8 met ratings, 9 partly met ratings, and 3 not met ratings. One standard and its associated performance information were not applicable.

- Ratings are added together to form a summed score:
 $(8 \times 2) + (9 \times 1) + (3 \times 0) = 25$
- The summed score is divided by the number of applicable ratings, in this case, 20 and then multiplied by 10.
 $25/20 \times 10 = 1.25$
- With an Instrument Score of 12.5, the overall performance of Agency A against the standards is basic.

Calculating the Compliance Indicator

The Compliance Indicator represents the performance of the agency against the individual objectives of the HACC National Service Standards.

The Compliance Indicator is calculated in the following way:

- Performance against the standards is assessed according to a rating of met, partly met or not met; a met rating receives a score of 2, a partly met receives a score of 1, and a not met receives a score of 0.
- The scores for individual ratings of met, partly met and not met are added together within each objective.
- These summed scores are then divided by the number of ratings used to calculate them, that is, the number of ratings received for each objective. This figure represents the Compliance Indicator and is the average of the ratings achieved by the agency for each objective. The Compliance Indicator has a possible range of 0 to 2.

The number of standards in each objective varies. If scores were simply added across standards within an objective it would not be possible to compare agency performance against one objective with performance against another. The method of dividing the summed score by the number of relevant ratings allows performance against objectives to be compared according to a common scale.

Example 1:

Agency A received 1 met ratings and 2 partly met rating under Objective 2.

1. Ratings are added together to form a summed score:

$$(1 \times 2) + (2 \times 1) = 3$$

2. The summed score is divided by the number of applicable ratings, in this case, 3.

$$3/3 = 1.00$$

Example 2:

Agency A received 3 met ratings and 1 not met rating for Objective 4. One standard and its associated performance information under this objective was not applicable to Agency A.

1. Ratings are added together to form a summed score:

$$(3 \times 2) + (0 \times 1) + (1 \times 0) = 6$$

2. The summed score is divided by the number of applicable ratings, in this case, 4.

$$6/4 = 1.50$$