

# Human Services Quality Framework

## Framework Supplement for services funded by Queensland Health

V2.0 July 2019

The Human Services Quality Framework (HSQF) is available to some organisations funded by Queensland Health.

This Framework Supplement reflects decisions that have been made by Queensland Health since the publication of the current Human Services Quality Framework v5.0 and contains information about the new Health Services Stream which includes service types in the following Program Areas:

- Mental Health
- Child and Family

This Supplement will apply until the next version of the Human Services Quality Framework is published.

### Further Information

This Supplement is part of a suite of resources developed for the HSQF available on the Department of Communities, Disability Services and Seniors website.

Further information about all aspects of HSQF, including information about tools and resources to support your organisation to meet the requirements of the standards, can be obtained by contacting the HSQF team.

### How to Use this Document

Please use this Supplement in conjunction with the Human Services Quality Framework – Version 5.0.

This Supplement outlines service types within the Health Services Stream including *Mental Health* and *Child and Family* service types.

The listed Mental Health services types are updates to and replace the Mental Health service types contained in the Human Services Quality Framework – Version 5.0.

Advice is also provided on the relevant HSQF demonstration method for each service type.

Organisations wishing to extend the scope of their HSQF Certification to include Queensland Health funded services should refer to Table 1 (over).

Service types align with those specified in your organisation's service agreement with Queensland Health.

*Note: organisations transitioning their mental health services from a previous agreement with Queensland Health to a new agreement may, with the agreement of their Queensland Health contract manager, seek HSQF certification for the mental health service types listed in the Human Services Quality Framework – Version 5.0*

### You can contact the HSQF Team:

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Table 1 Queensland Health's Service Stream:

Service Stream – Health Services			
Program Area	Service Types	Description	HSQF Quality Pathway
Mental Health	Mental Health – Individual Support and Rehabilitation	Non-clinical psychosocial wraparound support services tailored to the individual in their focus of care and intensity of support. They include a range of one-on-one activities provided by appropriately qualified workers directly to the individual in their homes or local community setting. Activities may include improving daily living skills, relapse prevention, social inclusion, build capacity for self-advocacy, stress management, skill development etc.	Certification
	Mental Health – Group Support and Rehabilitation	Non-clinical psychosocial support services tailored to provide the individual with activities aimed to improve their quality of life and psychosocial functioning, through the provision of group-based social, recreational or prevocational activities. The services can be hosted in many community settings and would generally be of short duration (e.g. group program of two (2) hours). The activities delivered may or may not be structured (e.g. two-hour session for six (6) weeks) and might be time-limited or ongoing depending on the identified recovery needs of the individual	Certification
	Mental Health – Individual Peer Work	Non-clinical psychosocial support services that are led and self-managed by peer workers that aim to empower and support the individual by sharing life experiences with people who have similar experiences and help to develop support networks for crisis situations. Includes individual self-help activities and can be face to face, telephone based, in-home and involve structured activities tailored to individual needs.	Certification
	Mental Health – Group Based Peer Work	Non-clinical psychosocial support services that are led and self-managed by peer workers which aim to empower and support the individual, by working through group processes and sharing life experiences with people who have similar experiences, and to help develop support networks for crisis situations. The services can be hosted in many community settings and would generally be of short duration (e.g. group program of two (2) hours). The activities delivered may or may not be structured (e.g. two-hour session for six (6) weeks) and might be time-limited or ongoing depending on the identified recovery needs of the individual.	Certification
	Mental Health – Individual Carer Support	Support services provided to a family/friend/support person or carer (in contrast to personalised support for the person experiencing a mental illness). Activities are designed to support the individual to fulfil their caring role, while maintaining their own health and wellbeing. Activities may include improving individual's mental health literacy to facilitate detection, early intervention and support, crisis management, enhancing relationships etc. The support services may or may not be provided by a peer worker.	Certification
	Mental Health – Group Carer Support	Support services provided to a family/friend/support person or carer (in contrast to personalised support for the person experiencing a mental illness) in a group basis. Activities may include practical skills for maintaining home and living well, enhancing relationships and social participation, health management and supporting access to education and employment opportunities. The support services may or may not be provided by a peer worker.	Certification

## Service Stream – Health Services

Program Area	Service Types	Description	HSQF Quality Pathway
	Mental Health – Other Residential Services	Services established in community settings in a domestic style environment that provide non-clinical psychosocial support to the individual residing on an overnight basis. Staff are on-site for a minimum of 6 hours a day and at least 50 hours per week. Accommodation may be provided on a short, medium or long-term basis.	Certification
	Mental Health – Individual Advocacy	Services that represent the rights and interests of people with mental illness, on a one-to-one basis by addressing issues of discrimination, abuse and neglect.	Not required to demonstrate
	Suicide Prevention – Individual Support and Rehabilitation	Lived experience peer support services that enhance therapeutic care options for people following their presentation to Queensland Health emergency departments and acute settings with a suicidal crisis.	Certification
Child and Family	Therapy Services – Individual	Services that provide clinical intervention, prevention and health promotion services and support to guide and assist individuals, who suffer, or are at risk of suffering, emotional, social, behavioural or developmental difficulties, to address a range of psycho-social, health and personal issues relevant to their needs. Services may include identification of personal goals, strategies and skills to enhance consumer's health, wellbeing, personal capacity, independent functioning within the community and counselling services.	Certification
	Therapy Services - Group	Services that provide group-based clinical intervention, prevention and health promotion services and support where consumers, who suffer, or are at risk of suffering, emotional, social, behavioural or developmental difficulties, can meet in a safe, supportive environment to address a range of identified social, health and other personal issues relevant to their needs. Services may include a range of planned social, educative and/or interactive activities that support consumers to increase their resilience and develop skills and strategies that improve their personal capacity to manage life events and support children's development.	Certification