



# Human Services Quality Framework

Measuring quality, improving services

Version 4.0

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## Introduction

The Human Services Quality Framework (HSQF) is a system for assessing and improving the quality of human services.

The HSQF applies to:

- organisations delivering services funded under a service agreement with the Department of Communities, Child Safety and Disability Services (DCCSDS)<sup>1</sup>
- providers of child protection placement services in-scope of licensing funded through Child Related Costs Placement and Support (CRC PAS)
- disability services delivered directly by the department
- providers registered to deliver prescribed disability services in Queensland for the National Disability Insurance Scheme (NDIS).

The HSQF was developed in collaboration with the non-government sector to reduce duplication and red tape, while maintaining important safeguards. It incorporates:

- a set of quality standards, known as the Human Services Quality Standards (the 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 improvement. 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.

The Department of Housing and Public Works is also implementing a modified version of the HSQF for its Specialist Homelessness Services. The Department of Housing and Public Works website provides further detail about how HSQF is being implemented by that department <http://www.hpw.qld.gov.au/Housing/Homelessness/Pages/Human-Services-Quality-Framework.aspx>. For further information about Specialist Homelessness Services for women and children escaping domestic and family violence (women's shelters and non-accommodation support services) that have transitioned from the Department of Housing and Public Works to the Department of Communities, Child Safety and Disability Services, see Exceptions below.

## This booklet

This booklet outlines requirements for organisations delivering services in-scope of the HSQF. It includes information about methods for demonstrating compliance with the Human Services Quality Standards and tools and resources to assist organisations transition to the framework. Information is also provided to help organisations determine how the HSQF applies to their services.

In this booklet, the following *terms* are used:

- *organisations* - the legal entities which deliver services. Includes organisations funded by the department as well as providers of NDIS disability services in Queensland.
- *department or DCCSDS* - Department of Communities, Child Safety and Disability Services
- *service stream* – the five broad categories of service delivery currently in-scope of the HSQF including Disability Services, Child Safety (Child and Family), Community Services, Queensland Community Care and NDIS.
- *services* – the specific services delivered within each service stream.

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<sup>1</sup> There are a small number of service agreements where HSQF does not apply e.g. for products or assets.

Appendix 1 contains tables showing the compliance requirements or demonstration methods for all service streams in-scope of HSQF.

## Resources and Tools

This booklet is part of a suite of resources and tools developed for the Human Services Quality Framework available on the department's website at [www.communities.qld.gov.au/hsqf](http://www.communities.qld.gov.au/hsqf).

## Expected benefits

The adoption of the HSQF offers benefits for all parties:

<b>People using services, families and carers</b>	<b>Service providers</b>	<b>Government</b>
<ul style="list-style-type: none"><li>- Access to better, more reliable services</li><li>- Greater focus on individual rights</li><li>- Confidence in a service provider's systems and processes</li><li>- Opportunity to contribute to service improvement</li></ul>	<ul style="list-style-type: none"><li>- A clear and consistent framework for planning, operating and improving services</li><li>- Reduction in administrative burden and compliance costs</li><li>- A holistic assessment of an organisation's systems and processes</li><li>- Positions organisations to deliver services in other areas of human services</li></ul>	<ul style="list-style-type: none"><li>- A streamlined, consistent process to monitor the quality of services funded by the department</li><li>- Increased confidence in government investment in services</li><li>- Improved public accountability</li></ul>

# 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	<b>Governance and Management</b>  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	<b>Service Access</b>  Sound eligibility, entry and exit processes facilitate access to services on the basis of relative need and available resources	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.
		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.



<b>3</b>	<b>Responding to Individual Need</b>  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.
<b>4</b>	<b>Safety, Wellbeing and Rights</b>  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.
<b>5</b>	<b>Feedback, Complaints and Appeals</b>  Effective feedback, complaints and appeals processes that lead to improvements in service delivery	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 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.
<b>6</b>	<b>Human Resources</b>  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.

## Demonstrating compliance with the standards

To help protect people using services and provide consistency in quality, the department requires in-scope human services to be delivered in accordance with the 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 approved by the department.
3. Self-assessment.

An organisation's demonstration method is determined by the type and complexity of services provided the vulnerability of people using services and, where funded by the department, the amount of departmental investment.

The HSQF recognises that many organisations deliver a range of different services from various locations across the state. As a general rule to simplify processes, organisations only need to demonstrate compliance through one method<sup>2</sup>, regardless of the number of services and/or service sites or outlets they operate.

<sup>2</sup> In a small number of cases, organisations using accreditation under the alternative quality system that only partially meets HSQF requirements may be required to complete an additional 'gap' self-assessment against the HSQF.

The table below outlines the general requirements for each method of demonstration. The information and tables in Appendix 1 provide more detail to help organisations identify the demonstration method that will apply to their services.

### Overview of methods for demonstrating compliance

Method of demonstrating compliance	Details
<b>HSQF Certification</b>	<p><b>When does this method apply?</b> Generally applies to direct service delivery to vulnerable people.</p> <p><b>What are the requirements?</b> Organisations providing services in this category are required to achieve and maintain certification against the Human Services Quality Standards.</p> <p>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 are required to contract a JAS-ANZ accredited certification body to assess their suitability for certification.</p> <p><b>Expected outcome</b> Certification indicates that standards are being met and that organisational performance is being enhanced through continuous improvement.</p>
<b>Evidence of alternative accreditation or certification</b>	<p><b>When does this method apply?</b> Applies on a case-by-case basis where an organisation is accredited or certified against approved industry standards for specific services.</p> <p><b>What are the requirements?</b> This method enables an organisation to submit evidence of current accreditation or certification under an alternative quality system, recognised by the department, to demonstrate that their services meet the Human Services Quality Standards.</p> <p>Applications for recognition will be assessed by the department on a case-by-case basis. Factors considered include whether an organisation's existing certification or accreditation aligns well with HSQF and is appropriate for the types of services being delivered. As a general rule, where organisations deliver direct services, the department requires certification under HSQF.</p> <p>Appendix 1 provides information about the alternative standards currently accepted by the department for specific services. The department's website provides further information about the alternative quality systems recognised by the department and includes information about the use of alternative accreditation for providers delivering services in Queensland for the NDIS.</p> <p>It is important to note that, in addition to HSQF, some services are required to implement practice standards such as the <i>Professional Practice Standards/Practice Principles - Working with men who perpetrate domestic and family violence</i>, <i>Practice Standards for Working with Women Affected by Domestic and Family Violence</i> or the <i>Queensland Aboriginal and Torres Strait Islander Child Protection Peak Practice Standards</i>. These practice standards are an additional requirement and do not exempt organisations from the requirement to demonstrate compliance with HSQF.</p>



Method of demonstrating compliance	Details
	<p><b>Expected outcome</b></p> <p>This method indicates that standards are being met and organisational performance is being enhanced through continuous improvement. It also reduces duplication for organisations accredited or certified under an alternative set of industry standards as organisations approved to use this method are not required to complete a separate HSQF third-party audit.</p> <p>However where an organisation's alternative accreditation only partially meets HSQF requirements, a 'gap' self-assessment against HSQF may be required.</p>
<b>Self-assessment</b>	<p><b>When does this method apply?</b></p> <p>Generally applies to non-direct service delivery and/or to universal or low-intensity service delivery<sup>3</sup>. For organisations funded by the department, self-assessment may also apply where the level of departmental investment falls within a set threshold.</p> <p><b>What are the requirements?</b></p> <p>Organisations in this category undertake a self-assessment using the department's self-assessment resources to rate their performance against the Human Services Quality Standards. Further guidance on the process is detailed in the <i>Self-assessment and Continuous Guide – Self-Assessable Organisations</i> published on the department's HSQF website</p> <p><b>Expected outcome</b></p> <p>Self-assessment indicates that standards are being met and identified improvements are being implemented.</p>

### Additional information about demonstrating compliance

The method of demonstration applies at the organisation level across all in-scope services.

As a general rule, certification takes precedence, so if any of your services fall into this category, this is the method your organisation must use to demonstrate compliance with HSQF.

For organisations funded by the department, it is important to note that changes in funding levels may change your method of demonstrating compliance with the HSQF. For example an organisation's demonstration method can change from self-assessment to certification as a result of funding level increases or from certification to self-assessment if funding levels decrease.

The department's website provides further information about the funding threshold for self-assessment. Organisations that receive funding below this threshold are generally exempt from demonstrating compliance with the standards. Further information about this is available on the website.

When funding levels change, organisations should discuss HSQF implications with their departmental contract officer. The department will notify organisations in writing about any change to their method of demonstrating compliance with HSQF resulting from funding level changes and the timeframes that apply to any change.

<sup>3</sup> In addition, providers registering to deliver prescribed disability services in Queensland for the NDIS that are not already certified under HSQF or approved to use an existing accreditation under another quality system, must complete a self-assessment against HSQF to meet NDIS registration requirements. These providers then need to achieve certification under HSQF within 18 months of their date of approval as a registered provider with the NDIS. NDIS specific self-assessment resources, available on the department's website, must be used by these providers.

An organisation that already holds HSQF certification is not required to complete a separate self-assessment for services that have a demonstration method of self-assessment.

Organisations that have multiple self-assessable services are only required to submit one organisation-level self-assessment that covers all of their self-assessable services.

## Exceptions

A small number of exceptions apply to the arrangements and requirements for demonstrating compliance under the HSQF. These exceptions, as they apply to specific service streams or services, are outlined in the tables in Appendix 1.

In addition to the exceptions outlined in Appendix 1, the department may determine that it is not appropriate for some organisations or services to demonstrate compliance with HSQF or that a different demonstration method will apply than that outlined in Appendix 1. These exceptions will be negotiated on a case-by-case basis.

### Women's Shelters

Responsibility for Specialist Homelessness Services for women and children escaping domestic and family violence (women's shelters and non-accommodation support services) has transitioned from the Department of Housing and Public Works to the Department of Communities, Child Safety and Disability Services in response to Recommendation 85(a) of the Not Now, Not Ever Taskforce report.

Services transferred will continue to operate under their current contractual arrangements until notified by the Department of Communities, Child Safety and Disability Services about any changes to HSQF requirements.

## Requirement to implement HSQF

### Organisations funded under a service agreement with the department

Service agreements outline the terms upon which departmental funding is provided, the services to be delivered, and the way in which the department and the organisation will work together to ensure the delivery of quality and effective services. The requirement to comply with the HSQF is specified in departmental service agreements or subsequent notifications or variations to those agreements.

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).

Quality standard requirements are located within clause 4.1 of the *(Short Form) Terms and Conditions* and clause 7 of *Short Form — Particulars (Service Provision)*.

In the Community Services and Child and Family funding streams, Investment Specifications are used in conjunction with the service agreements and provide details of the specific requirements included in the agreements. Investment Specifications are not used for Disability or Queensland Community Care services.

### **CRC-PAS placement services in-scope of licensing**

Providers of child protection placement services in-scope of licensing that are funded through Child Related Costs Placement and Support (CRC PAS) are required to achieve, comply with, and maintain, HSQF certification as a condition of their License to Provide a Care Service.

### **Disability services delivered for the NDIS in Queensland**

Under Queensland's quality and safeguards framework, providers registered to deliver disability services that are prescribed by the Disability Services Regulation 2006 in Queensland for the NDIS are required to demonstrate and maintain compliance with the HSQF. This requirement will apply during transition to 30 June 2019 or until a national quality and safeguards system is implemented for NDIS. Queensland's quality and safeguards requirements are outlined in the NDIS Provider Toolkit – Guide to Suitability available from the NDIS website at: [www.ndis.gov.au/](http://www.ndis.gov.au/)

## **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 a regional contract officer 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](mailto:hsqf@communities.qld.gov.au)

Website: [www.communities.qld.gov.au/hsqf](http://www.communities.qld.gov.au/hsqf)

## Appendix 1 – Compliance requirements

The tables in this appendix show HSQF compliance requirements or demonstration methods for all **service streams** in-scope of HSQF. Service streams in-scope of HSQF are shown as follows:

Service stream	How services within the service stream are categorised	Includes
<b>DISABILITY SERVICES</b>	Output Category Output Code	Services funded under a service agreement with the department to deliver Disability Services.  Disability Services delivered directly by the department.
<b>NATIONAL DISABILITY INSURANCE SCHEME (NDIS)</b>	NDIS Registration Groups	Disability services delivered for the NDIS in Queensland that are prescribed in <i>Disability Services Regulation 2006</i> and in-scope of Queensland's quality and safeguards framework
<b>CHILD SAFETY (Child and Family)</b>	Funding Area/Investment Specification Service Type Service User	Services funded under a service agreement with the department to deliver Child and Family services. Includes services funded under the Child Protection Placement Services, Child Protection Support Services and Families Investment Specifications.  Child protection placement services in-scope of licensing funded through Child Related Costs Placement and Support (CRC PAS).
<b>COMMUNITY SERVICES</b>	Funding Area/Investment Specification Service Type Service User	Services funded under a service agreement with the department to deliver Community Services. Includes services funded under the Domestic and Family Violence, Individuals, Older People and Young People Investment Specifications.
<b>QUEENSLAND COMMUNITY CARE</b>	Service Type Output Code	Services funded under a service agreement with the department to deliver Queensland Community Care services.

Within each service stream, the compliance requirements or demonstration method for services are categorised 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. Deferred.

**It is important to note that tables are only included for each service stream where applicable i.e. a deferred table will not be included if a service stream does not have deferred services.**

## Additional information for organisations funded under Child Safety (Child and Family) and Community Services

From the 1 July 2014, the department commenced using a new service agreement template, referred to as the 'streamlined' service agreement and the majority of services are now contracted on these agreements.

A small number of organisations funded under the Child Safety (Child and Family) and Community Services streams are still contracted on older 'common' service agreements entered into prior to 30 June 2014. As the agreements differ in the way that services are identified or named, separate tables with different colours are provided for Child Safety (Child and Family) 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 or service stream** you are funded under (Child Safety (Child and Family) or Community Services) and the **service types** you deliver.
2. 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) and note:
  - 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 **tables** (A–E) in Appendix 1 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:

<b>Child Safety (Child and Family Services)</b>	<b>Funding Area/Investment Specification</b>
<b>Community Services</b>	<b>Service Type</b>
	<b>Service User</b>

The service types and service users that are included in Appendix 1 for Community Services and Child Safety (Child and Family) are contained within the following versions of departmental Investment Specifications:

- Child Protection (Support Services) – Version 3.1, effective 1 October 2015.
- Child Protection (Placement Services) – Version 2.0, effective 1 July 2015.
- Families – Version 6.0, effective 25 November 2016.
- Domestic and Family Violence – Version 2.1, effective 1 October 2015.
- Individuals – Version 4.0, effective 1 September 2016.
- Young People – Version 2.0, effective 1 July 2015.
- Older People – Version 3.0, effective 1 December 2015.
- Community – Version 2.2, effective 1 October 2016.
- Service System Support and Development – Version 3.0, effective 1 July 2016.

### Notes:

- Investment Specifications are subject to change - additions or changes to service types, service users and requirements may be made from time to time. Updated versions are published on the department's website at:  
<https://www.communities.qld.gov.au/gateway/funding-grants/investment-domains-guideline-investment-specifications>.
- Investment Specifications are not used for Disability or Queensland Community Care 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 direct service user delivery
Other Support	All output codes from 7.01– 7.04 inclusive	Applies where the output is recurrently funded and includes direct service user delivery
Family Support Program Discretionary funding – service delivery	50.01	Applies where the output is recurrently funded

**Note:** Providing there are no restrictive practices in use, organisations that meet the funding threshold for self-assessment, which is published on the department's HSQF website, will demonstrate compliance through self-assessment as outlined below.

## DISABILITY SERVICES

### 1B Self-Assessable

#### **Self-Assessment timeframe**

*Submit the required documents to the department, including a completed Self-assessment Workbook (within 18 months) and a completed Continuous Improvement Plan showing progress against the self-assessment (within 30 months) of signing a new Service Agreement – Standard Terms and the Service Agreement - Funding and Service Details.*

*Information about the timing of subsequent self-assessments is outlined in the Guide to Self-assessment and Continuous Improvement - Self-Assessable Organisations, available on the department's HSQF website.*

Applies to organisations that meet the funding threshold for self-assessment, which is published on the department's HSQF website, providing there are no restrictive practices in use. Organisations using restrictive practices are required to be certified regardless of the funding level.

## 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 to the regional contract officer 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 services as detailed in the notification letter are of a type where recognition of other accreditation or certification is accepted.*

*Where an organisation has been approved to demonstrate compliance through another quality system but has not yet attained certification or accreditation under that system, the organisation will have 18 months to achieve certification and submit evidence to the department.*

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 (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

## DISABILITY SERVICES

### 1C Evidence of other relevant current accreditation or certification

Advocacy (6.01-7.03 inclusive)	National Disability Advocacy Program Quality Assurance System (three year certification cycle with annual audits)	Applies where an organisation is recurrently funded only for outputs detailed in this table
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## DISABILITY SERVICES

### 1D Exceptions - No demonstration of compliance required<sup>4</sup>

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 <b><u>one-off funding only</u></b> 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 <b><u>one-off funding only</u></b> 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 <b><u>one-off funding only</u></b> against this output code
Respite	All output codes from 4.01– 4.052 inclusive	No demonstration of compliance is required where an organisation receives <b><u>one-off funding only</u></b> 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 <b><u>one-off funding only</u></b> 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 <b><u>one-off funding</u></b> for a defined event or for the purchase of aids and equipment
Family Support Program	50.01	No demonstration of compliance is required where an organisation receives <b><u>one-off</u></b>

<sup>4</sup> All services must be delivered in compliance with the Human Services Quality Standards even where no demonstration of compliance is required.

## DISABILITY SERVICES

### 1D Exceptions - No demonstration of compliance required<sup>4</sup>

Output category	Output code (DS NMDS code)	Where HSQF applies
Discretionary funding – service delivery		<b><u>funding only</u></b> against this output code
Family Support Program Discretionary funding – non service delivery	50.02	No demonstration of compliance is required against this output code

#### Other Exceptions

The exceptions below also apply to Disability Services:

- **Queensland Government agencies:** As a general rule, Queensland Government agencies delivering Disability Services are **not** required to demonstrate compliance with the HSQF. These providers will remain subject to regulation by their own specific sets of quality and safeguard measures. Note this exception does not apply to disability services delivered directly by DCCSDS, which are in-scope for certification.
- **Self-managed disability organisations:** Where an organisation is a corporation and the only consumer of the disability service provided is the director, the organisation is not required to demonstrate compliance with HSQF.
- **Funding below a set threshold:** Organisations that receive total annual defined term/ongoing funding for services in-scope for certification that is less than the threshold for self-assessment, are generally exempt from demonstrating compliance with HSQF. Further information about the funding threshold for self-assessment is published on the department's HSQF website.

# NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

## NATIONAL DISABILITY INSURANCE SCHEME

### 1A In-Scope for HSQF Certification<sup>5</sup>

#### **Certification timeframe**

Organisations have 18 months from the date of approval as a registered provider with the NDIS to achieve HSQF certification. See note below.

<b>Disability Services Registration Groups – NDIS</b>	<b>Where HSQF applies</b>
Assistance with daily life tasks in a group or shared living arrangement (Daily Tasks/Shared Living)	In-scope for certification
Assistance with daily personal activities (Assist-Personal Activities)	In-scope for certification  DCCSDS funded Queensland Community Care Providers: Evidence of other accreditation (Home Care Standards) or Self-Assessment
High intensity daily personal activities (Assist personal activities)	In-scope for certification
Development of daily living and life skills (Development-Life Skills)	In-scope for certification  DCCSDS funded Queensland Community Care Providers: Evidence of other accreditation (Home Care Standards) or Self-Assessment
Therapeutic supports (Therapeutic supports)	In-scope for certification  DCCSDS funded Queensland Community Care Providers: Evidence of other accreditation (Home Care Standards) or Self-Assessment
Early intervention supports for early childhood (Early childhood supports)	In-scope for certification

<sup>5</sup> Registration group names and requirements may change from time to time as published in the NDIS Provider Toolkit Guide to Suitability.



# NATIONAL DISABILITY INSURANCE SCHEME

## 1A In-Scope for HSQF Certification<sup>5</sup>

### **Certification timeframe**

Organisations have 18 months from the date of approval as a registered provider with the NDIS to achieve HSQF certification. See note below.

Disability Services Registration Groups – NDIS	Where HSQF applies
Specialised Behaviour supports (Behaviour support)	In-scope for certification
Assistance in coordinating or managing life stages, transitions and supports (Assist- Life Stage transition)	In-scope for certification DCCSDS funded Community Care Providers: Evidence of other accreditation (Home Care Standards) or Self-Assessment
Management of funding for supports in participants plan (Plan management)	In-scope for certification
Participation in community, social and civic activities (Participate Community)	In-scope for certification DCCSDS funded Queensland Community Care Providers: Evidence of other accreditation (Home Care Standards) or Self-Assessment
Group and centre based activities (Group/Centre Activities)	In-scope for certification DCCSDS funded Queensland Community Care Providers: Evidence of other accreditation (Home Care Standards) or Self-Assessment
Interpreting and Translation (Interpret/translate)	No demonstration of compliance

**Note:** Organisations registering to provide disability services with the NDIS that are not already certified under HSQF or have not received approval to demonstrate compliance using an alternative certification/accreditation must complete a self-assessment against HSQF to fulfil Queensland's quality and safeguard requirements for NDIS registration. These providers must then achieve certification under HSQF within 18 months of their date of approval as a registered provider with the NDIS. Self-assessment resources for NDIS providers are published on the department's HSQF website.

**Exception:** Queensland Government agencies delivering disability services for the NDIS are **not** required to demonstrate compliance with the HSQF. These providers will remain subject to regulation by their own specific sets of quality and safeguard measures. Note this exception does not apply to disability services delivered directly by DCCSDS.

## CHILD SAFETY (Child and Family)

### Funding initiatives in 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 in 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).

## CHILD SAFETY (Child and Family)

### 2A In-Scope for HSQF Certification – Funding initiatives in 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 <i>Applies to all placement services in-scope of licensing (including defined term funding and child related costs)</i>
Non family-based care	Residential Care Therapeutic Residential Care Indigenous Safe House Supported Independent Living	In-scope for certification <i>Applies to all placement services in-scope of licensing (including defined term funding and child related costs)</i>
Client Support Services	Counselling and Intervention Services Post Support Services	In-scope for certification

## CHILD SAFETY (Child and Family)

### 2A In-Scope for HSQF Certification – Funding initiatives in common service agreement

Family Support Services	Secondary Family Support Secondary Family Support – Safe Haven Targeted Family Support Tertiary Family Support – Family Intervention Services	In-scope for certification
Partnership and Other Support Services	Representative Networks Partnership and Other Support Services – Partnership Response to Domestic Occurrence (PRADO)	In-scope for certification

**Note:** Organisations that meet the funding threshold for self-assessment, which is published on the department's HSQF website, will demonstrate compliance through self-assessment. This does not apply to organisations delivering Child Protection Placement Services that are required to be certified regardless of the funding level.

## CHILD SAFETY (Child and Family)

### 2E Deferred until further notice by the department<sup>6</sup> – Funding initiatives in common service agreement

Funding Area	Service type	Where HSQF applies
Family Support Services - Secondary Intensive Family Support	Aboriginal and Torres Strait Islander Family Support Services	Deferred until further notice from the department

<sup>6</sup> All services must be delivered in compliance with the Human Services Quality Standards even where no demonstration of compliance is required.

## CHILD SAFETY (Child and Family)

### 3A In-Scope for HSQF Certification – Investment specifications in 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 <sup>7</sup>	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
	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

<sup>7</sup> Applies to all placement services in-scope of licensing (including defined term funding and services funded through Child Related Costs Placement and Support).

## CHILD SAFETY (Child and Family)

### 3A In-Scope for HSQF Certification – Investment specifications in streamlined service agreement

	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 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)	Support – Community Based Intake and Referral (Family & Child Connect) (T347) Support – Assessment and Service Connect (T448)	In-scope for certification
	Statutory Service Users (U3310)	Support - Tertiary Family Support (T339) Placement Services - Safe Houses (T207)	In-scope for certification
	At risk families (U3050)	Support - Intensive Family Support (T327) Support – Community Based Intake and Referral (Family & Child Connect) (T347)	In-scope for certification



## CHILD SAFETY (Child and Family)

### 3A In-Scope for HSQF Certification – Investment specifications in streamlined service agreement

	Vulnerable families with children (U3330)	Support - Secondary Family Support (T334) Support - Targeted Family Support (T336)	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 – Aboriginal and Torres Strait Islander Family Wellbeing (T313)	In-scope for certification
Individuals	Adults 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 - Industry (U6010) Service Providers including NGOs and local councils – Industry (U5230) Workforce including paid workers, volunteers and foster carers (U5235)	<b>Representative networks</b> System Support - Capability building (T440) System Support - Research and advice (T443) System Support – Dissemination of information (T441) System Support – Systemic and group advocacy and representation to government and other decision makers (T446)	In-scope for certification

**Note:** Organisations that meet the funding threshold for self-assessment, which is published on the department's HSQF website, will demonstrate compliance through self-assessment as outlined below. This does not apply to organisations delivering Child Protection Placement Services that are required to be certified regardless of the funding level.

### 3B CHILD SAFETY (Child and Family)

#### Self-Assessable – Investment specifications in streamlined service agreement

##### **Self-Assessment timeframe**

Submit the required documents to the department including, a completed Self-assessment Workbook (within 18 months) and a completed Continuous Improvement Plan showing progress against the self-assessment (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. Information about the timing of subsequent self-assessments is outlined in the Guide to Self-assessment and Continuous Improvement – Self-Assessable Organisations, available on the department's HSQF website.

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

Applies to organisations that meet the funding threshold for self-assessment, which is published on the department's HSQF website, except Child Protection Placement Services that are required to be certified regardless of the funding level.

### 3C CHILD SAFETY (Child and Family)

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

##### **Evidence of other relevant current accreditation or certification timeframe**

*Provide evidence of a current certificate or accreditation to the regional contract officer 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.*

*Where an organisation has been approved to demonstrate compliance through another quality system but has not yet attained certification or accreditation under that system, the organisation will have 18 months to achieve certification and submit evidence to the department.*

Investment specification	Service user	Service type	Relevant current Accreditation or Certification
Service System Support and Development	Service Providers including NGOs and local councils – Industry (U5230) Indigenous service providers – Industry (U5233)	<b>Peaks<sup>8</sup></b> System Support - Capability building (T440) System Support - Research and advice (T443) System Support – Dissemination of information (T441) System Support - Systemic and group advocacy and representation to government and other decision makers (T446)	ISO 9001 (three year certification cycle with annual audits)

<sup>8</sup> Peaks that are contracted to deliver services to the following Service Users are also required to demonstrate compliance through ISO 9001 certification – Service Providers including NGOs and local councils – Part-industry (U6240) and Indigenous service providers – Part-industry (U6243).

## CHILD SAFETY (Child and Family)

### 3D Exceptions - No demonstration of compliance required<sup>9</sup> – Investment specifications in 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 defined geographic area (U4180)	Access – Events (T102)	No demonstration of compliance required
	People who identify with and/or share a similar interest or issue with others (U4190)	Access – Events (T102)	No demonstration of compliance required
Families	Vulnerable families with children (U3330)	<b>Health Visiting Program</b> Support – Targeted Family Support (T336)	No demonstration of compliance required
Service System Support and Development	Service Providers including NGOs and local councils – Industry (U5230)	<b>Foster and Kinship Care Week</b> System Support - Capability building (T440)	No demonstration of compliance required

#### Other Exceptions

The exceptions below also apply to Child Safety (Child and Family) services:

- **Queensland Government agencies:** As a general rule, Queensland Government agencies delivering Child Safety (Child and Family) services are not required to demonstrate compliance with the HSQF. These providers will remain subject to regulation by their own specific sets of quality and safeguard measures.
- **One-off, short-term and pilot funding:** Organisations delivering Child Safety (Child and Family) services are not required to demonstrate compliance under HSQF for one-off, short-term or pilot/trial funding. However all services are expected to be delivered in accordance with the Human Services Quality Standards. For the purposes of HSQF compliance for these services, short-term funding is defined as service delivery funding that is contracted through a service agreement for less than 18 months. For service delivery funding contracted for 18 months or more, organisations will be required to demonstrate compliance using the method applicable to the service type, as outlined in Appendix 1.

<sup>9</sup> All services must be delivered in compliance with the Human Services Quality Standards even where no demonstration of compliance is required.

- **Funding below a set threshold:** Organisations that receive total annual defined term/ongoing funding for services in-scope for certification that is less than the threshold for self-assessment, are generally exempt from demonstrating compliance with HSQF. Further information about the funding threshold for self-assessment is published on the department's HSQF website.

## CHILD SAFETY (Child and Family)

### 3E Deferred until further notice by the department<sup>10</sup>– Investment specifications in 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)	Recognised Entity (T352)	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

<sup>10</sup> All services must be delivered in compliance with the Human Services Quality Standards even where no demonstration of compliance is required.



## COMMUNITY SERVICES

### Funding initiatives in 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 in '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).

## COMMUNITY SERVICES

### 4A In-Scope for HSQF Certification – Funding initiatives in 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 Resource Services	In-scope for certification
Individual Support	Generalist Counselling and Support	In-scope for certification

**Note:** Organisations that meet the funding threshold for self-assessment, which is published on the department's HSQF website, will demonstrate compliance through self-assessment as outlined below. This does not apply to organisations delivering Men's Perpetrator Intervention Programs/Perpetrator Intervention Programs (Domestic and Family Violence) that are required to be certified regardless of the funding level.

## COMMUNITY SERVICES

### 4B Self-Assessable - Funding initiatives in common service agreement

#### **Self-Assessment timeframe**

*Submit a completed Self-assessment Workbook (within 18 months) and a completed Continuous Improvement Plan showing progress against the self-assessment (within 30 months) of signing a variation to Service Agreement (Part C) – Specifications for Community and Homelessness Services or as negotiated with the department. Information about the timing of subsequent self-assessments is outlined in the Guide to Self-assessment and Continuous Improvement – Self-Assessable Organisations, available on the department's HSQF website.*

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

Applies to organisations that meet the funding threshold for self-assessment, which is published on the department's HSQF website, except Men's Perpetrator Intervention Programs/Perpetrator Intervention Programs (Domestic and Family Violence) that are required to be certified regardless of the funding level.

## COMMUNITY SERVICES

### 4C Evidence of other relevant current accreditation or certification – Funding initiatives in common service agreement

#### ***Evidence of other relevant current accreditation or certification timeframe***

*Provide evidence of a current certificate or accreditation to the regional contract officer upon negotiating a variation to Service Agreement (Part C) - Specifications for Community and Homelessness Services. Where an organisation has been approved to demonstrate compliance through another quality system but has not yet attained certification or accreditation under that system, the organisation will have 18 months to achieve certification and submit evidence to the department.*

<b>Funding Area</b>	<b>Service type</b>	<b>Relevant Current Accreditation or Certification</b>
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)
Seniors Participation and Support	Seniors Peak	ISO 9001 (three year certification cycle with annual audits)

## COMMUNITY SERVICES

### 5A In-Scope for HSQF Certification – Investment specifications in 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 – Perpetrator Intervention Programs (T328) 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)	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) elder abuse (U1124)	Support – Information, advice and referral (T325) Support – Case Management (T314) Support – Community Support (T317)	In-scope for certification
	Older People – experiencing (or at risk of experiencing) barriers accessing the service system (U1094)	Support– Information, advice and referral (T325) Support – Community Support (T317)	In-scope for certification

## COMMUNITY SERVICES

### 5A In-Scope for HSQF Certification – Investment specifications in streamlined service agreement

Individuals	Adults 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)	In-scope for certification
	Adults who are experiencing personal, family, relationship and/or financial issues (U1150)	Access - Information, advice and referral (T103) Support – Case management (T314) Support – Counselling (T318) Support – Financial counselling and advocacy (T447) Access – Community Support (T101)	In-scope for certification
	Adults affected by alcohol (U1020)	Support – Assertive Outreach (T316) 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
	Adults affected by sexual violence (U1040)	Access - Information, advice and referral (T103) Support – Counselling (T318) Support - Case management (T314) Access – Community Support (T101)	In-scope for certification
	Adults affected by alcohol (Aboriginal and Torres Strait Islander people) (U1023)	Access – Community Support (T101) Support – Rest and Recovery (T322) Support – Case management (T314) Support – Assertive Outreach (T316)	In-scope for certification
	Adults affected by problem gambling (U1030)	Access – Community Support (T101) Access - Information, advice and referral (T103) Support - Case management (T314) Support – Counselling (T318)	In-scope for certification

## COMMUNITY SERVICES

### 5A In-Scope for HSQF Certification – Investment specifications in streamlined service agreement

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
	Young people aged 12 – 21 years who are at risk of homelessness, or who are homeless (U2347)	Support – Support and Case management (T314)	In-scope for certification
	Young people transitioning from statutory care – aged 15 – 21 years (U2325)	Support – Transition to Independence (T329)	In-scope for certification

**Note:** Organisations that meet the funding threshold for self-assessment, which is published on the department's HSQF website, will demonstrate compliance through self-assessment as outlined below. This does not apply to organisations delivering Perpetrator Intervention Programs (Domestic and Family Violence) that required to be certified regardless of the funding level.

## COMMUNITY SERVICES

### 5B Self-Assessable – Investment specifications in streamlined service agreement

#### Self-Assessment timeframe

Submit the required documents to the department, including a completed Self-assessment Workbook (within 18 months) and a completed Continuous Improvement Plan showing progress against the self-assessment (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. Information about the timing of subsequent self-assessments is outlined in the Guide to Self-assessment and Continuous Improvement – Self-Assessable Organisations, available on the department's HSQF website.

Investment specification	Service user	Service type	Where HSQF applies
Community	People who live in a defined geographic area (U4180)	<b>Neighbourhood Centre funding</b> Access - Community support (T101)	Self-assessment
	People who live in a defined geographic area (U4180)	<b>Safer Schoolies</b> Access – Information, advice and referral (T103) Access – Events (T102)	Self-assessment
	People who identify with and/or share a similar interest or issue with others (U4190)	<b>Community Action for a Multicultural Society (CAMS) funding</b> Access – Community Support (T101)	Self-assessment
Young People	Young people aged 15-25 years who will benefit from opportunities to increase community representation or engagement (U2065)	<b>Youth Parliament</b> Support – Community Support (T317)	Self-assessment

Applies to organisations that meet the funding threshold for self-assessment, which is published on the department's HSQF website, except Perpetrator Intervention Programs (Domestic and Family Violence) that are required to be certified regardless of the funding level.



## COMMUNITY SERVICES

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

#### **Evidence of other relevant current accreditation or certification timeframe**

Provide evidence of a current certificate or accreditation to the regional contract officer 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.

Where an organisation has been approved to demonstrate compliance through another quality system but has not yet attained certification or accreditation under that system, the organisation will have 18 months to achieve certification and submit evidence to the department.

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)	<b>Volunteer/training services</b> System Support - Capability building (T440)	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 Providers including NGOs and local councils – Industry (U5230)	<b>Peaks</b> System Support - Capability building (T440) System Support - Research and advice (T443) System Support – Dissemination of information (T441) System Support - Systemic and group advocacy and representation to government and other decision makers (T446)	ISO 9001 (three year certification cycle with annual audits).
Older People	Older people - experiencing (or at risk of experiencing) elder abuse (U1124)	<b>Seniors Legal and Support Services</b> Support – Information, advice and referral (T325)	Certification under the National Accreditation Scheme for Community Legal

## COMMUNITY SERVICES

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

		Support – Case Management (T314) Support – Community Support (T317)	Centres (audit undertaken against the Community Legal Services Program - Service Standards).
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## COMMUNITY SERVICES

### 5D Exceptions - No demonstration of compliance required<sup>11</sup> – Investment specifications in 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 (U4190)	<b>Domestic and Family Violence Prevention Month and Awareness Activities, Seniors Week, Celebrating Multicultural Queensland</b> Access – Events (T102)	No demonstration of compliance required
Service System Support and Development	Service Providers including NGOs and local councils – Industry (U5230)	<b>Multi-tenant service centres funding</b> System Support - Capability building (T440)	No demonstration of compliance required
	Service Providers including NGOs and local councils - Industry (U5230)	<b>Caring for Our Community funding</b> System Support - Capability building (T440)	No demonstration of compliance required
Domestic and Family Violence	Government and non-government service providers (U5080)	System Support – Research (T442)	No demonstration of compliance required
Individuals	Adults who are experiencing personal, family, relationship and/or financial issues (U1150)	Support - Financial and material assistance (T333)	No demonstration of compliance required

<sup>11</sup> All services must be delivered in compliance with the Human Services Quality Standards even where no demonstration of compliance is required.

## COMMUNITY SERVICES

### 5D Exceptions - No demonstration of compliance required<sup>11</sup> – Investment specifications in streamlined service agreement

Young People	Young people aged 12–25 years of age who will benefit from participation, leadership and development opportunities (U2078)	<b>National Youth Week</b> Support services – Community support (T317)	No demonstration of compliance required
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#### Other Exceptions

The exceptions below also apply to Community Services:

- **Queensland Government agencies:** As a general rule, Queensland Government agencies delivering Community Services are not required to demonstrate compliance with the HSQF. These providers will remain subject to regulation by their own specific sets of quality and safeguard measures.
- **One-off, short-term and pilot funding:** Organisations delivering Community Services are not required to demonstrate compliance under HSQF for one-off, short-term or pilot/trial funding. However all services are expected to be delivered in accordance with the Human Services Quality Standards. For the purposes of HSQF compliance for these services, short-term funding is defined as service delivery funding that is contracted through a service agreement for less than 18 months. For service delivery funding contracted for 18 months or more, organisations will be required to demonstrate compliance using the method applicable to the service type, as outlined in Appendix 1.
- **Funding below a set threshold:** Organisations that receive total annual defined term/ongoing funding for services in-scope for certification that is less than the threshold for self-assessment, are generally exempt from demonstrating compliance with HSQF. Further information about the funding threshold for self-assessment is published on the department's HSQF website.

## QUEENSLAND COMMUNITY CARE

To reduce red tape and duplication for providers that deliver both Disability Services and Queensland Community Care services, the department will, as a general rule, accept an organisation's HSQF certification of its Disability Services or an organisation's accreditation under the Home Care Standards (Australian Government) as evidence of compliance with the HSQF for Queensland Community Care services.

**Note:** Queensland Community Care services have been mapped to NDIS disability services in-scope for Queensland's quality and safeguards framework (refer to NDIS Provider Toolkit Guide to Suitability). Where a Queensland Community Care service registers with the NDIS to provide an in-scope disability service that is different from the mapped service they are currently funded to provide, the NDIS service will come into scope for HSQF certification.

## QUEENSLAND COMMUNITY CARE

### 6B Self-Assessable

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

*Submit the required documents to the department, including a completed Self-assessment Workbook (within 12 months) and a completed Continuous Improvement Plan showing progress against the self-assessment (within 18 months) of signing a new Service Agreement – Standard Terms and the Service Agreement - Funding and Service Details.*

*Information about the timing of subsequent self-assessments is outlined in the Guide to Self-assessment and Continuous Improvement - Self-Assessable Organisations, available on the department's HSQF website.*

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

## QUEENSLAND COMMUNITY CARE

### 6C 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 and a copy of the most recent audit/review report to the regional contract officer upon negotiating a new service agreement. Where an organisation has been approved to demonstrate compliance through another quality system but has not yet attained certification or accreditation under that system, the organisation will have 18 months to achieve certification and submit evidence to the department.*

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) <b>or</b> other relevant accreditation or certification as negotiated with Queensland Community Care
Service type 2 - Coordinated Care	Assessment/client care coordination/case management/counselling/support, information and advocacy	
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)	

## QUEENSLAND COMMUNITY CARE

### 6D Exceptions - No demonstration of compliance required<sup>12</sup>

#### Outputs

Meals on Wheels

No demonstration of compliance required

#### Other Exceptions

The exceptions below also apply to Queensland Community Care:

- **Queensland Government agencies:** As a general rule, Queensland Government agencies delivering Queensland Community Care services are not required to demonstrate compliance with the HSQF. These providers will remain subject to regulation by their own specific sets of quality and safeguard measures.
- **One-off, short-term and pilot funding:** Organisations delivering Queensland Community Care services are not required to demonstrate compliance under HSQF for one-off, short-term or pilot/trial funding. However all services are expected to be delivered in accordance with the Human Services Quality Standards. For the purposes of HSQF compliance for these services, short-term funding is defined as service delivery funding that is contracted through a service agreement for less than 18 months. For service delivery funding contracted for 18 months or more, organisations will be required to demonstrate compliance using the method applicable to the service type, as outlined in Appendix 1.
- **Funding below a set threshold:** Organisations that receive total annual defined term/ongoing funding for services in-scope for certification that is less than the threshold for self-assessment, are generally exempt from demonstrating compliance with HSQF. Further information about the funding threshold for self-assessment is published on the department's HSQF website.

<sup>12</sup> All services must be delivered in compliance with the Human Services Quality Standards even where no demonstration of compliance is required.