Annex 4:

Administrative checklist for EQUASS application

|  |  |  |
| --- | --- | --- |
| Information about the Applicant | YES | NO |
| Type of Application: |  |  |
| Country: |  |  |
| Audit coordination office: |  |  |
| Audit coordinator: |  |  |
| Audit coordinator Email: |  |  |
| Organisation name: |  |  |
| Business address: |  |  |
| Postal address:  (if different from your business address): |  |  |
| Telephone: |  |  |
| General E-mail: |  |  |
| Website address: |  |  |
| Name of CEO / Director: |  |  |
| Number of locations / sites: |  |  |
| Applicant Contact person | YES | NO |
| Name: |  |  |
| Function: |  |  |
| Email: |  |  |
| Direct Phone n°: |  |  |
| Size and scope of the Service(s) to be audited | YES | NO |
| Number of Persons Served: |  |  |
| Number of Full Time Equivalents (FTE): |  |  |
| Total number of Employees: |  |  |
| Types of Services provided |  |  |
| Experience: |  |  |
| Audit application Scope: |  |  |

|  |  |  |
| --- | --- | --- |
| Additional Applicant information | YES | NO |
| Description of the organisation in English: |  |  |
| Description of the organisation in the local language: |  |  |
| Twitter (if applicable): |  |  |
| Facebook page (if applicable): |  |  |
| YouTube Channel (if applicable): |  |  |

|  |  |  |
| --- | --- | --- |
| National & International certification / recognition for quality | YES | NO |
| Name of the certification/recognition: |  |  |
| Expiration date: |  |  |

|  |  |  |
| --- | --- | --- |
| Declaration confirmed and annexes added? | YES | NO |
| I declare that the organisation, as described above, meets all National Legislative Requirements for operating Social Services in its jurisdiction |  |  |
| I have understood the requirements for the implementation of the EQUASS criteria as stated in the EQUASS core document for this level of recognition |  |  |
| I am attaching an overview of services / programs within the scope of this application **(Annex A)** |  |  |
| I am attaching a list of functions within the scope of this application **(Annex B)** |  |  |
| I am attaching an organogram / description of the organisational structure of the scope of this application **(Annex C)** |  |  |
| I am including a high-resolution logo of our organisation to the annex folder of our application |  |  |

|  |  |  |
| --- | --- | --- |
| Executive summaries added ? (1 page A4) | YES | NO |
| Organisation’s vision, mission and values **(Annex D)** |  |  |
| Organisation’s quality policy **(Annex E)** |  |  |
| Organisation’s Charter of Rights **(Annex F)** |  |  |
| Organisation’s code of Ethics **(Annex G)** |  |  |
| Organisation’s policy and procedures for including persons served in the design, delivery and evaluation of services **(Annex H)** |  |  |
| Organisation’s concept of empowerment of persons served **(Annex I)** |  |  |
| Organisation’s concept of quality of life for persons served **(Annex J)** |  |  |
| Organisation’s procedures for involving person served in the design of the individual plan **(Annex L)** |  |  |
| Organisation’s key service delivery activities **(Annex K)** |  |  |
| Organisation’s system for continuous improvement and learning **(Annex M)** |  |  |
| Results of internal audit/self-evaluation that shows the success of implementing the EQUASS criteria  (Optional for EQUASS Assurance) |  |  |

| Documented approaches confirmed to be available at site visit ? | YES | NO |
| --- | --- | --- |
| The description of your vision, mission and values |  |  |
| The description of your quality policy |  |  |
| The current annual plan |  |  |
| The staff recruitment and staff retention policy |  |  |
| The current plan for taff development and learning |  |  |
| A description of current roles and responsibilities of employees |  |  |
| The Charter of Rights that reflects fundamental rights of persons served |  |  |
| A description of the complaint management system |  |  |
| The policy on Ethics and wellbeing for all |  |  |
| The organisations’ code of ethics |  |  |
| The Health and Safety plan for employees and persons served |  |  |
| The procedures on prevention of physical, mental and financial abuse of persons served |  |  |
| The procedures to assure confidentiality of sensitive information, the accuracy of records, privacy, dignity and physical integrity of persons served |  |  |
| The policy and procedures for including persons served in the design, delivery and evaluation of services |  |  |
| The defined concept of empowerment of persons served |  |  |
| The defined concept of Quality of Life of service users |  |  |
| The Individual Plan for persons served (4 examples) |  |  |
| The procedures for involving persons served in the individual planning process |  |  |
| The key service delivery activities |  |  |
| Business and service results (on collective basis) |  |  |
| Independent review of organisational results |  |  |
| The continuous improvement and learning system |  |  |
| Report of internal audit / self-evaluation which show the understanding of the success of implementing the EQUASS criteria (Optional for EQUASS Assurance) |  |  |

Checklist for results EQUASS Assurance application

| Documented results added ? | YES | NO |
| --- | --- | --- |
| (The) Results of (employees’) Staff development activities |  |  |
| Results of evaluation: to what extent are the rights of Persons Served respected in your daily work? |  |  |
| Results of organisations’ Partnerships |  |  |
| Results on the Practice of Participation on an annual basis |  |  |
| Results on empowering Persons Served |  |  |
| The results of improving the quality of life of Persons Served |  |  |
| The results of involving Persons Served in their individual plans. |  |  |
| Results of evaluation: to what extent does the (Social) Service Provider ensure a continuum of Services? |  |  |
| Results on outcomes and benefits of the provided Services on individual basis |  |  |
| Results that show the satisfaction of persons served as well as off other relevant stakeholders |  |  |
| Results of evaluation: to what extent are the business results understood by persons served, staff and other relevant stakeholders? |  |  |
| Results of comparing performance, outcomes and activities |  |  |

Checklist for results EQUASS Excellence application

| Documented results added ? | YES | NO |
| --- | --- | --- |
| Results of evaluating the performance of managing the organisation |  |  |
| Results on the inclusion of persons served into the society |  |  |
| The results of employees’ development activities |  |  |
| Results on the engagement of staff |  |  |
| Results on the motivation of staff |  |  |
| Results of evaluation: to what extent are the rights of persons served respected in your daily work? |  |  |
| Results on implementing proposals made by persons served |  |  |
| Results on protecting the persons served from abuse and misconduct |  |  |
| Results on respecting the confidentiality of information of persons served |  |  |
| Results of organisations’ partnerships |  |  |
| Results on partnerships that support the continuum of comprehensive services |  |  |
| Results on the practice of participation on an annual basis |  |  |
| Results on empowering persons served |  |  |
| The results of improving the quality of life of persons served |  |  |
| Results on the creation of an empowering environment |  |  |
| Results of assessing needs, expectations and the capacity of persons served |  |  |
| The results of involving persons served in their individual plans. |  |  |
| Results of evaluation: to what extent does the Social Service Provider ensure a continuum of services? |  |  |
| Results on holistic services |  |  |
| Results on community-based services |  |  |
| Organisations’ business and service results (on collective basis) |  |  |
| Results on outcomes and benefits of the provided services on individual basis |  |  |
| Tangible organisational results |  |  |
| Tangible service results |  |  |
| Results that show the satisfaction of persons served and other relevant stakeholders |  |  |
| Results of best value for relevant stakeholders |  |  |
| Results of evaluation: to what extent are the business results understood by persons served, staff and other relevant stakeholders? |  |  |
| Tangible results of improving services |  |  |
| Tangible improved results /outcomes |  |  |
| Results of comparing performance, outcomes and activities |  |  |