Human Services Quality Framework

Measuring quality, improving services

Version 3.0

Queensland Government

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Introduction

The Human Services Quality Framework (HSQF) is a system for assessing and improving the quality of human services. It applies to organisations delivering services under a service agreement with the Department of Communities, Child Safety and Disability Services or other specified arrangements[1].

The HSQF was developed in collaboration with the non-government sector to reduce duplication and red tape by consolidating the different quality systems used for the department's services. It incorporates:

- a set of quality standards, known as the Human Services Quality Standards, which cover the core elements of human service delivery
- an assessment process to review the performance of service providers against the standards (assessment occurs at an organisation level across all in-scope services)
- a continuous improvement framework, which supports the participation of customers in quality improvement.

The HSQF is designed to increase administrative efficiency and enable service providers to focus their resources on service provision and continued quality improvements. Its key aims include increasing consistency in service quality and ensuring public confidence in service delivery.

Implementation of the HSQF is occurring in planned phases through to July 2016.

This booklet

This booklet outlines HSQF requirements for organisations delivering services funded by the department. It includes information about methods for demonstrating compliance with the Human Services Quality Standards and tools and resources to assist organisations transition to the new framework.

Information is also provided to help organisations determine how the HSQF applies to their services. Appendix 1 sets out tables showing the service types across all funding streams of the department (child safety, disability, community, and community care) and the relevant compliance requirements.

Expected benefits

The adoption of the HSQF offers benefits for all parties:

Customers, families and carers	Service providers	Government
- Access to better, more reliable services - Greater focus on individual rights - Confidence in a service provider's systems and processes - Opportunity to contribute to service improvement	- A clear and consistent framework for planning, operating and improving services - Reduction in administrative burden and compliance costs - A holistic assessment of an organisation's systems and processes - Positions organisations to deliver services in other areas of human services	- A streamlined, consistent process to monitor the quality of services funded by the department - Increased confidence in government investment in services - Improved public accountability

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[1] These other specified arrangements would be disability services delivered by the department and providers of child safety placement services in-scope of licensing funded through child-related-costs. An exemption applies, where an organisation is a corporation and the only consumer of the disability service provided is the director of the organisation.

Human Services Quality Standards

The Human Services Quality Standards (the standards) set a benchmark for the quality of service provision. Each standard is supported by a set of performance indicators which outline what an organisation is required to demonstrate to meet the standard. The standards and indicators are outlined on the following pages.

Standard		Indicator	
1	**Governance and Management** Sound governance and management systems that maximise outcomes for stakeholders	1.1	The organisation has accountable and transparent governance arrangements that ensure compliance with relevant legislation, regulations and contractual arrangements.
		1.2	The organisation ensures that members of the governing body possess and maintain the knowledge, skills and experience required to fulfil their roles.
		1.3	The organisation develops and implements a vision, purpose statement, values, objectives and strategies for service delivery that reflect contemporary practice.
		1.4	The organisation's management systems are clearly defined, documented and monitored and (where appropriate) communicated including finance, assets and risk.
		1.5	Mechanisms for continuous improvement are demonstrated in organisational management and service delivery processes.
		1.6	The organisation encourages and promotes processes for participation by people using services and other relevant stakeholders in governance and management processes.
		1.7	The organisation has effective information management systems that maintain appropriate controls of privacy and confidentiality for stakeholders.
2	**Service Access** Sound eligibility, entry and exit processes facilitate access to services on the basis of relative need and	2.1	Where the organisation has responsibility for eligibility, entry and exit processes, these are consistently applied based on relative need, available resources and the purpose of the service.
		2.2	The organisation has processes to communicate, interact effectively and respond to the individual's decision to access and/or exit services.

	available resources	2.3	Where an organisation is unable to provide services to a person due to ineligibility or lack of capacity, there are processes in place to refer the person to an appropriate alternative service.
3	**Responding to Individual Need** The assessed needs of the individual are being appropriately addressed and responded to within resource capacity	3.1	The organisation uses flexible and inclusive methods to identify the individual strengths, goals and aspirations of people using services.
		3.2	The organisation formulates service delivery that respects and values the individual (e.g. identity, gender, sexuality, culture, age and religious beliefs).
		3.3	The organisation ensures that services to the individual/s are delivered, monitored, reviewed and reassessed in a timely manner.
		3.4	The organisation has partnerships and collaborates to enable it to effectively work with community support networks, other organisations and government agencies as relevant and appropriate.
		3.5	The organisation has a range of strategies to ensure communication and decision-making by the individual is respected and reflected in goals set by the person using services and in plans to achieve service delivery outcomes.
4	**Safety, Wellbeing and Rights** The safety, wellbeing and human and legal rights of people using services are protected and promoted	4.1	The organisation provides services in a manner that upholds people's human and legal rights.
		4.2	The organisation proactively prevents, identifies and responds to risks to the safety and wellbeing of people using services.
		4.3	The organisation has processes for reporting and responding to potential or actual harm, abuse and/or neglect that may occur for people using services.
		4.4	People using services are enabled to access appropriate supports and advocacy.
		4.5	The organisation has processes that demonstrate the right of the individual to participate and make choices about the services received.
5	**Feedback, Complaints and Appeals** Effective feedback,	5.1	The organisation has fair, accessible and accountable feedback, complaints and appeals processes.
		5.2	The organisation effectively communicates feedback, complaints and appeals processes to people using

	complaints and appeals processes that lead to improvements in service delivery		services and other relevant stakeholders.
		5.3	People using services and other relevant stakeholders are informed of and enabled to access any external avenues or appropriate supports for feedback, complaints or appeals and assisted to understand how they access them.
		5.4	The organisation demonstrates that feedback, complaints and appeals processes lead to improvements within the service and that outcomes are communicated to relevant stakeholders.
6	**Human Resources** Effective human resource management systems, including recruitment, induction and supervisory processes, result in quality service provision.	6.1	The organisation has human resource management systems that are consistent with regulatory requirements, industrial relations legislation, work health and safety legislation and relevant agreements or awards.
		6.2	The organisation has transparent and accountable recruitment and selection processes that ensure people working in the organisation possess the knowledge, skills and experience required to fulfil their roles.
		6.3	The organisation provides people working in the organisation with induction, training and development opportunities relevant to their roles.
		6.4	The organisation provides ongoing support, supervision, feedback and fair disciplinary processes for people working in the organisation.
		6.5	The organisation ensures that people working in the organisation have access to fair and effective systems for dealing with grievances and disputes.

Resources and tools

A number of resources and tools are available to assist organisations to meet the standards and deliver quality services. These are located on the Human Services Quality Framework page of the department's website (www.communities.qld.gov.au/hsqf) and include:

- *Human Services Quality Framework User Guide* – this guide is designed to help organisations interpret and apply the standards in different service delivery settings. The guide includes service-specific information for more complex, specialised services.

- Self-assessment template – a workbook is provided for organisations to document the findings of their self-assessment against each performance indicator and standard, including service-specific requirements outlined in the HSQF User Guide.

- Fact sheets and other implementation resources.

Demonstrating compliance with the standards

To help protect customers and provide consistency in quality, the department requires the services it invests in to be delivered in accordance with the Human Services Quality Standards.

There are three methods of assessing and demonstrating compliance with the standards:
1. Certification under the HSQF– recognition that an organisation has met the requirements of the standards through a process of independent third party assessment
2. Evidence of certification or accreditation against a set of industry standards under an alternative quality framework
3. Self-assessment.

The method of compliance that an organisation is required to demonstrate will depend on the type and complexity of services provided, the vulnerability of their customers and the amount of departmental investment.

The table below outlines the requirements for each method of demonstration.

The HSQF recognises that many organisations deliver a range of different services from various locations across the state. To simplify processes, organisations only need to demonstrate compliance through **one** method, regardless of the number of services and/or service sites or outlets they operate. The information and tables in Appendix 1 will guide organisations through the process of identifying the demonstration method that will apply to their services.

Overview of methods for demonstrating compliance

Method of demonstrating compliance	Details
Certification	**When does this method apply?** Generally applies to direct service delivery to vulnerable customers. **What are the requirements?** Organisations providing services in this category are required to achieve and maintain certification against the Human Services Quality Standards. Certification is granted when an organisation has been assessed by an independent third party (known as a certification body) as meeting the standards. Certification bodies are accredited by the Joint Accreditation System of Australia and New Zealand (JAS-ANZ) which is the government-appointed body for accrediting and monitoring certification bodies and designing certification systems. Organisations will be required to contract a JAS-ANZ accredited certification body to assess their suitability for certification. **Expected outcome** Certification indicates that standards are being met and that organisational performance is being enhanced through continuous improvement.

Method of demonstrating compliance	Details
Evidence of other accreditation or certification	**When does this method apply?** Applies on a case-by-case basis where an organisation is accredited or certified against approved industry standards for specific services. **What are the requirements?** This method enables an organisation to submit evidence of an alternative current accreditation or certification under a quality system framework recognised by the department, to demonstrate that their services meet the Human Services Quality Standards. Applications for recognition will be assessed by the department on a case-by-case basis, depending on the types of services delivered and the applicability of relevant accreditation or certification. **Expected outcome** This method reduces unnecessary duplication for organisations accredited or certified under an alternative set of approved industry standards. This method indicates that standards are being met and organisational performance is being enhanced through continuous improvement.
Self-assessment	**When does this method apply?** Generally applies to non-direct service delivery and/or to universal or low-intensity service delivery. It may also apply where the level of departmental investment is below a set threshold. **What are the requirements?** Organisations in this category will undertake a self-assessment using the department's template to rate their performance against the Human Services Quality Standards. Further guidance on the process is detailed in the self-assessment workbook, available from the department's website at www.communities.qld.gov.au/hsqf **Expected outcome** Self-assessment indicates that standards are being met and identified improvements are being implemented.

Exceptions

A small number of exceptions apply to the arrangements and requirements for demonstrating compliance under the HSQF

Annual funding threshold of $120,000
Organisations delivering services that are in-scope for certification but have defined-term/ongoing funding of less than $120,000 per annum fall into the self-assessment category, and not required to undergo an independent audit. Organisations which receive less than $20,000 per annum for in-scope services are in general exempt from demonstrating compliance with the standards.

The $120,000 threshold is subject to the department's annual indexation rate. When an in-scope organisation's annual funding exceeds $120,000, the relevant service outlet/s will come into scope for certification or evidence of other accreditation or certification (as applicable).

*This exception does **not** apply where service types are subject to regulatory or other requirements specified by the department (e.g. Child Safety Placement services in-scope of licensing, Restrictive Practices (Disability Services) and Perpetrator Intervention Programs (Domestic and Family Violence). Service types of this kind are footnoted in Appendix 1.*

One-off and short-term funding

Organisations that receive one-off, short-term or pilot funding are not required to demonstrate compliance under the HSQF. However, services are expected to be delivered in accordance with the Human Services Quality Standards.

Health and/or hospital services

As a general rule, funded services delivered by hospitals and/or health services under the National Safety and Quality Health Service Standards Accreditation Program and/or Medicare Local Accreditation Standards are **not** required to demonstrate compliance with the Human Services Quality Standards. Recognition of other health standards is considered by the department on a case-by-case basis.

*This exception does **not** apply where service types are subject to regulatory or other requirements specified by the department (e.g. Child Safety Placement services in-scope of licensing, Restrictive Practices (Disability Services) and Perpetrator Intervention Programs (Domestic and Family Violence).*

Relationship to service agreement

Service agreements outline the terms upon which departmental funding is provided, the service types to be delivered, and the way in which the department and the service provider will work together to ensure the delivery of quality and effective services.

Two versions of the service agreements are in use – streamlined agreements and common agreements. Common agreements were entered into between 1 July 2010 and 30 June 2014. The department began using streamlined agreements from 1 July 2014.

Investment specifications are used in conjunction with the streamlined agreements and provide details of the specific requirements included in the agreements. Organisations are gradually transitioning to the streamlined agreement as existing common agreements expire, new funding is approved and where significant variation is required to existing common agreements.

There are two types of streamlined agreements used by the department, each of which include specific clauses relating to quality standards:

1. Service Agreement comprises two parts – Whole-of-Government Standard Terms and Funding and Service Details (Community Services and Child Safety or Community Care or Disability Services).

    Quality standard requirements are located within clause 3.3 of the *Service Agreement – Standard Terms* and clauses 4.1 to 4.8 of the *Service Agreement – Funding and Service Details.* Clause 4.7 specifies that the department may use audit reports as part of contract management processes and in the overall monitoring of compliance and quality.

2. Short Form Agreement comprises two parts, Whole-of-Government (Short Form) Terms and Conditions **and** Particulars (Service Provision and Non-Service Provision).

    Quality standard requirements are located within clause 7 of *Short Form — Particulars (Service Provision).*

You can determine how the HSQF applies to your services by referring to Appendix 1. This lists service types according to the method required for demonstrating compliance (i.e. certification, self-assessment or otherwise). Please note that two sets of tables are included in the Child Safety and Community Services funding streams section to reflect the different ways of naming and identifying similar service types in use under the common agreement and the streamlined agreement.

The department is committed to the ongoing review of investment specifications and the Investment Domains Guideline. As a result, this document may be updated periodically and the department will notify affected service providers of any changes.

Further information

If you would like further information on how the framework applies to your organisation and your method for demonstrating compliance with the standards, including recognition of other accreditation or certification, please contact your Regional Contract Manager or the HSQF team.

You can also contact the HSQF team if you need further information about tools and resources to support your organisation to meet the requirements of the standards.

Telephone: 1800 034 022
Email: hsqf@communities.qld.gov.au
Website: www.communities.qld.gov.au/hsqf

Appendix 1 - Funding stream requirements

The tables in this appendix show HSQF compliance requirements for all service types across the department's funding streams. For each funding stream, services are grouped according to whether they are:

A. In-scope for certification under the HSQF
B. self-assessable
C. eligible for accreditation or certification under an approved quality system
D. subject to an exception, e.g. exempt from demonstrating compliance due to the $120,000 per annum organisation funding threshold.

Two versions of service agreements are in use – streamlined agreements and common agreements. The department began using streamlined agreements from 1 July 2014 as part of the contracting process across the department's funding service streams. Child safety and community services are transitioning from the existing common agreements to the new streamlined agreement. As the agreements differ in the way that service types are identified or named, separate tables with different colours are provided for child safety and community services delivered under the common service agreement (green heading) and those under the streamlined agreement (blue heading).

To map the services your organisation is funded to deliver against the tables, follow these steps:

1. Refer to your service agreement to confirm the **funding stream** you are funded under (disability, child safety, community services or community care) and **service types** you deliver.
2. If you are delivering child safety or community services, also confirm the version of agreement/s you currently have – common service agreement (established July 2010 to June 2014) or new streamlined service agreement (established from July 2014).
   - If services are under a common agreement, these will be listed in the [green] shaded tables
   - If services are under a streamlined service agreement, these will be services in the [blue] shaded tables.
3. Check the **service types** you deliver against each of the relevant **funding stream tables** (A–D) to determine the HSQF requirements or arrangements that apply in each case.

The tables link directly to the service agreement by identifying the relevant funding and service details as shown below:

Disability services	Child safety services	Community services	Community Care
Output Category Output Code	Funding Area/Investment Specification Service Type Service User		Service Type Output Code

Only one demonstration method is required

It is recognised that many organisations deliver a range of services from sites across the state. Under the HSQF, organisations only need to demonstrate compliance through **one** method – **either** HSQF certification; **or** other appropriate accreditation/certification; **or** self-assessment.

Certification takes precedence, so if any of your services fall into this category, this is the method your organisation **must** use for demonstrating compliance. This can be in the form of certification under the HSQF or accreditation/certification under an alternative quality framework.

In practice, this means:

- an organisation that already holds HSQF certification for an in-scope service will not be required to complete a self-assessment for other service types that are self-assessable
- an organisation that can demonstrate accreditation or certification under an alternative quality framework approved by the department will not be required to achieve HSQF certification
- organisations that have multiple self-assessable service types are only required to submit one organisation level self-assessment that covers all of their self-assessable services.

Disability Services

DISABILITY SERVICES
1A In-Scope for HSQF Certification

Certification timeframe		
Refer to Clause 4.3 of the Service Agreement – Funding and Service Details Disability Services		
Output category	**Output code (DS NMDS code)**	**Where HSQF applies**
Accommodation Support	All output codes from 1.01 – 1.083 inclusive	Applies where the output is recurrently funded
Community Support	All output codes from 2.01 – 2.073 inclusive	Applies where the output is recurrently funded
Community Access	All output codes from 3.01 – 3.033 inclusive	Applies where the output is recurrently funded
Respite	All output codes from 4.01 – 4.052 inclusive	Applies where the output is recurrently funded
Advocacy, information and alternative forms of communication	All output codes from 6.01 – 6.05 inclusive	Applies where the output is recurrently funded and includes <u>direct customer</u> service delivery
Other Support	All output codes from 7.01– 7.04 inclusive	Applies where the output is recurrently funded and includes <u>direct customer</u> service delivery
Family Support Program Discretionary funding – service delivery	50.01	Applies where the output is recurrently funded
Note: Organisations delivering services that are in-scope for certification and have defined term/recurrent funding of **<u>less than</u>** $120,000 per annum (providing there are no restrictive practices in place), will fall into the **Self-Assessment** category described below.		

DISABILITY SERVICES

1B Self-Assessable

Self-Assessment timeframe

Complete and submit the required documents to the department, including a self-assessment (within 18 months) and a continuous improvement plan (within 30 months) of:

1. *signing a new Service Agreement – Standard Terms and the Service Agreement – Funding and Service Details, or*

2. *being notified by the department that the service type/s as detailed in the notification letter are subject to self-assessment.*

Where an organisation has multiple agreements, the workbook is due 18 months from the earlier of: the date of signing of the first agreement or the date of notification by the department.

Applies where an organisation has been notified by the department that the outputs as detailed in the notification letter are subject to self-assessment.

DISABILITY SERVICES

1C Evidence of other relevant current accreditation or certification

Evidence of other relevant current accreditation or certification timeframe

Provide evidence of a current certificate or accreditation, submitted to the department's regional contract manager upon negotiating a new service agreement or other specified arrangement.

Output category/Output code (DS NMDS code)	Relevant current accreditation or certification and timeframe for demonstration	Where HSQF applies
Advocacy, information and alternative forms of communication and other support (6.01-7.03 inclusive)	ISO 9001:2008 (three year certification cycle with annual audits)	Applies where an organisation is recurrently funded only for outputs detailed in this table, with no direct service delivery to service users
Advocacy (6.01-	National Disability Advocacy Program Quality Assurance System (three year	Applies where the advocacy agency holds current certification under the National

| 7.03 inclusive) | certification cycle with annual audits) | Disability Advocacy Program Quality Assurance System. |
| Family Support Program Discretionary funding – non service delivery | 50.02 | No demonstration of compliance is required against this output code |

1D DISABILITY SERVICES – EXCEPTIONS
No demonstration of compliance required[2]

Output category	Output code (DS NMDS code)	Where HSQF applies
Accommodation Support	All output codes from 1.01 – 1.083 inclusive	No demonstration of compliance is required where an organisation receives **one-off funding** against this output code
Community Support	All output codes from 2.01 – 2.073 inclusive	No demonstration of compliance is required where an organisation receives **one-off funding** against this output code
Community Access	All output codes from 3.01 – 3.033 inclusive	No demonstration of compliance is required where an organisation receives **one-off funding** against this output code
Respite	All output codes from 4.01– 4.052 inclusive	No demonstration of compliance is required where an organisation receives **one-off funding** against this output code
Advocacy, Information and alternative forms of communication	All output codes from 6.01 – 6.05 inclusive	No demonstration of compliance is required where an organisation receives **one-off funding** against this output code
Other Support	7.04	No demonstration of compliance is required against this output code where there is no direct service delivery to service users or where there is provision of **one-off funding**

2 Note: all services must be delivered in compliance with the quality standards even where no demonstration of compliance is required

		for a defined event or for the purchase of aids and equipment
Family Support Program Discretionary funding – service delivery	50.01	No demonstration of compliance is required where an organisation receives **one-off funding** against this output code
Family Support Program Discretionary funding – non service delivery	50.02	No demonstration of compliance is required against this output code

Child Safety

Funding initiatives of common service agreement (executed from 2010 **to 30 June 2014**)

For common Service Agreement (Part C) – Specifications for Child Safety Services, the Service Types are listed under the heading **Funding Area** *at item 3.2*

Investment specifications of streamlined service agreement (executed **from 1 July 2014**)

For the new streamlined Service Agreement - Funding and Service Details Community Services and Child Safety the Service Users and Service Types are listed at item 6.1 in the **Funding Schedule** *and in the short form Agreement at item 6.1 in the* **Particulars** *(Service Provision).*

2A CHILD SAFETY

In-Scope for HSQF Certification – Funding initiatives of common service agreement

Certification timeframe

Eighteen months after signing a variation to Service Agreement (Part C) – Specifications for Child Safety Services or as negotiated with the department.

Funding Area	Service type	Where HSQF applies
Family-based care	Foster and Kinship Care Foster and Kinship Care with Direct Care Intensive Foster Care Intensive Foster Care with Direct Care	In-scope for certification *Applies to all placement services in-scope of licensing (including defined term funding and child related costs)*
Non family-based care	Residential Care Therapeutic Residential Care Indigenous Safe House Supported independent living	In-scope for certification *Applies to all placement services in-scope of licensing (including defined term funding and child related costs)*
Client Support Services Client Support	Counselling and Intervention Services Outreach Placement Support Sexual Abuse Counselling	In-scope for certification

Services (cont.)	Transition from Care	
	Post Support Services	
Family Support Services	Secondary Family Support	In-scope for certification
	Secondary Family Support – Safe Haven	
	Secondary Intensive Family Support	
	Secondary Intensive Family Support – Referral for Active Intervention	
	Secondary Intensive Family Support – Referral for Active Intervention Ancillary	
	Targeted Family Support	
	Tertiary Family Support – Family Intervention Services	
Partnership and Other Support Services	Representative Networks	In-scope for certification
	Partnership and Other Support Services – Partnership Response to Domestic Occurrence (PRADO)	
	Foster Care Recruitment Line	

Table 2B CHILD SAFETY		
Self-Assessable - Funding initiatives of common service agreement		
Self-Assessment timeframe *Submit a completed self-assessment workbook (within 18 months) and a continuous improvement plan (within 30 months) of signing a variation to Service Agreement (Part C) – Specifications for Child Safety Services or as negotiated with the department.*		
Funding Area	**Service type**	**Where HSQF applies**
Client Support Services	Educational Support	Self-assessment

Table 2C CHILD SAFETY
Evidence of other relevant current accreditation or certification – Funding initiatives of common service agreement

Evidence of other relevant current accreditation or certification timeframe		
Provide evidence of a current certificate or accreditation, submitted to the regional contract manager upon negotiating a variation to Service Agreement (Part C) – Specifications for Child Safety Services.		
Funding Area	**Service type**	**Relevant Current Accreditation or Certification**
Partnership and Other Support Services	Peaks	ISO 9001:2008

Table 2D CHILD SAFETY – EXCEPTIONS
No demonstration of compliance required – Funding initiatives of common service agreement

Funding Area	**Service type**	**Where HSQF applies**
Client Support Services	Evolve Therapeutic Services	No demonstration of compliance required
Family Support Services - Secondary Intensive Family Support	Health Visiting Program	No demonstration of compliance required
Family Support Services – Targeted Family Support	Parent Aide Unit	No demonstration of compliance required
Partnership and Other Support Services	Child Protection Week Foster and Kinship Care Week Create Foundation National Conference	No demonstration of compliance required

Deferred – Until further notice by the department[3] – Funding initiatives of common service agreement		
Funding Area	**Service type**	**Where HSQF applies**
Client Support Services	Recognised Entity	Deferred until further notice from the department
Family Support Services - Secondary Intensive Family Support	Aboriginal and Torres Strait Islander Family Support Services	Deferred until further notice from the department

CHILD SAFETY
Table 3A In-Scope for HSQF Certification – Investment specifications of streamlined service agreement

Certification Timeframe

Refer to Clause 4.3 of the Service Agreement – Funding and Service Details Community Services and Child Safety

Investment specification	Service user	Service type	Where HSQF applies
Child Protection Placement Services[4]	Children and young people aged under 18 years requiring family-based out-of-home care, who have been assessed as having a moderate or high level of support needs (U2270)	Placement Services - Foster and Kinship Care (T204)	In-scope for certification
	Children and young people aged under 18 years requiring family-based out-of-home care, who have been assessed as having a complex or extreme level of support needs (U2260)	Placement Services - Intensive Foster Care (T205)	In-scope for certification
	Young people, aged 12 to under 18 years requiring non family-based out-of-home care, who have been assessed as having moderate, high, complex or extreme levels of support needs (U2307)	Placement Services - Residential Care (T206)	In-scope for certification

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[3] All services must be delivered in compliance with the quality standards even where no demonstration of compliance is required (see clause 1.1 within Attachment 2 of the Common Service Agreement/ Conditions for Small Grants variation

[4] Applies to all placement services in-scope of licensing (including defined term funding and child related costs)

	Young people, aged 12 to under 16 years requiring intensive non family-based out-of-home care in a therapeutic living environment, who have been assessed as having a complex or extreme level of support needs (U2296)	Placement Services - Therapeutic Residential Care (T209)	In-scope for certification
	Children and young people aged under 18 years requiring non family-based out-of-home care in Aboriginal and Torres Strait Islander communities, who have been assessed as having a moderate or high level of support needs (U2273)	Placement Services - Safe Houses (T207)	In-scope for certification
	Young people, aged 12 to under 18 years requiring non family-based out-of-home care, who have been assessed as having moderate, high, complex or extreme levels of support needs (U2307)		In-scope for certification
	Statutory Service Users (U3310)		In-scope for certification
	Young people aged 15 to under 18 years requiring non family-based out-of-home care, who have been assessed as having a moderate, high or complex level of support needs and are in the process of transitioning to independent living (U2289)	Placement Services - Supported Independent Living (T208)	In-scope for certification
Child Protection Support Services	Children and young people under 18 years who are subject to statutory intervention and require counselling or other support as a result of abuse (physical, emotional or sexual) or neglect (U2310)	Support - Counselling and Intervention (T319) Support - Sexual Abuse Counselling (T335)	In-scope for certification
	Young people transitioning from statutory care - 15 – 21 year olds (U2325)	Support – Transition to Independence (T329)	In-scope for certification
	Families and carers of children and young people in care (U2319)	Support - Counselling and Intervention (T319) Support - Sexual Abuse Counselling (T335)	In-scope for certification
Families	Referrers and enquirers (U3340)	Family & Child Connect (T347)	In-scope for certification
	Statutory Service Users (U3310)	Support - Tertiary Family Support (T339)	In-scope for certification

	Families who have specifically experienced or are at risk of experiencing neglect (U3130)	Support - Fostering Families (T324)	In scope for certification
	At risk families (U3050)	Support - Intensive Family Support (T327) Family & Child Connect (T347) Support – Flexible Ancillary Funding (T312)	In-scope for certification
	Vulnerable families with children (U3330)	Support - Secondary Family Support (T334) Support - Targeted Family Support (T336) Support – Flexible Ancillary Funding (T312)	In-scope for certification
	Aboriginal and Torres Strait Islander families in three discrete Indigenous communities experiencing or witnessing domestic violence (U3113)	Support - Safe Haven (T331)	In-scope for certification
	Vulnerable and/or at risk Aboriginal or Torres Strait Islander families (U3333)	Support – Intensive Family Support (T327) Support – Secondary Family Support (T334) Support – Targeted Family Support (T336) Support – Flexible Ancillary Funding (T312)	In-scope for certification
Individuals	Individuals impacted by adoption (U1170)	Access - Information, advice and referral (T103) Support – Counselling (T318) System Support – Capability Building (T440)	In-scope for certification
Service System Support and Development	Service Users, families and carers (U6010) Service Providers including NGOs and local councils – Industry (U5230) Workforce including paid workers, volunteers and	System Support - Capability building (T440) System Support - Research and advice (T443)	In-scope for certification

	foster carers (U5235)	System Support – Systemic and group advocacy and representation to government and other decision makers (T446)	

Table 3B CHILD SAFETY
Self-Assessable – Investment specifications of streamlined service agreement

Self-Assessment timeframe

Submit a completed self-assessment workbook (within 18 months) and a continuous improvement plan (within 30 months) of:

1.   signing a new Service Agreement – Standard Terms and the Service Agreement - Funding and Service Details or

2.   being notified by the department that the service type/s as detailed in the notification letter are subject to self-assessment.

Where an organisation has multiple agreements, the workbook is due 18 months from the earlier of: the date of signing of the first agreement or the date of notification by the department.

Investment specification	Service user	Service type	Where HSQF applies
Child Protection Support Services	Children and young people under 18 years who are subject to statutory intervention and require counselling or other support as a result of abuse (physical, emotional or sexual) or neglect (U2310)	Support - Educational Support (T330)	Self-assessment

Table 3C CHILD SAFETY

Evidence of other relevant current accreditation or certification – Investment specifications of streamlined service agreement

Evidence of other relevant current accreditation or certification timeframe

Provide evidence of a current certificate or accreditation to the regional contract manager upon:

1.   *signing a new Service Agreement – Standard Terms and the Service Agreement - Funding and Service Details*
2.   *being notified by the department that the service type/s as detailed in the notification letter are of a type where recognition of other accreditation or certification is accepted.*

Investment specification	Service user	Service type	Relevant current Accreditation or Certification
Service System Support and Development	Service Providers including NGOs and local councils – Part-industry (U6240) Indigenous service providers – Part-industry (U6243)	System Support - Capability building (T440) System Support - Research and advice (T443) System Support – Dissemination of information (T441)	ISO 9001:2008 (three year certification cycle with annual audits)

Table 3.D - CHILD SAFETY- EXCEPTIONS

No demonstration of compliance required – Investment specifications of streamlined service agreement

Investment specification	Service user	Service type	Where HSQF applies
Child Protection Support Services	Children and young people under 18 years who are subject to statutory intervention and require counselling or other support as a result of abuse (physical, emotional or sexual) or neglect (U2310)	Support - Evolve Therapeutic Services (T323)	No demonstration of compliance required
Community	People who live in a similar geographic area (U4180)	Access – Events (T102)	No demonstration of compliance required
		Health Visiting Program	No demonstration of compliance required

Families	At risk families (U3050)	Support - Intensive Family Support (T327)	
Service System Support and Development	Service Providers including NGOs and local councils – Industry (U5230); Part-industry (U6240)	**Foster and Kinship Care Week** System Support - Capability building (T440)	No demonstration of compliance required

Deferred – Until further notice by the department[5]*– Investment specifications of streamlined service agreement			
Investment specification	**Service user**	**Service type**	**Where HSQF applies**
	Children and young people under 18 years who are subject to statutory intervention and require counselling or other support as a result of abuse (physical, emotional or sexual) or neglect (U2310)	Recognised Entity	Deferred until further notice from the department
Families	Vulnerable and/or at risk Aboriginal or Torres Strait Islander families (U3333)	Support - Aboriginal and Torres Strait Islander Family Support (T311)	Deferred until further notice from the department

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[5] All services must be delivered in compliance with the quality standards even where no demonstration of compliance is required *(*see clause 4.1 *Service Agreement- Funding and Service Details)*

Community Services

Funding initiatives of common service agreement (executed from 2010 **to 30 June 2014**)

For common Service Agreement (Part C) – Specifications for Community and Homelessness Services, the Service Types are listed under the heading **Funding Area** *at item 3.2*

Investment specifications of 'Streamlined' service agreement (executed **from 1 July 2014**)

For the new 'streamlined' Service Agreement - Funding and Service Details Community Services and Child Safety the Service Users and Service Types are listed at item 6.1 in the **Funding Schedule** *and in the short form Agreement at item 6.1 in the* **Particulars** *(Service Provision).*

4A COMMUNITY SERVICES

In-Scope for HSQF Certification – Funding initiatives of common service agreement

Certification timeframe

Eighteen months after signing a variation to Service Agreement (Part C) – Specifications for Community and Homelessness Services or as negotiated with the department.

Funding Area	Service type	Where HSQF applies
Domestic and Family Violence Prevention and Support	Aboriginal and Torres Strait Islander Family Violence Children's Counselling and Support Counselling and Support Court Support Helping Out Families (HOF) – all service types Helpline Men's Perpetrator Intervention Programs[6] Resource Services Safety Upgrades	In-scope for certification
Individual Support	Generalist Counselling and Support Women's Health Services Sexual Assault Services	In-scope for certification

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[6] Due to regulatory requirements the exception for the $120,000 threshold does not apply to this service type

Public Intoxication	Men's Support Cell Visitor Community Patrol Diversion Centre Management of Public Intoxication Reducing Demand	In-scope for certification
Seniors Participation and Support	Older Peoples Action Program Older Women's Network Elder Abuse Prevention Unit – Seniors Enquiry Line	In-scope for certification

4B COMMUNITY SERVICES
Self-Assessable - Funding initiatives of common service agreement

Self-Assessment timeframe

Submit a completed self-assessment workbook (within 18 months) and a continuous improvement plan (within 30 months) of signing a variation to Service Agreement (Part C) – Specifications for Community and Homelessness Services or as negotiated with the department

Funding Area	Service type	Where HSQF applies
Community Support and Sector Development	Neighbourhood Centre	Self-assessment
Youth Development and Leadership	Youth Parliament	Self-assessment
Youth Support	Schoolies	Self-assessment

4C COMMUNITY SERVICES

Evidence of other relevant current accreditation or certification – Funding initiatives of common service agreement

Evidence of other relevant current accreditation or certification timeframe

Provide evidence of a current certificate or accreditation to the regional contract manager upon negotiating a variation to Service Agreement (Part C)-Specifications for Community and Homelessness Services

Funding Area	Service type	Relevant Current Accreditation or Certification
Community Support and Sector Development	Volunteering	Certificate of registration and ongoing compliance under the Australian Quality Training Framework (audits undertaken by the Australian Skills Quality Authority against the Standards for Registered Training Organisations 2015)
	Community Development/Peak Services	ISO 9001:2008 (three year certification cycle with annual audits)
Seniors Participation and Support	Seniors Peak	ISO 9001:2008 (three year certification cycle with annual audits)
	Seniors Legal and Support Service	Certification under the National Accreditation Scheme for Community Legal Centres (audit undertaken against the Community Legal Services Program - Service Standards)

4D COMMUNITY SERVICES – EXCEPTIONS
No demonstration of compliance required – Funding initiatives of common service agreement

Funding Area	Service type	Where HSQF applies
Community Recovery	Generalist Counselling and Support Community Development and Engagement	No demonstration of compliance required
Community Support and Sector Development	Community Support Drought Affected Areas Multi-Tenant Service Centre	No demonstration of compliance required
Domestic and Family Violence Prevention and Support	Community Awareness Activities Domestic and Family Violence Prevention Month Research	No demonstration of compliance required
Seniors Participation and Support	Seniors Week	No demonstration of compliance required
Individual Support	Emergency Relief Emergency Relief - Food Distribution	No demonstration of compliance required
Youth Development and Leadership	National Youth Week	No demonstration of compliance required
Youth Support	Youth Housing and Reintegration Service (YHARS)	No demonstration of compliance required due to funding being subject to the National Partnerships Agreement on Homelessness
Public Intoxication	Drink Safe Precincts (pilot)	No demonstration of compliance required

5A COMMUNITY SERVICES
In-Scope for HSQF Certification – Investment specifications of streamlined service agreement

Certification Timeframe
Refer to Clause 4.3 of the Service Agreement – Funding and Service Details Community Services and Child Safety

Investment specification	Service user	Service type	Where HSQF applies
Domestic and Family Violence	Adults experiencing (or at risk of experiencing) or using domestic and family violence (U1110, U1111, U1190)	Support – Domestic Violence Counselling (T320) Support – Court Based Services (T321) Support – Home Security Safety Upgrade (T332) Support – Perpetrator Intervention Programs (T328)[7] Support – Telephone Services (T338)	In-scope for certification
	Children and Young People experiencing (or at risk of experiencing) domestic and family violence (U2110)	Support – Children's Domestic Violence Counselling (T315)	In-scope for certification
	Aboriginal and Torres Strait Islander people experiencing (or at risk of experiencing) or using domestic and family violence (U1113)	Support – Aboriginal and Torres Strait Islander Services (T310)	In-scope for certification
	Government and non-government service providers (U5080, U5220)	System Support – Local Domestic and Family Violence Service Systems (T437)	In-scope for certification
Older People	Older People - experiencing (or at risk of experiencing) social isolation (U1144)	Support– Information, advice and referral (T325) Support – Community Support (T317)	In-scope for certification
	Older People experiencing (or at risk of experiencing)	Support – Information, advice	In-scope for certification

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[7] Due to regulatory requirements the exception for the $120,000 threshold does not apply to this service type

	elder abuse (U1124)	and referral (T325) Support – Case Management (T314) Support – Community Support (317)	
	Older People – experiencing (or at risk of experiencing barriers accessing the service system (U1094)	Support– Information, advice and referral (T325)	In-scope for certification
	People who identify with and/or share a similar interest or issue with others (U4180)	Access - Information, advice and referral (T103) Access - Community support (T101)	In-scope for certification
Individuals	Individuals who identify either as Forgotten Australians or former child migrants (U1160)	Access - Information, advice and referral (T103) Access – Community Support (T101) Support - Case management (T314) Support – Counselling (T318)	In-scope for certification
	Individuals affected by problem gambling (U1030)	Access - Information, advice and referral (T103) Support – Counselling (T318) Support - Case management (T314) Access – Community Support (T101)	In-scope for certification
	Individuals who are experiencing personal, family, relationship and/or financial issues (U1150)	Access - Information, advice and referral (T103) Support – Case management (T314) Support – Counselling (T318) Access – Community Support (T101)	In-scope for certification

	Adults affected by alcohol (U1020)	Support – Case management (T314) Support – Rest and recovery (T322)	In-scope for certification
	Aboriginal and Torres Strait Islander men who are affected by alcohol and/or who perpetrate domestic and family violence (U1253)	Support – Case management (T314)	In-scope for certification
	Individuals affected by sexual assault or sexual abuse (U1040)	Access - Information, advice and referral (T103) Support – Counselling (T318) Support - Case management (T314) Access – Community Support (T101)	In-scope for certification
	Aboriginal and Torres Strait Islander people affected by alcohol (U1023)	Access – Community Support (T101) Access - Information, advice and referral (T103) Support – Rest and recovery (T322) Support – Case management (T314) Support – Assertive outreach (T316)	In-scope for certification
Young People	Young people aged 12 – 18 years of age who are at risk of disconnection (U2107)	Access – Information, advice and referral (T103) Support – Case management (T314) Support - Integrated Response (T326)	In-scope for certification

5B COMMUNITY SERVICES
Self-Assessable – Investment specifications of streamlined service agreement

Self-Assessment timeframe

Submit a completed self-assessment workbook (within 18 months) and a continuous improvement plan (within 30 months) of:

1.   signing a new Service Agreement – Standard Terms and the Service Agreement - Funding and Service Details, or

2.   being notified by the department that the service type/s as detailed in the notification letter are subject to self-assessment.

Where an organisation has multiple agreements, the workbook is due 18 months from the earlier of: the date of signing of the first agreement or the date of notification by the department.

Investment specification	Service user	Service type	Where HSQF applies
Community	People who live in a similar geographic area (U4180)	**Neighbourhood Centre funding** Access - Community support (T101)	Self-assessment
	People who identify with and/or share a similar interest or issue with others (U4180)	**Safer Schoolies** Access – Information, advice and referral (T103) Access – Events (T102)	Self-assessment

5C COMMUNITY SERVICES
Evidence of other relevant current accreditation or certification – Investment specifications of streamlined service agreement

Evidence of other relevant current accreditation or certification timeframe
Provide evidence of a current certificate or accreditation to the regional contract manager upon negotiating a new service agreement or other specified arrangement.

Investment specification	Service user	Service type	Relevant current accreditation or certification
Service System Support and Development	Workforce including paid workers, volunteers and foster carers Industry (U5235); Part- Industry (U6245)	System Support - Capability building (T440)	Applies on a case-by-case basis where an organisation is accredited or certified against an approved industry standards for specific services.
	Service Providers including NGOs and local councils – Industry (U5230); Part-industry (U6240)	Peaks System Support - Capability building (T440) System Support - Research and advice (T443) System Support – Dissemination of information (T441)	ISO 9001:2008 (three year certification cycle with annual audits). Certificate of registration and ongoing compliance under the Australian Quality Training Framework (audits undertaken by the Australian Skills Quality Authority against the Standards for Registered Training Organisations 2015).
Service System Support and Development	Indigenous service providers - Industry (U5233); Part-industry (U6243)	System Support - Capability building (T440) System Support - Research and advice (T443) System Support – Dissemination of information (T441)	ISO 9001:2008 (three year certification cycle with annual audits)
Older People	Older people - experiencing (or at risk of experiencing) elder abuse (U1124)	Support – Information, advice and referral (T325) Support – Case Management (T314) Support – Community Support (T317)	Certification under the National Accreditation Scheme for Community Legal Centres (audit undertaken against the Community Legal Services Program - Service Standards).

Table 5D COMMUNITY SERVICES – Exceptions

No demonstration of compliance required – Investment specifications of streamlined service agreement

Investment specification	Service user	Service type	Where HSQF applies
Community	People who identify with and/or share a similar interest or issue with others (U4180)	**Domestic and Family Violence Prevention Month and Awareness Activities, National Youth Week, Seniors Week** Access – Events (T102)	No demonstration of compliance required
Service System Support and Development	Service Providers including NGOs and local councils – Industry (U5230)	**Multi-tenant service centres funding** System Support - Capability building (T440)	No demonstration of compliance required
	Service Providers including NGOs and local councils Part-industry (U6240)	**Caring for Our Community funding** System Support - Capability building (T440)	No demonstration of compliance required
Domestic and Family Violence	Government and non-government service providers (U5080, U5220)	System Support – Research (T442)	No demonstration of compliance required
Individuals	Individuals who are experiencing personal, family, relationship and/or financial issues (U1150)	Support - Financial and material assistance (T333)	No demonstration of compliance required
	Individuals affected by problem gambling (U1030)	Access - Information, advice and referral (T103) Support – Counselling (T318) Support - Case management (T314) Access – Community Support (T101)	No demonstration of compliance required
Young People	Young people aged 12–25 years of age who will benefit from opportunities to increase community	Support services – Community support (T317)	No demonstration of compliance required

	representation or engagement (U2078) Young people aged 15–25 years of age who will benefit from participation, leadership and development opportunities (U2065)		
	Young people 12–21yrs of age who are at risk of homelessness or who are homeless (U2347)	**Youth Housing and Reintegration Service (YHARS)** Support and case management (T314)	No demonstration of compliance required due to funding being subject to the National Affordable Housing Agreement

Deferred until 31 December 2015 – due to interim agreements[8]			
Investment specification	**Service user**	**Service type**	**Where HSQF applies**
Older People	Older people (people who are aged 60 years or older and 50 years or older for Aboriginal and Torres Strait Islander people) who are socially isolated or at risk of social isolation (U1144)	Older Men's Group (T360) Older Peoples Action Program (T361) 60 and better (T359)	Deferred until 31 December 2015 due to interim service agreements
	Grandparents raising their grandchildren (U1094)	Time for Grandparents (T363)	Deferred until 31 December 2015 due to interim service agreements
	Older People - experiencing (or at risk of experiencing) elder abuse (U1124)	Seniors Legal and Support Services (T362)	Deferred until 31 December 2015 due to interim service agreements

[8] All services must be delivered in compliance with the quality standards even where no demonstration of compliance is required *(*see clause 4.1 *Service Agreement- Funding and Service Details)*

Community Care

COMMUNITY CARE

6A - Self-Assessable

Self-Assessment timeframe (*Transitional arrangement to align with the two year term of service agreements*)

Complete and submit the required documents to the department, including a self-assessment (within 12 months) and a continuous improvement plan (within 18 months) of:

1.   signing a new Service Agreement – Standard Terms and the Service Agreement - Funding and Service Details, or

2.   being notified by the department that the service type/s as detailed in the notification letter are subject to self-assessment.

Where an organisation has multiple agreements, the workbook is due 12 months from the earlier of: the date of signing of the first agreement or the date of notification by the department

Applies where an organisation has been notified by the department that the outputs as detailed in the notification letter are subject to self-assessment

COMMUNITY CARE

6B - Evidence of other relevant current accreditation or certification

Note: To reduce red tape and duplication for providers that deliver both disability services and community care, the department will, as a general rule, accept disability services HSQF certification as evidence of compliance with the Human Services Quality Standards for Community Care.

Evidence of other relevant current accreditation or certification timeframe

Provide evidence of a current certificate or accreditation to the regional contract manager upon negotiating a new service agreement or other specified arrangement.

Service type	Outputs	Relevant current accreditation or certification
Service type 1 - Home Care Services	Domestic assistance/personal care/social support/respite care/other food services	Home Care Standards (Australian Government) **or** other relevant accreditation or certification as negotiated with

Service type 2 - Coordinated Care	Assessment/client care coordination/case management/counselling/support, information and advocacy	Community Care
Service type 3 - Clinical and Specialist Care	Nursing care/Allied health care (received at home or centre)	
Service type 4 - Centre Based Day Care	Centre based day care	
Service type 5 - Home Modification	Home modification/goods and equipment/home maintenance	
Service type 6 - Meals	Meals received at home, centre or other	
Service type 7 - Transport	Transport	
Service type 8 - Information and Education	Information, Education and Training (Statewide)	

COMMUNITY CARE – Exceptions	
6C - No demonstration of compliance required	
Outputs	
Meals on Wheels	No demonstration of compliance required