



CTC - working for our community

20 July 2022

South Burnett CTC is committed to provide quality services to our clients. As part of the requirements for our services, we are externally audited to ensure we meet the six Human Service Quality Standards as attached. The auditors look at our policies and procedures and also undertake file reviews and meet with clients to get their feedback on the quality of service they were provided with.

The auditors have requested to review the services we have provided to you. Would you please consider providing consent for the auditors to review your file and/or to meet with you? The review will be in the week commencing 1 August 2022.

If you wish to participate, please complete the section below and either post it back to CTC, PO Box 490, Kingaroy or drop it into any CTC office. For further information, please contact Melinda at CTC Headquarters on 4162 9000 or email melinda@sbctc.com.au.

Melinda Bradford
Deputy CEO and Human Resources Manager

I consent for the auditor to review my file No Yes

I would like to meet with the auditor No Yes by Telephone or Face to Face

I understand that my participation is voluntary and that if I choose to participate I can withdraw at any stage.

I understand that any data that the Audit Team gathers from the file or interview with me will not, under any circumstances, contain names or identifying characteristics.

I understand that any information I provide is confidential and that no information that could identify me either directly or indirectly will be disclosed in any reports, or to any other party without written consent, unless required by law.

My Name	
My Signature or Guardian's Signature if applicable	
Date	
Description of the service/program that CTC has assisted me with	

HUMAN SERVICES Quality Standards



STANDARD 1

Governance and management:
delivers well-managed services

STANDARD 2

Service access:
provides fair, clear and consistent pathways for
accessing services

STANDARD 3

Responding to individual need:
works with you to plan and deliver your services

STANDARD 4

Safety, wellbeing and rights:
respects and promotes your safety, wellbeing and rights

STANDARD 5

Feedback, complaints and appeals:
listens to you and considers your feedback

STANDARD 6

Human resources:
recruits and supports staff to deliver quality services

For more information talk to your service provider
or visit www.communities.qld.gov.au/hsqf

The Human Services
Quality Standards
apply to services
delivered here.

The standards are
based on respecting
human rights,
social inclusion,
participation and
choice.



**Queensland
Government**