

Human Services Quality Framework

Framework Supplement

for Mental Health Services funded by Queensland Health

The Human Services Quality Framework is available to some organisations funded by Queensland Health, with an early focus on mental health services.

This Framework Supplement has been developed to assist organisations seeking to extend the scope of their HSQF Certification to include Queensland Health funded mental health services.

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 Human Services Quality Framework 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.

You can contact the HSQF Team:

Telephone: (07) 3247 3072

Free Call: 1800 034 022

Email: hsqf@communities.qld.gov.au

Website: www.communities.qld.gov.au/hsqf

How to Use this Document

Please use this Supplement in conjunction with the Human Services Quality Framework – Version 4.0.

This Supplement outlines the service types within the Department of Health service stream which are in-scope of the Human Services Quality Framework. 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 mental health services should refer to Table 1 (over). Service types align with those specified in your organisation's service agreement with Queensland Health.

Queensland Health will update the service types available for HSQF as appropriate.



Table 1 Queensland Health Service Streams and Types

Service Stream – Mental Health		
Service Type based on Output Category	Description	HSQF Quality Pathway
Mental Health – Personalised Support -Other	Flexible psychosocial support services tailored to a mental health consumer’s individual and changing needs. They include a range of one-on-one activities provided by a support worker directly to mental health consumers in their homes or local communities.	Certification
Mental Health – Personalised Support – Other (Transition from Correctional Facilities)	Flexible psychosocial support services tailored to a mental health consumer’s individual and changing needs. They include a range of one-on-one activities provided by a support worker directly to mental health consumers in their homes or local communities. This service is for individuals transitioning from a correctional facility to community.	Certification
Mental Health – Personalised Support – Other (Resident Recovery)	Flexible psychosocial support services tailored to a mental health consumer’s individual and changing needs. They include a range of one-on-one activities provided by a support worker directly to mental health consumers in their homes or local communities. This service is for individuals residing in boarding house, crisis accommodation and hostels.	Certification
Mental Health – Group Support Activities	Services that aim to improve the quality of life and psychosocial functioning of mental health consumers, through the provision of group-based social, recreational or prevocational activities.	Certification
Mental Health – Mutual Support and Self- Help	Services that provide information and peer support to people with a lived experience of mental illness. People meet to discuss shared experiences, coping strategies and to provide information and referrals. Self-help groups are usually formed by peers who have come together for mutual support and accomplish a specific purpose.	Certification
Mental Health – Family and Carer Support	Services that provide families and carers of people living with a mental illness support, information, education and skill development opportunities to fulfil their caring role, while maintaining their own health and wellbeing.	Certification

Service Stream – Mental Health

Service Type based on Output Category	Description	HSQF Quality Pathway
Mental Health – Staffed Residential	Services that provide overnight accommodation in a domestic style environment, which is staffed for 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 – Counselling - face-to-face	Counselling services that operate through a range of mediums including face to face, telephone and online. Counselling services provide a structured process that is concerned with addressing and resolving specific problems, making decisions, working through feelings and inner conflicts or improving relationships with others.	Certification
Mental Health – Individual Advocacy	Services that represents the rights and interest 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