

# Human Services Quality Framework - Self-Assessment User Guide

## Version Control Register and Log of Changes

### How to use this guide

Items which have been updated are noted in the below tables to support necessary reviews and updates.

- Where only minor changes have been made to existing requirements, these are written out in full with the changed text noted in **bold italics**.
- Title references are noted in '*Italics*'
- Where relevant, minor deletions are noted with a ~~double strikethrough~~.
- Significant changes made to a section/requirement are noted as such, to support organisational reviews of content and make relevant changes/updates.

### Version 3.0 – October 2020

Structure and format of document	Title page and footer updated to reflect “Version 3.0” and “October 2020” release date.
Other general changes	<ul style="list-style-type: none"> <li>• Inclusion of Investment specification – “<i>Sexual Violence and Women’s Support</i>”.</li> <li>• Slight update to Domestic &amp; Family Violence reference – update to wording of “<i>Domestic and Family Violence Investment Specification</i>” to “<i>Domestic and Family Violence <b>Support Services</b> Investment Specification</i>”.</li> <li>• Updates reflected in ‘<i>Legend of common and specific service stream requirements</i>’ section.</li> </ul>
Updates – Standard 1	<ul style="list-style-type: none"> <li>• Indicator 1.1</li> </ul> <p><del>Applies to services funded under a Service Agreement – Funding and Service Details</del></p> <ul style="list-style-type: none"> <li>• Indicator 1.3</li> </ul> <p>Service specific requirements updated:</p> <ul style="list-style-type: none"> <li>○ Slight update to Domestic &amp; Family Violence section – update to investment specification title “<i>Domestic and Family Violence Investment Specification</i>” to “<i>Domestic and Family Violence <b>Support Services</b> Investment Specification</i>”.</li> <li>○ Sexual Violence &amp; Women’s support - inclusion of requirements for Sexual Violence &amp; Women’s support, including footnote.</li> </ul> <ul style="list-style-type: none"> <li>• Indicator 1.7</li> </ul> <p>Interpretation of indicator updated:</p> <ul style="list-style-type: none"> <li>○ “<i>Information management requirements are identified, including how information is <del>maintained</del> <b>collected</b>, stored, <del>shared</del> <b>managed, secured, used, disclosed</b> and destroyed in accordance with information privacy and confidentiality obligations.</i> <p><i>Information includes: records (e.g. minutes of meetings, completed forms, <b>closed-circuit television (CCTV) footage</b>); files (e.g. <b>about</b> people using services and staff); and knowledge (this includes knowledge which is informally gathered).”</i></p> </li> </ul>

	<p>Addition of new common mandatory requirement:</p> <ul style="list-style-type: none"> <li>○ Processes for responding to privacy breaches and reporting to your funding body.</li> </ul> <p>Service specific requirements updated:</p> <ul style="list-style-type: none"> <li>○ Domestic and Family Violence - removal of requirements relating to <del>“All Domestic and Family Violence Services that work with female service users”</del></li> <li>○ Domestic and Family Violence - addition to service name: <b>“Women’s Shelters (Temporary Supported Accommodation – Immediate)”</b>.</li> </ul> <p>Significant updates to suggestions of how this indicator may be demonstrated / evidenced.</p>
<p>Updates – Standard 2</p>	<ul style="list-style-type: none"> <li>● Indicator 2.3 - Service specific requirements updated: <ul style="list-style-type: none"> <li>○ Sexual Violence &amp; Women’s support - inclusion of requirements for Sexual Violence &amp; Women’s support.</li> </ul> </li> </ul>
<p>Updates – Standard 3</p>	<ul style="list-style-type: none"> <li>● Indicator 3.1</li> </ul> <p>Service specific requirements updated:</p> <ul style="list-style-type: none"> <li>○ Domestic and Family Violence - addition to service name: <b>“Women’s Shelters and Non-Accommodation Support Services (Temporary Supported Accommodation – Immediate, Mobile Support and Centre Based Support)”</b>.</li> <li>○ Sexual Violence &amp; Women’s support - inclusion of requirements for Sexual Violence &amp; Women’s support.</li> </ul>
<p>Updates – Standard 4</p>	<ul style="list-style-type: none"> <li>● Indicator 4.2</li> </ul> <p>Common requirements updated:</p> <ul style="list-style-type: none"> <li>○ Update to Blue Card requirements to reference ‘No Card – No Start’ legislation, including footnote.</li> <li>○ Inclusion of new requirements relating to anti-bullying and cyberbullying, including footnote.</li> </ul> <p>Service specific requirements updated:</p> <ul style="list-style-type: none"> <li>○ Domestic and Family Violence - removal of reference to <del>“and principles”</del> and associated footnote under Domestic and Family Violence.</li> <li>○ Domestic and Family Violence - addition to service name: <b>Women’s Shelters and Non-Accommodation Support Services (Temporary Supported Accommodation – Immediate)”</b>.</li> <li>○ Domestic and Family Violence - addition to service name: <b>Women’s Shelters (Temporary Supported Accommodation – Immediate)</b>.</li> </ul> <p>Suggestions of how this indicator may be demonstrated updated to include information about anti-bullying and cyberbullying.</p> <ul style="list-style-type: none"> <li>● Indicator 4.3</li> </ul> <p>Service specific requirements updated:</p> <ul style="list-style-type: none"> <li>○ Sexual Violence &amp; Women’s support - inclusion of requirements for Sexual Violence &amp; Women’s support.</li> </ul>

**Version 3.0 – October 2020**

Updates – Standard 5	Nil updates
Updates – Standard 6	<ul style="list-style-type: none"><li>• Indicator 6.4</li></ul> Service specific requirements updated: <ul style="list-style-type: none"><li>○ Sexual Violence &amp; Women’s support - inclusion of requirements for Sexual Violence &amp; Women’s support.</li></ul>
<b>Appendix A</b>	Hyperlinks updated as required.
<b>Appendix B</b>	<ul style="list-style-type: none"><li>• Replacement of previous references to ‘<del>Public Safety Business Agency</del>’ with ‘<i>Blue Card Services</i>’.</li></ul>