

Information about audits for *People Using Services*

Thank-you for reading this information about your Service Provider's audit.

We want services that are provided for people to be safe and of good quality for the people receiving them, who we are calling *People Using Services*. (They may also be referred to as participants, patients, consumers, residents, clients or customers.)

One way of checking the quality of services is for organisations providing services (*Service Providers*) to go through a process to be 'certified'. This means that a skilled, independent person (an Auditor) assesses, or audits, the organisation. The Auditor checks if the organisation meets certain Standards. This involves the Auditor checking that the organisation has good processes for how they work, and that their services meet these Standards.

The importance of People Using Services' views

A very important part of this audit is hearing from *People Using Services*. They have the best insight into how the services are for them, what is working well and what might need to be improved. The Auditor needs to talk with *People Using Services*, or people representing them (like their family members), to get this feedback about the services that they are receiving. The Auditor also needs to talk to some people who have finished with the service to know how it went right the way to the end.

The Auditor needs to see some files of *People Using Services*, or the notes that the *Service Provider* keeps about them, to make sure that they are keeping the right information, and that the processes for providing services are working well. Auditors want to see that *People Using Services'* information is kept securely.

Please know that this is *not* about reading *your* confidential information. Auditors are checking the *Service Provider's* processes.



Taking part in the audit

As *People Using Services*, taking part in the audit is at all times voluntary and based on your informed consent. This means that the Auditor will only talk with you and/or look at your file, with your consent. If you do consent, you are free to change your mind at any time, even on the day of the audit, and this will have no impact on you from your *Service Provider*. We fully respect that you may not wish to be interviewed, or for your file to be reviewed.

Before each audit, the *Service Provider* gives the Audit Team a list of people who have agreed to be part of the audit (without their names or any personal information). The Audit Team selects people from across the different services, if possible, to get different views from *People Using Services*.

Seeking your consent

Your *Service Provider* will be in contact to seek your consent to participate in the audit. Before you consent, you may wish to contact an independent advocacy support person or organisation of your choice. They can support you in making a choice, and if you do consent, support you during the interview process. You can obtain information about independent advocacy support through your *Service Provider*.

Options for taking part in the audit

If you agree to be part of the audit, the Auditor (or sometimes an Audit Team) will meet with you in a face to face interview, by telephone, or in a group interview. Interviews take between about ten minutes and an hour (in groups, sometimes longer).

There are a few options. These include:

- interview - face to face with the Auditor, and a review of your file
- interview - over the telephone, or as part of a group, and review of your file
- interview - but no review of your file
- review of your file - but no interview.

Sometimes, the Auditor will have a second person with them in a team. This person could be a:

- Consumer Technical Expert (with knowledge and experience of using a service)
- Auditor in training (will usually already be an Auditor but having more training)
- Another person witnessing the Auditor (Auditors are assessed sometimes too).



People Using Services wishing to participate in the audit and who have communication needs, like needing an interpreter, can contact their *Service Provider* so that this can be organised for the interview.

People Using Services may also attend both the opening and closing meetings of all audits. This is highly valued by the Auditor.

About IHCA Certification

IHCA Certification is the independent, not-for-profit organisation that your *Service Provider* uses for the audit, and there is one due soon. *IHCA Certification* Auditors ensure that all information, written and verbal, about a *Service Provider* and the people using its services remains confidential, unless explicitly exempted (for example, if the Auditor is bound by law to report it). All feedback from *People Using Services*, families, carers, advocates and staff is kept confidential.

IHCA Certification is completely impartial and is not part of, or funded by, any Government.

