

Human Services Quality Framework – Certification User Guide

Version Control Register and Log of Changes Version 7.0 – 1 October 2020

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.
- Changes are listed in below tables in two ways – firstly against the specific sections/indicators and then specifically by service investment specification.

General updates

General updates	Throughout where relevant: <ul style="list-style-type: none">• Update to version number and date.• Minor grammatical, layout and typographic updates.• Updates to footnote numbers.• Removal of references to disability services supplement.• Re-inclusion of disability service requirements, previously within separate supplement. Note: the requirements for disability services within the User Guide have not changed from the previous version.• Inclusion of Investment specification – "<i>Sexual Violence and Women's Support</i>".• Slight update to Domestic & Family Violence reference – update to wording of "<i>Domestic and Family Violence Investment Specification</i>" to "<i>Domestic and Family Violence Support Services Investment Specification</i>".• Removal of references to domestic and family violence practice standards, including those for perpetrator intervention programs where relevant. Further information available in "<i>Domestic and Family Violence Services</i>" section below.• Inclusion of new Appendix A – "<i>Safety requirements</i>".• Former Appendix A, now Appendix B (including updates to references throughout).• Former Appendix B, now Appendix C (including updates to references throughout).
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<p>Section 2 – section ‘Legend of service specific requirements’</p>	<ul style="list-style-type: none"> • Slight update to Domestic & Family Violence section – update to investment specification title “<i>Domestic and Family Violence Investment Specification</i>” to “<i>Domestic and Family Violence Support Services Investment Specification</i>” and addition of ‘<i>case management, accommodation,</i>’ into list. • Slight update to “<i>Women’s Shelters and Non-Accommodation Support Services</i>” to include “(i.e. <i>Temporary Supported Accommodation – Immediate, Mobile Support and Centre Based Support</i>)”. • Inclusion of new section – “<i>Sexual Violence & Women’s Support</i>”. • Re-inclusion of disability services section – previously included in separate supplement.
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Common mandatory and service specific requirements updates – Section 4

Standard 1	
<p>Mandatory requirement indicator 1.1</p>	<p>Service specific requirements updated:</p> <ul style="list-style-type: none"> • Disability Services - re-inclusion of requirements for disability service requirements, including footnote.
<p>Mandatory requirement indicator 1.2</p>	<p>Service specific requirements updated:</p> <ul style="list-style-type: none"> • Disability Services - re-inclusion of requirements for disability service requirements.
<p>Mandatory requirement indicator 1.3</p>	<p>Service specific requirements updated:</p> <ul style="list-style-type: none"> • Slight update to Domestic & Family Violence section – update to investment specification title “Domestic and Family Violence Investment Specification” to “Domestic and Family Violence Support Services Investment Specification”. • Sexual Violence & Women’s support - inclusion of requirements for Sexual Violence & Women’s support, including footnote. • Disability Services - re-inclusion of requirements for disability service requirements.
<p>Mandatory requirement indicator 1.7</p>	<p>Interpretation of indicator updated:</p> <ul style="list-style-type: none"> • “<i>Information management requirements are identified, including how information is maintained collected, stored, shared managed, secured, used, disclosed and destroyed in accordance with information privacy and confidentiality obligations.</i> <p><i>Information includes: records (e.g. minutes of meetings, completed forms, closed-circuit television (CCTV) footage); files (e.g. about people using services and staff); and knowledge (this includes knowledge which is informally gathered).”</i></p>

	<p>Common requirements updated:</p> <ul style="list-style-type: none"> Requirement updated: “<i>Documented and implemented processes for responding to privacy breaches and where required reporting to the funding departments (and any other relevant authority in accordance with applicable legislation)</i>”. Footnote 19 significantly updated. Footnote 20 significantly updated. Removal of heading - “Applies to organisations under a Service Agreement with a Queensland Government department”. Footnote 22 significantly updated. <p>Service specific requirements updated:</p> <ul style="list-style-type: none"> Domestic and Family Violence - removal of requirements relating to “All Domestic and Family Violence Services that work with female service users” and “Perpetrator Intervention Programs”. Domestic and Family Violence - addition to service name: “<i>Women’s Shelters (Temporary Supported Accommodation – Immediate)</i>”. Disability Services - re-inclusion of requirements for disability service requirements. <p>Suggestions of how this indicator may be demonstrated updated:</p> <ul style="list-style-type: none"> Significant updates in sections “<i>Privacy policy and procedures addressing:</i>”; “<i>Organisations providing services to children and young people in care</i>” and “<i>Service providers covered by the information sharing provisions of the Child Protection Act 1999.</i>” Significant updates to footnotes 25, 26 and 27.
Standard 2	
<p>Mandatory requirement indicator 2.1</p>	<p>Service specific requirements updated:</p> <ul style="list-style-type: none"> Disability Services - re-inclusion of requirements for accommodation, respite services or other applicable services.
<p>Mandatory requirement indicator 2.2</p>	<p>Service specific requirements updated:</p> <ul style="list-style-type: none"> Disability Services - re-inclusion of requirements for disability service requirements.

Mandatory requirement indicator 2.3	<p>Service specific requirements updated:</p> <ul style="list-style-type: none"> • Sexual Violence & Women’s support - inclusion of requirements for Sexual Violence & Women’s support.
Standard 3	
Mandatory requirement indicator 3.1	<p>Service specific requirements updated:</p> <ul style="list-style-type: none"> • Domestic and Family Violence - removal of requirements relating to “Perpetrator Intervention Programs” and “Domestic and Family Violence Services that work with female service users”. • Domestic and Family Violence - addition to service name: “Women’s Shelters and Non-Accommodation Support Services (Temporary Supported Accommodation – Immediate, Mobile Support and Centre Based Support)”. • Sexual Violence & Women’s support - inclusion of requirements for Sexual Violence & Women’s support. • Disability Services - re-inclusion of requirements for disability service requirements. <p>Suggestions of how this indicator may be demonstrated updated:</p> <ul style="list-style-type: none"> • Disability Services – re-inclusion of suggestions for disability service.
Mandatory requirement indicator 3.2	<p>Service specific requirements updated:</p> <ul style="list-style-type: none"> • Disability Services - re-inclusion of requirements for disability service requirements.
Mandatory requirement indicator 3.3	<p>Service specific requirements updated:</p> <ul style="list-style-type: none"> • Disability Services - re-inclusion of requirements for services provided to adults who have an intellectual or cognitive impairment.
Standard 4	
Mandatory requirement indicator 4.1	<p>Service specific requirements updated:</p> <ul style="list-style-type: none"> • Disability Services - re-inclusion of requirements for disability service requirements, including footnote. <p>Suggestions of how this indicator may be demonstrated updated:</p> <ul style="list-style-type: none"> • Disability Services – re-inclusion of suggestions for disability service.

<p>Mandatory requirement indicator 4.2</p>	<p>Common requirements updated:</p> <ul style="list-style-type: none"> • Update to Blue Card requirements to reference ‘No Card – No Start’ legislation, including footnote. • Slight update to wording: “<i>Documented and implemented processes for ensuring safe environments for people who use services, with due regard to legislative, regulatory or policy requirements, as outlined in Appendix A, as relevant to the types of services provided</i>”. • Requirements previously outlined in footnote moved to Appendix A (refer to ‘<i>Appendix A</i>’ section below for further details of updates). <p>Service specific requirements updated:</p> <ul style="list-style-type: none"> • Domestic and Family Violence - removal of reference to “and principles” and associated footnote under Domestic and Family Violence. • Domestic and Family Violence - addition to service name: Women’s Shelters and Non-Accommodation Support Services (Temporary Supported Accommodation – Immediate)”. • Domestic and Family Violence - addition to service name: Women’s Shelters (Temporary Supported Accommodation – Immediate). • Domestic and Family Violence - removal of requirements relating to “Perpetrator Intervention Programs”. • Disability Services – re-inclusion of requirements for disability service requirements, including footnote. <p>Suggestions of how this indicator may be demonstrated updated:</p> <ul style="list-style-type: none"> • Slight update to wording: “Policies and procedures and risk assessment/management plans for ensuring safe environments for people who use services as outlined in Appendix A.” • Inclusion of suggestion “Policies, procedures, materials and resources supporting anti bullying and cyberbullying, which may include requirements as outlined in Appendix A.”. • Disability Services - re-inclusion of suggestions for disability service.
<p>Mandatory requirement indicator 4.3</p>	<p>Service specific requirements updated:</p> <ul style="list-style-type: none"> • Domestic and Family Violence - removal of requirements relating to “Perpetrator Intervention Programs”. • Sexual Violence & Women’s support - inclusion of requirements for Sexual Violence & Women’s support. • Disability Services – re-inclusion of requirements for disability service requirements.

	<p>Suggestions of how this indicator may be demonstrated updated:</p> <ul style="list-style-type: none"> Disability Services - re-inclusion of suggestions for disability service.
Mandatory requirement indicator 4.4	<p>Service specific requirements updated:</p> <ul style="list-style-type: none"> Disability Services - re-inclusion of requirements for disability service, including footnote.
Mandatory requirement indicator 4.5	<p>Service specific requirements updated:</p> <ul style="list-style-type: none"> Disability Services - re-inclusion of requirements for disability service.
Standard 5	
	Nil updates.
Standard 6	
Mandatory requirement indicator 6.2	<p>Service specific requirements updated:</p> <ul style="list-style-type: none"> Domestic and Family Violence - removal of requirements relating to “Perpetrator Intervention Programs” (no further requirements for this indicator). Families – removal of requirements relating to Clinical Nursing Services.
Mandatory requirement indicator 6.3	<p>Service specific requirements updated:</p> <ul style="list-style-type: none"> Child Protection Placement Services - update to footnote references from Appendix A to Appendix B. Disability Services - re-inclusion of requirements for disability service.
Mandatory requirement indicator 6.4	<p>Service specific requirements updated:</p> <ul style="list-style-type: none"> Sexual Violence & Women’s support - inclusion of requirements for Sexual Violence & Women’s support.

Service type specific mandatory requirements updates

Child Protection Placement Services

Mandatory requirement indicator 6.3

Update to footnote references from ~~Appendix A~~ to **Appendix B**.

Child Protection Support Services

Nil updates.

Families

Mandatory requirement indicator 6.2

Removal of requirements relating to ~~Clinical Nursing Services~~.

Domestic and Family Violence Services

General note – changes to requirements

The domestic and family violence practice standards, including those for perpetrator intervention programs, are currently under review.

References to these have been removed from *HSQF User Guide – Certification Version 7.0*. Requirements which have been removed are detailed within this Version Control Register and Log of Changes.

Relevant service types must continue to align to remaining requirements as outlined in *HSQF User Guide – Certification Version 7.0*, and future User Guide updates will include updated requirements.

Mandatory requirement indicator 1.3

Update to investment specification title from “*Domestic and Family Violence Investment Specification*” to “*Domestic and Family Violence **Support Services** Investment Specification*”.

Mandatory requirement indicator 1.7

Update to requirements:

- removal of requirements relating to “~~All Domestic and Family Violence Services that work with female service users~~” and “~~Perpetrator Intervention Programs~~”.
- addition to service name: ‘*Women’s Shelters (**Temporary Supported Accommodation – Immediate**)*’.

Mandatory requirement indicator 3.1	Update to requirements: <ul style="list-style-type: none"> • removal of requirements relating to “Perpetrator Intervention Programs” and “Domestic and Family Violence Services that work with female service users”. • addition to service name: <i>‘Women’s Shelters and Non-Accommodation Support Services (Temporary Supported Accommodation – Immediate, Mobile Support and Centre Based Support)’.</i>
Mandatory requirement indicator 4.2	Update to requirements: <ul style="list-style-type: none"> • removal of reference to “and principles” and associated footnote under Domestic and Family Violence. • addition to service name: <i>‘Women’s Shelters and Non-Accommodation Support Services (Temporary Supported Accommodation – Immediate)’.</i> • addition to service name: <i>‘Women’s Shelters (Temporary Supported Accommodation – Immediate)’.</i> • removal of requirements relating to “Perpetrator Intervention Programs”.
Mandatory requirement indicator 4.3	Update to requirements: <ul style="list-style-type: none"> • removal of requirements relating to “Perpetrator Intervention Programs”.
Mandatory requirement indicator 6.2	Update to requirements: <ul style="list-style-type: none"> • removal of requirements relating to “Perpetrator Intervention Programs” (no further requirements for this indicator).
Sexual Violence and Women’s Support	
Mandatory requirement indicator 1.3	Inclusion of new requirements, including footnote.
Mandatory requirement indicator 2.3	Inclusion of new requirements.
Mandatory requirement indicator 3.1	Inclusion of new requirements.
Mandatory requirement indicator 4.3	Inclusion of new requirements.

Mandatory requirement indicator 6.4	Inclusion of new requirements.
Individuals	
	Nil updates.
Young People	
	Nil updates.
Disability Services	
Note: the requirements for disability services within <i>User Guide Version 7.0</i> are consistent with the disability services requirements previously outlined in the <i>HSQF Certification User Guide – Certification – Disability Services Supplement</i> .	
General	Re-inclusion of all disability service requirements within <i>HSQF User Guide – Certification Version 7.0</i> – previous supplement discontinued.
Mandatory requirement indicator 1.1	Re-inclusion of requirements, including footnote.
Mandatory requirement indicator 1.2	Re-inclusion of requirements.
Mandatory requirement indicator 1.3	Re-inclusion of requirements.
Mandatory requirement indicator 1.7	Re-inclusion of requirements.
Mandatory requirement indicator 2.1	Re-inclusion of requirements for accommodation, respite services or other applicable services.

Mandatory requirement indicator 2.2	Re-inclusion of requirements.
Mandatory requirement indicator 3.1	<ul style="list-style-type: none"> • Re-inclusion of requirements • Re-inclusion of suggested evidence relating to disability services.
Mandatory requirement indicator 3.2	Re-inclusion of requirements.
Mandatory requirement indicator 3.3	Re-inclusion of requirements for services provided to adults who have an intellectual or cognitive impairment.
Mandatory requirement indicator 4.1	<ul style="list-style-type: none"> • Re-inclusion of requirements, including footnote. • Re-inclusion of suggested evidence relating to disability services.
Mandatory requirement indicator 4.2	<ul style="list-style-type: none"> • Re-inclusion of requirements, including footnote. • Re-inclusion of suggested evidence relating to disability services.
Mandatory requirement indicator 4.3	<ul style="list-style-type: none"> • Re-inclusion of requirements. • Re-inclusion of suggested evidence relating to disability services.
Mandatory requirement indicator 4.4	Re-inclusion of requirements, including footnote.
Mandatory requirement indicator 4.5	Re-inclusion of requirements.
Mandatory requirement indicator 6.3	Re-inclusion of requirements.

Queensland Community Support Scheme (QCSS)	
	Nil updates.
Mental Health	
	Nil updates.

Appendix A	
General note	Appendix A renamed from “ <i>Links to legislation, policies and resources</i> ” to “ <i>Safety requirements</i> ”.
Updates	Move of requirements previously listed within footnote of indicator 4.2 into Appendix A, with expansion of guidelines.
	Addition of new requirements relating to ‘ <i>Anti-bullying and cyberbullying</i> ’ for services provided primarily to children and young people.
	Update to requirements listed from ‘ <i>maintenance and management of building and equipment, furniture, lighting and ventilation</i> ’ to ‘ <i>maintenance and management of building and equipment, safety equipment, furniture, lighting and ventilation</i> ’.
Appendix B	
General note	Appendix B renamed from “ <i>Terms and Definitions</i> ” to “ <i>Links to legislation, policies and resources</i> ”.
Updates	<ul style="list-style-type: none"> • Addition of link to page “<i>Blue card system review – No Card No Start</i>”. • Re-inclusion of reference to “<i>Disability Services Act 2006</i>” and “<i>Disability Services Regulation 2017</i>”. • Inclusion of new link “<i>Anti-Cyberbullying Taskforce - Adjust our Settings: A community approach to address cyberbullying among children and young people in Queensland</i>”. • Inclusion of new link under Business Continuity “<i>CSIA Business Continuity</i>”. • Inclusion of new links for electrical safety, fire safety and test and tagging electrical equipment. • Update of Child Safety links for Assessment and Services Connect, Kinship Care Policy 632, Placement of Children in Care as part of an Integrated Child Protection Response Policy 578, Positive Behaviour Support Policy 604 (Child Safety Services), Transitioning From Care into Adulthood Policy 349 and Child Safety Practice Manual, including link to updates. • Update to link for <i>Domestic and Family Violence Information Sharing Guidelines</i>. • Update of <i>Domestic and Family Violence Investment Specification</i>” to “<i>Domestic and Family Violence Support Services Investment Specification</i>”.

	<ul style="list-style-type: none"> • Inclusion of new link “<i>Sexual Violence and Women’s Support Services Investment Specification</i>”. • Removal of Practice Standards links. • Update to Financial Counselling Australia links for <i>Standards for agencies employing financial counsellors</i> and <i>National Standards for Membership & Accreditation: Australian State and Territory Financial Counselling Associations</i>. • Re-inclusion of disability services related links. • Update to ‘<i>Obligations to Report a Death in Care Fact Sheet</i>’ to ‘<i>Obligations to Report a Death in Care Fact Sheet</i>’ and hyperlink updated.
Appendix C – Terms and Definitions	
General note	Appendix C titled “ <i>Terms and Definitions</i> ”.
Updates	<ul style="list-style-type: none"> • Replacement of previous references to ‘Public Safety Business Agency’ with ‘<i>Blue Card Services</i>’. • Re-inclusion of disability services terms and definitions.