

General comments	
General	<ul style="list-style-type: none"> • Acronym DCSYW used for Department of Child Safety, Youth and Women • Acronym DCDSS used for Department of Communities, Disability Services and Seniors
Sections 1 and 2	
<ul style="list-style-type: none"> • Significant edit to reflect Queensland Government Machinery-of-Government changes and expanded scope of HSQF to cover multiple departments • Renamed service streams • Added new service types in Families – Clinical Nursing Services and Family Participation • Added new service type in Domestic and Family Violence – Women’s Shelters and Non-Accommodation Support Services 	
Section 4	
Common	
General	<ul style="list-style-type: none"> • All suggestions for how to demonstrate the indicators have been revised and refreshed • “Support plan” replaced with “individualised plan” • “the organisation demonstrates” removed from individual mandatory evidence requirements on the basis that each Indicator already states “organisations must demonstrate” • Terms such as “relevant stakeholder” and “representative/support person” added to Appendix B – Terms and Definitions
1.1	<p>Mandatory Evidence Requirement</p> <ul style="list-style-type: none"> • Requirements for processes to ensure legislative, regulatory, policy and contractual compliance combined • Requirement for sub-contracting/brokerage arrangements amended to include <u>legislative</u> obligations • Requirement for record keeping practices amended to include <u>contractual</u> obligations
1.4	<p>Mandatory Evidence Requirement</p> <ul style="list-style-type: none"> • New requirement in relation to implementing <u>People with vulnerabilities in disasters: A framework for an effective local response</u>
1.6	<p>Mandatory Evidence Requirement</p> <p>Suggestions for how to demonstrate this indicator</p> <ul style="list-style-type: none"> • Requirement in relation to promotion of services for Aboriginal and Torres Strait Islander people and for people from culturally and linguistically diverse backgrounds amended to include culturally <u>safe</u> and accessible services • New suggestions for <i>Services for Aboriginal and Torres Strait Islander children and families</i>
1.7	<p>Mandatory Evidence Requirement</p> <ul style="list-style-type: none"> • Requirement to respond to and report privacy breaches amended to apply to all organisations and refer to <u>relevant authority</u> and <u>applicable legislation</u>. Organisations may have obligations pursuant to service agreements and either or both Queensland or Commonwealth privacy legislation
3.1	<p>Mandatory Evidence Requirement</p> <p>Suggestions for how to demonstrate this indicator</p> <ul style="list-style-type: none"> • Inclusion of relevant <u>decision making</u> along with “guardianship/custody arrangements” • Requirement for <u>individualised plans</u> to be developed and implemented <u>in conjunction with</u> the person using services and their representatives/support persons. • New suggestions for <i>Services for Aboriginal and Torres Strait Islander children and families</i>
3.2	<p>Mandatory Evidence Requirement</p> <ul style="list-style-type: none"> • Requirement for organisation to demonstrate consideration of <u>individual needs and preferences of service users</u> referencing examples such as <u>age, culture, gender identity, sexuality, religious beliefs, ability, communication needs</u> replaces consideration of culture, physical, intellectual and communication requirements of individual service users.

Common

	Suggestions for how to demonstrate this indicator	<ul style="list-style-type: none"> • New suggestion for <i>Services for Aboriginal and Torres Strait Islander children and families</i>
3.3	Mandatory Evidence Requirement	<ul style="list-style-type: none"> • New requirement to involve people using services and their representatives / support persons in reviewing individualised plans
	Suggestions for how to demonstrate this indicator	<ul style="list-style-type: none"> • New suggestion for <i>Services for Aboriginal and Torres Strait Islander children and families</i>
3.4	Suggestions for how to demonstrate this indicator	<ul style="list-style-type: none"> • New suggestion for <i>Services for Aboriginal and Torres Strait Islander children and families</i>
3.5	Mandatory Evidence Requirement	<ul style="list-style-type: none"> • Requirement for <u>strengths, needs, goals and aspirations</u> replacing “preferences, goals and aspirations” to be recorded and responded to when undertaking individualised planning and support
	Suggestions for how to demonstrate this indicator	<ul style="list-style-type: none"> • New suggestion for <i>Services for Aboriginal and Torres Strait Islander children and families</i>
4.1	Mandatory Evidence Requirement	<ul style="list-style-type: none"> • List of human and legal rights expanded to include <u>right to confidentiality of personal information</u> and <u>right to be treated with dignity and respect</u> • New requirement to provide people with information on their rights.
4.2	Mandatory Evidence Requirement	<ul style="list-style-type: none"> • process for ensuring safe environments limited to safe environments <u>for people using services</u>, rather than staff (staff and volunteer safety is addressed under Standard 6) • Additional details about requirements under the working with <i>Children (Risk Management and Screening) Act 2000</i> including screening and the requirement to keep and review a child and youth risk management strategy
4.3	Mandatory Evidence Requirement	<ul style="list-style-type: none"> • New requirement to have an incident reporting system that ensures incidents are assessed, managed and reported in a timely manner
4.5	Mandatory Evidence Requirement	<ul style="list-style-type: none"> • <u>Safety, wellbeing and rights</u> replaces “safety, wellbeing and dignity”
5.1	Mandatory Evidence Requirement	<ul style="list-style-type: none"> • New requirement for people working in or for the organisation to be aware of, trained in and comply with complaints management and resolution procedures
6.1	Mandatory Evidence Requirement	<ul style="list-style-type: none"> • New requirement to ensure employment practices comply with relevant employment-related legislation
6.2	Suggestions for how to demonstrate this indicator	<ul style="list-style-type: none"> • New suggestion for <i>Services for Aboriginal and Torres Strait Islander people</i>
6.3	Suggestions for how to demonstrate this indicator	<ul style="list-style-type: none"> • New suggestion for <i>Services for Aboriginal and Torres Strait Islander people</i>
6.4	Mandatory Evidence Requirement	<ul style="list-style-type: none"> • feedback/supervision and support required to be relevant to <u>level of experience</u> and <u>complexity of service user needs</u> as well as role
6.5	Mandatory Evidence Requirement	<ul style="list-style-type: none"> • amendments to requirement re policy or procedure for management of grievances and disputes people working in and for the organisation are aware of right to refer a complaint to <u>relevant external agency</u> rather than “department complaints process”
	Suggestions for how to demonstrate this indicator	<ul style="list-style-type: none"> • New suggestion for <i>Services for Aboriginal and Torres Strait Islander people</i>

Child Protection Placement Services

<p>General</p>	<ul style="list-style-type: none"> • Safety, wellbeing and best interest of the child extended to include both through childhood <u>and for the rest of the child's life</u> • <u>Family Based Care Services</u> and <u>Non-Family Based Care Services</u> replace the term “out of home placement services”
<p>1.1 Mandatory Evidence Requirement</p>	<ul style="list-style-type: none"> • addition of <i>Child Protection Regulation 2011</i> • Moved from 1.4: a licensed care service can demonstrate how authority is conveyed to the nominee and to directors or similar persons responsible for the services' operations • New requirement that organisations granted a care service licence have processes that ensure adherence to the conditions listed on the licence
<p>1.3 Mandatory Evidence Requirement</p>	<ul style="list-style-type: none"> • New requirement relating to safe care and connection for Aboriginal and Torres Strait Islander children and young people and <i>Additional principles for Aboriginal and Torres Strait Islander Children</i> (section 5C <i>Child Protection Act 1999</i>).
<p>1.4 Mandatory Evidence Requirement</p>	<ul style="list-style-type: none"> • Requirement for a licensed care service to demonstrate how authority is conveyed to the nominee and to directors or similar persons responsible for the services' operations moved to 1.4
<p>1.7 Mandatory Evidence Requirement</p> <p>Suggestions for how to demonstrate this indicator</p>	<ul style="list-style-type: none"> • Inclusion of DCSYW's <i>Information Sharing Guidelines – To meet the protection and care needs and promote the wellbeing of children.</i> • New requirement for processes for managing security of sensitive information relating to children and young people in care • New requirement relating to <i>Recordkeeping Guide for Funded Non-Government Organisations</i> • New suggestions for services providers covered by the information sharing provisions of the <i>Child Protection Act 1999</i>
<p>2.1 Mandatory Evidence Requirement</p> <p>Suggestions for how to demonstrate this indicator</p>	<ul style="list-style-type: none"> • Inclusion of DCSYW's <i>Policy 641-1: Decisions about Aboriginal and Torres Strait Islander Children and Young People</i>, including the five elements of the Child Protection Placement Principle. • transition to adulthood replaces “independent living” in transition plans. Care planning processes must reflect and support Transition to Adulthood Case Plan goals • New suggestion for <i>Child Protection Placement Services</i>
<p>3.1 Mandatory Evidence Requirement</p>	<p>All placement services</p> <ul style="list-style-type: none"> • inclusion of DCSYW's <i>Information Sharing Guidelines – To meet the protection and care needs and promote the wellbeing of children.</i> • Footnote clarifying that dental, medical and therapeutic services includes <u>emergency and routine vaccinations in accordance with section 97 <i>Child Protection Act 1999</i></u> • Requirements where a child or young person is assessed by DCSYW as having significant needs in the behaviour and/or emotional stability domains no longer apply to all Child Protection Placement Services not just non-family based care services <p>Non family based care services</p> <ul style="list-style-type: none"> • New requirement to implement a trauma-informed therapeutic approach as set out by the <i>Hope and Healing Framework for Residential Care</i>

Child Protection Placement Services

3.2	Mandatory Evidence Requirement Suggestions for how to demonstrate this indicator	<ul style="list-style-type: none"> • New requirement to promote safe care and connection and provide services in accordance with <i>Additional Principles for Aboriginal and Torres Strait Islander Children</i> (section 5C <i>Child Protection Act 1999</i>). • <i>Policy 641-1: Decisions about Aboriginal and Torres Strait Islander Children and Young People</i> replaces <i>Working with Aboriginal and Torres Strait Islander Children, Families and Communities Policy</i>
3.3	Suggestions for how to demonstrate this indicator	<ul style="list-style-type: none"> • New Suggestion for Child Protection Placement Services
3.4	Mandatory Evidence Requirement Suggestions for how to demonstrate this indicator	<ul style="list-style-type: none"> • Inclusion of DCSYW's <i>Information Sharing Guidelines – To meet the protection and care needs and promote the wellbeing of children.</i> • Non-Family Based Care Services • New requirement relating to <i>Joint agency protocol to reduce preventable police call-outs to residential care services</i> • New suggestion for Services to children and families • New suggestion for Child Protection Non-Family Based Care Services
4.1	Suggestions for how to demonstrate this indicator	<ul style="list-style-type: none"> • New suggestion for Services to children and families
4.2	Mandatory Evidence Requirement	<ul style="list-style-type: none"> • New requirement for family based care services regarding undertaking assessment to enable renewal of certificates within legislative timeframes • New requirements relating to identifying or responding to notification of changes in child protection and personal history (LCS Form 6) • New requirement relating to <i>Joint agency protocol to reduce preventable police call-outs to residential care services</i> • Requirement for <u>processes for vehicle safety</u> replaces requirement to have policies in line with guidelines issued by the department.
4.3	Mandatory Evidence Requirement Suggestions for how to demonstrate this indicator	<ul style="list-style-type: none"> • Clarification of language about requirements for reporting and recording disclosures of historical harm, harm that was not a result of service provided by the organisation and situations where DCSYW deems an incident requires a <i>Standards of Care Review</i> or <i>Harm Report Investigation and Assessment</i> • Extension of circumstances to include <u>incidents</u> and <u>disclosures of harm</u> as well as Standards of Care Reviews and or Harm Report Investigations and Assessments. • For non-family based placement services, additional documents to guide management of incidents: <ul style="list-style-type: none"> ○ <i>Incident management for residential care services</i> ○ <i>Incident reporting guide for residential care services</i> ○ <i>Joint agency protocol to reduce preventable police call-outs to residential care services</i> • New suggestion for Child Safety Placement Services • New suggestions for Child Protection Non Family Based Placement Services
5.3	Mandatory Evidence Requirement	<ul style="list-style-type: none"> • Inclusion of <u>support networks</u> in category of persons made aware of complaints and appeals options.
6.1	Mandatory Evidence Requirement	<ul style="list-style-type: none"> • <u>Suitable</u> replaces “satisfactory” methods for selection, training and management of people engaged in providing services.

Child Protection Placement Services

6.2	Mandatory Evidence Requirement	<p>For Non-Family Based Care Services (excluding Safe Houses)</p> <ul style="list-style-type: none"> • New requirement relating to <i>Strengthening the Queensland Residential Care Workforce – Minimum Qualification Standards Information Sheet</i>
6.3	Mandatory Evidence Requirement	<p>For Non-Family Based Care Services (excluding Safe Houses)</p> <ul style="list-style-type: none"> • New requirement relating to <i>Strengthening the Queensland Residential Care Workforce - Minimum Qualification Standards Information Sheet.</i>

Child Protection Support Services

General		<ul style="list-style-type: none"> • Safety, wellbeing and best interest of the child extended to include both through childhood <u>and for the rest of the child's life</u>
1.1	Mandatory Evidence Requirement	<ul style="list-style-type: none"> • addition of <i>Child Protection Regulation 2011</i>
1.3	Mandatory Evidence Requirement	<ul style="list-style-type: none"> • New requirement relating to safe care and connection for Aboriginal and Torres Strait Island children and young people and <i>Additional principles for Aboriginal and Torres Strait Islander Children (section 5C Child Protection Act 1999).</i>
1.7	Mandatory Evidence Requirement	<ul style="list-style-type: none"> • Inclusion of DCSYW's <i>Information Sharing Guidelines – To meet the protection and care needs and promote the wellbeing of children.</i> • New requirement for processes for managing security of sensitive information relating to children and young people in care • New requirement relating to <i>Recordkeeping Guide for Funded Non-Government Organisations</i>
	Suggestions for how to demonstrate this indicator	<ul style="list-style-type: none"> • New suggestions for services providers covered by the information sharing provisions of the <i>Child Protection Act 1999</i>
3.1	Mandatory Evidence Requirement	<ul style="list-style-type: none"> • New requirements to contribute to the assessment of and meeting protection and care needs of the child and supporting families in accordance with 159B(d) <i>Child Protection Act</i> and DCSYW's <i>Information Sharing Guidelines – To meet the protection and care needs and promote the wellbeing of children.</i>
3.4	Mandatory Evidence Requirement	<ul style="list-style-type: none"> • New requirement to work in a coordinated and collaborative way with DCSYW and other service provides consistent with ss159B and 159F <i>Child Protection Act 1999</i> and DCSYW's <i>Information Sharing Guidelines – To meet the protection and care needs and promote the wellbeing of children</i>
	Suggestions for how to demonstrate this indicator	<ul style="list-style-type: none"> • New suggestion for Services to Children and Families
4.1	Suggestions for how to demonstrate this indicator	<ul style="list-style-type: none"> • New suggestion for Services to Children and Families

Families

General		<ul style="list-style-type: none"> • Safety, wellbeing and best interest of the child <u>both through childhood and for the rest of the child's life</u>
1.1	Mandatory Evidence Requirement	<ul style="list-style-type: none"> • addition of <i>Child Protection Regulation 2011</i>
1.2	Mandatory Evidence Requirement	<ul style="list-style-type: none"> • Inclusion of relevant service guidelines including <i>Family and Child Connect (FACC) Service Model and Guidelines</i> and <i>Intensive Family Support (IFS) Service Model and Guidelines.</i>

Families		
1.3	Mandatory Evidence Requirement	<ul style="list-style-type: none"> Inclusion of relevant service guidelines including <i>Family and Child Connect (FACC) Service Model and Guidelines</i> and <i>Intensive Family Support (IFS) Service Model and Guidelines</i>. New requirement relating to safe care and connection for Aboriginal and Torres Strait Island children and young people and <i>Additional principles for Aboriginal and Torres Strait Islander Children</i> (section 5C <i>Child Protection Act 1999</i>).
1.7	Mandatory Evidence Requirement Suggestions for how to demonstrate this indicator	<ul style="list-style-type: none"> Inclusion of DCSYW's <i>Information Sharing Guidelines – To meet the protection and care needs and promote the wellbeing of children</i>. New requirement for processes for managing security of sensitive information relating to children and young people in care New requirement relating to <i>Recordkeeping Guide for Funded Non-Government Organisations</i> New suggestions for services providers covered by the information sharing provisions of the <i>Child Protection Act 1999</i>
2.1	Mandatory Evidence Requirement	<p>Aboriginal and Torres Strait Islander Family Wellbeing</p> <ul style="list-style-type: none"> New Requirement for processes to ensure DCSYW is advised where families referred by DCSYW do not engage with the service
2.3	Mandatory Evidence Requirement	<p>Intensive Family Support</p> <ul style="list-style-type: none"> Amendment to requirement when a family is subject to a statutory response resulting from a Child Safety Investigation and Assessment.
3.1	Mandatory Evidence Requirement	<ul style="list-style-type: none"> New requirement to contribute to the assessment of and meeting protection and care needs of the child and supporting families in accordance with 159B(d) <i>Child Protection Act 1999</i> and DCSYW's <i>Information Sharing Guidelines – To meet the protection and care needs and promote the wellbeing of children</i>.
3.4	Mandatory Evidence Requirement Suggestions for how to demonstrate this indicator	<ul style="list-style-type: none"> New requirement to work in a coordinated and collaborative way with DCSYW and other service provides consistent with ss159B and 159F <i>Child Protection Act 1999</i> and DCSYW's <i>Information Sharing Guidelines – To meet the protection and care needs and promote the wellbeing of children</i> <p>Aboriginal and Torres Strait Islander Family Wellbeing</p> <ul style="list-style-type: none"> New requirement to demonstrate evidence of representation and participation in a local alliance of government and non-government services. <hr/> <ul style="list-style-type: none"> New suggestion for Services to Children and Families
4.1	Suggestions for how to demonstrate this indicator	<ul style="list-style-type: none"> New suggestion for Services to Children and Families
6.2	Mandatory Evidence Requirement	<p>Clinical Nursing Services</p> <ul style="list-style-type: none"> New requirement to ensure Clinical Nurses are appropriately qualified and provided with clinical supervision and professional support <p>Family Participation</p> <ul style="list-style-type: none"> New requirement to have processes in place to ensure staff working directly with services users have completed training in family-led decision making processes

Domestic and Family Violence Services

1.3	Mandatory Evidence Requirement	<ul style="list-style-type: none"> New requirement that structure, purpose, vision, and values, objectives and strategies for service delivery are consistent with requirements of the Service Agreement – Funding and Service Details and the Domestic and Family Violence Investment Specification and relevant practice standards and guidelines including: <ul style="list-style-type: none"> <i>Practice Standards for Working with Women Affected by Domestic and Family Violence</i>; <i>Professional Practice Principles: Working with men who perpetrate domestic and family violence</i>; <i>Professional Practice Standards: Working with men who perpetrate domestic and family violence</i>; and <i>Domestic and Family Violence Information Sharing Guidelines</i>.
1.7	Mandatory Evidence Requirement	<ul style="list-style-type: none"> New Requirement to have processes for sharing client information in accordance with Part 5A <i>Domestic and Family Violence Protection Act 2012</i> and <i>Domestic and Family Violence Information Sharing Guidelines</i> (May 2017) <p>Women’s Shelters</p> <ul style="list-style-type: none"> New Requirement for processes where electronic surveillance technology is installed
2.1	Mandatory Evidence Requirement	<p>Perpetrator Intervention Programs – Approved intervention programs</p> <ul style="list-style-type: none"> Amended to <u>intervention order</u> from “voluntary intervention order”
2.3	Mandatory Evidence Requirement	<ul style="list-style-type: none"> New requirement to proactively refer a person to another service if unable to provide services
3.1	Mandatory Evidence Requirement	<p>Domestic and Family Violence Services that work with female service users</p> <ul style="list-style-type: none"> New requirement to comply with <i>Practice Standards for Working with Women Affected by Domestic and Family Violence</i>. <p>Women’s Shelters</p> <ul style="list-style-type: none"> New requirements to deliver services using a case management framework and detailing requirements of case managed responses
4.2	Mandatory Evidence Requirement	<p>Women’s Shelters, Mobile Support and Centre Based Support services</p> <ul style="list-style-type: none"> New requirement for processes relating to DCSYW case workers accessing premises and notifying DCSYW /Queensland police where a child is identified as experiencing significant intra-familial harm New requirement to have risk management strategies where pets accompany families into shelter services
4.3	Mandatory Evidence Requirement	<ul style="list-style-type: none"> New requirement to ensure families are aware of the organisations obligation to report significant harm or risk of harm to relevant authorities.
6.4	Mandatory Evidence Requirement Suggestions for how to demonstrate this indicator	<ul style="list-style-type: none"> New requirement relating to workplace culture and records of staff/volunteer access to support for wellbeing New suggestions for Domestic and Family Violence Services

Young People

General	<ul style="list-style-type: none"> Removed references to and requirements for the Integrated Response Services as this is no longer funded
3.4	<p>Support and Case Management</p> <ul style="list-style-type: none"> New requirement to demonstrate collaboration with other services

Individuals

<p>1.3 Mandatory Evidence Requirement</p>	<ul style="list-style-type: none"> • New requirement that structure, purpose, vision, and values, objectives and strategies for service delivery are consistent with requirements of the Service Agreement – Funding and Service Details and the Individuals Investment Specification and relevant practice standards and guidelines including for sexual violence services <i>Queensland Government Interagency Guidelines for Responding to People who have Experienced Sexual Assault</i>
---	--

Disability Services

<p>2.2 Mandatory Evidence Requirement</p>	<ul style="list-style-type: none"> • Information required to be provided <u>in a format that the person is most likely to understand</u>
<p>3.1 Suggestions for how to demonstrate this indicator</p>	<ul style="list-style-type: none"> • New suggestions for <i>Disability Services</i>
<p>3.3 Mandatory Evidence Requirement</p>	<ul style="list-style-type: none"> • Requirement relating to advocacy removed as this issue is adequately addressed Indicator 4.4
<p>4.1 Mandatory Evidence Requirement Suggestions for how to demonstrate this indicator</p>	<ul style="list-style-type: none"> • Inclusion of additional detail about legislative requirements for use of restrictive practices and positive behaviour support planning • New suggestions for <i>Disability Services</i>
<p>4.2 Mandatory Evidence Requirement Suggestions for how to demonstrate this indicator</p>	<ul style="list-style-type: none"> • Inclusion of additional detail about Criminal History Screening - Prescribed Notice (Yellow Card) requirements <i>Services provided in an accommodation setting</i> • New requirement relating to health care and risk identification and management strategies to minimise the risk of preventable incidents • New suggestions for <i>Disability Services</i>
<p>4.3 Suggestions for how to demonstrate this indicator</p>	<ul style="list-style-type: none"> • New suggestion for <i>Disability Services</i>
<p>4.5 Mandatory Evidence Requirement</p>	<ul style="list-style-type: none"> • Information required to be provided in a format that is <u>easily understood by individual service users</u>
<p>6.3 Mandatory Evidence Requirement</p>	<ul style="list-style-type: none"> • Processes for complying with DCDSS's <i>Policy on Preventing and Responding to Abuse, Neglect and Exploitation of People with Disability</i> required to be <u>documented and implemented</u> • <i>Service provided to adults/s with an intellectual or cognitive disability</i> • New requirement for staff and volunteers to be trained in: positive behaviour support; how to recognise a restrictive practice; and the use of proactive and preventative strategies.

NDIS Providers		
1.4	Mandatory Evidence Requirement	<ul style="list-style-type: none"> Risk management framework required to be developed <u>with reference to AS/NZS ISO 31000 Risk Management Principles and Guidelines¹ and Queensland Emergency Risk Management Framework.</u>
2.2	Mandatory Evidence Requirement	<ul style="list-style-type: none"> Information required to be provided <u>in a format that the person is most likely to understand</u>
3.3	Mandatory Evidence Requirement	<ul style="list-style-type: none"> Requirement re advocacy removed as this issue is adequately addressed Indicator 4.4
4.1	Mandatory Evidence Requirement	<ul style="list-style-type: none"> Inclusion of additional detail about legislative requirements for use of restrictive practices and positive behaviour support planning
4.2	Mandatory Evidence Requirement	<ul style="list-style-type: none"> Inclusion of additional detail about Criminal History Screening - Prescribed Notice (Yellow Card) requirements Services provided in an accommodation setting New requirement relating to health care and risk identification and management strategies to minimise the risk of preventable incidents
4.5	Mandatory Evidence Requirement	<ul style="list-style-type: none"> Information required to be provided in a format that is <u>easily understood by individual service users</u>
6.3	Mandatory Evidence Requirement	<ul style="list-style-type: none"> Processes for complying with DCDSS's <i>Policy on Preventing and Responding to Abuse, Neglect and Exploitation of People with Disability</i> required to be <u>documented and implemented</u> Service provided to adults/s with an intellectual or cognitive disability New requirement for staff and volunteers to be trained in: positive behaviour support; how to recognise a restrictive practice; and the use of proactive and preventative strategies.
		<ul style="list-style-type: none">

Mental Health		
1.1	Mandatory Evidence Requirement	<ul style="list-style-type: none"> Inclusion of requirement for governance and management processes that prompted the principles of Recovery Oriented Mental Health Practice
1.3	Mandatory Evidence Requirement	<ul style="list-style-type: none"> Inclusion of requirement that the organisation's structure, purpose and values, objectives and strategies are consistent with, and support the principles of contemporary, recovery oriented mental health practice.
3.3	Suggestions for how to demonstrate this indicator	<ul style="list-style-type: none"> Inclusion of suggestion for Mental Health Services
4.2	Mandatory Evidence Requirement	<ul style="list-style-type: none"> Inclusion of requirement for documented and implemented processes for responding to deterioration in a person's mental state.
	Suggestions for how to demonstrate this indicator	<ul style="list-style-type: none"> Inclusion of suggestions for Mental Health Services
6.3	Mandatory Evidence Requirement	<ul style="list-style-type: none"> Inclusion for requirement that people working in and for the organisation's mental health services are provided with induction, training and development opportunities and supervision relevant to the delivery of recovery oriented mental health services.

Appendix A

Restructured to align with departments in scope of HSQF
New documents included and links updated as required

Appendix B

New/amended definitions	Case management
	Chief executive
	DCDSS
	DCSYW
	Individualised Plan
	Stakeholder
	Representatives/Support Persons
	Aboriginal and Torres Strait Islander child placement principle
	Child in care
	Collaborative Family –Led decision making
	Family based and non-family based care
	Hope and Healing Framework
	Minimum Qualification Standards
	Non-family based care (residential care)
	Transition to adulthood (transition to independence)
	Recovery oriented mental health practice
	Recovery Plan (mental Health)
Case conferencing	