

Human Services Quality Framework – Certification User Guide

Version Control Register and Log of Changes

Version 6.0 – 1 January 2020

General updates	
General updates	<ul style="list-style-type: none">Page 3 - Added reference to the <i>Human Rights Act 2019</i> to 'Respecting human rights' (one of the principles underpinning the Human Services Quality Standards). Throughout where relevant: <ul style="list-style-type: none">Removal of all NDIS related references and requirements.Expansion of relevant references to 'representative / support person' to include '(where relevant)'.<ul style="list-style-type: none">Minor grammatical, layout and typographic updates.Note for disability services to refer to <i>HSQF User Guide – Certification - Disability Services Supplement</i> as relevant.
Section 2 – Legend of service specific requirements	<ul style="list-style-type: none">Updates to Disability Services sectionUpdates to Mental Health service types.

Common mandatory requirements updates	
Standard 1	
Mandatory requirement indicator 1.1	<p>General</p> <ul style="list-style-type: none">New suggestions for how subcontracting and brokerage arrangements can be evidenced and addition of QCSS suggestion for how this indicator can be demonstrated. <p><i>Human Rights Act 2019</i></p> <ul style="list-style-type: none">New common mandatory evidence requirement relating to governance and management processesNew suggestions for how this indicator can be demonstrated.

Common mandatory requirements updates

Mandatory requirement indicator 1.2	<p><i>Human Rights Act 2019</i></p> <ul style="list-style-type: none"> • New suggestions for how this indicator can be demonstrated.
Mandatory requirement indicator 1.3	<ul style="list-style-type: none"> • Footnote 12 – additional comment – “and the Assessment and Service Connect Operational Policy Guidelines.
Mandatory requirement indicator 1.7	<p>Common</p> <ul style="list-style-type: none"> • Amendments to footnotes 16-19, to consider requirements of the <i>Human Rights Act 2019</i>, and updates to requirements. <p>General</p> <ul style="list-style-type: none"> • Adjustment to a number of points to provide clarification around suggested evidence • Addition of suggestions for processes around: advising clients how their information may be used & disclosed; providing a person with access to information about them and dealing with privacy complaints • Deletion of suggestion “Use of Privacy Statements when collecting personal information”.
Standard 2	
Mandatory requirement indicator 2.1	<p><i>Human Rights Act 2019</i></p> <ul style="list-style-type: none"> • Amendment to existing common mandatory evidence requirement to include consideration of human rights • Amendment to suggestions for how this indicator can be demonstrated to include consideration of human rights impacts.
Mandatory requirement indicator 2.3	<p><i>Human Rights Act 2019</i></p> <ul style="list-style-type: none"> • Amendment to suggestions for how this indicator can be demonstrated to include consideration of human rights impacts.
Standard 3	
Mandatory requirement indicator 3.2	<p><i>Human Rights Act 2019</i></p> <ul style="list-style-type: none"> • Amendment to two existing mandatory evidence requirements

Common mandatory requirements updates

	<ul style="list-style-type: none"> Amendments to existing suggestions for how this indicator can be demonstrated and two new suggestions for how this indicator can be demonstrated.
Mandatory requirement indicator 3.5	<p><i>Human Rights Act 2019</i></p> <ul style="list-style-type: none"> Amendment to existing suggestion for how this indicator can be demonstrated.
Standard 4	
Mandatory requirement indicator 4.1	<p><i>Human Rights Act 2019</i></p> <ul style="list-style-type: none"> Amendment to existing common mandatory evidence requirement Amendments to existing suggestions for how this indicator can be demonstrated and new suggestions for how this indicator can be demonstrated.
Mandatory requirement indicator 4.5	<p><i>Human Rights Act 2019</i></p> <ul style="list-style-type: none"> Amendment to existing common mandatory evidence requirement Amendments to existing suggestions for how this indicator can be demonstrated.
Standard 5	
Mandatory requirement indicator 5.1	<p><i>Human Rights Act 2019</i></p> <ul style="list-style-type: none"> Footnote 45 - Addition of Queensland Human Rights Commission to list of external complaints agencies Footnote 46 - Addition of description of relevant timeframe for escalation of complaint to Human Rights Commission.
Mandatory requirement indicator 5.3	<p><i>Human Rights Act 2019</i></p> <ul style="list-style-type: none"> Footnote 47 - Addition of description of right to escalate complaint to Human Rights Commission Footnote 48 - Addition of Queensland Human Rights Commission to list of external complaints agencies.

Common mandatory requirements updates

Standard 6

Mandatory requirement indicator 6.1	<p><i>Human Rights Act 2019</i></p> <ul style="list-style-type: none"> • Amendment to existing common mandatory evidence requirement • Amendment to existing suggestion for how this indicator can be demonstrated.
Mandatory requirement indicator 6.3	<p><i>Human Rights Act 2019</i></p> <ul style="list-style-type: none"> • New common mandatory evidence requirement regarding staff training.
Mandatory requirement indicator 6.5	<p><i>Human Rights Act 2019</i></p> <ul style="list-style-type: none"> • Amendment to existing common mandatory evidence requirement.

Service type specific mandatory requirements updates

Disability Services

General	<ul style="list-style-type: none"> • Relocation of all remaining disability service requirements for Queensland providers to the new <i>HSQF User Guide – Certification – Disability Services Supplement</i>. • Removal of statements “For Queensland Government funded disability services, this includes meeting the requirements of the Disability Services Funding Accountability Guidelines.”
Mandatory requirement indicator 1.7 (within <i>HSQF Certification – User Guide – Disability Services Supplement</i>)	<p>Addition of requirement for signage advising people that cameras are in use.</p>
Mandatory requirement indicator 2.3 (within	<p>Removal of mandatory requirement related to “For Queensland Government funded disability services, this includes meeting the requirements of the Disability Services Funding Accountability Guidelines.”</p>

Service type specific mandatory requirements updates

<p><i>HSQF Certification – User Guide – Disability Services Supplement</i></p>	
<p>Mandatory requirement indicator 4.2 (within <i>HSQF Certification – User Guide – Disability Services Supplement</i>)</p>	<p>Removal of reference to Blue Card in relation to Yellow Card, with <i>Yellow Card or Yellow Card exemption</i> remaining.</p>

Child Protection Placement Services

<p>Mandatory requirement indicator 1.7</p>	<ul style="list-style-type: none"> • Removal of reference to “Assessment and Service Connect” and “DCSYW” • Addition of new mandatory requirement under heading ‘Assessment and Service Connect and Family and Child Connect’ relating to privacy notices for clients relating to information sharing with DCSYW • Amended to existing suggestion for how this indicator can be demonstrated - Organisations providing services to children and young people in care - to “maintain in accordance with the Record keeping guide for funded non-government organisations”.
<p>Mandatory requirement indicator 4.2</p>	<ul style="list-style-type: none"> • Expansion of existing requirement ‘Documented and implemented processes for vehicle safety, including secure storage of car keys’ to include additional requirement “...and compliance with Queensland child car restraint requirements”.
<p>Mandatory requirement indicator 6.3</p>	<ul style="list-style-type: none"> • Change of terminology from ‘intensive foster care with direct care’ to family-based care with direct care’.

Child Protection Support Services

<p>Mandatory requirement indicator 1.7</p>	<ul style="list-style-type: none"> • Removal of reference to “Assessment and Service Connect” and “DCSYW” • Addition of new mandatory requirement under heading ‘Assessment and Service Connect and Family and Child Connect’ relating to privacy notices for clients relating to information sharing with DCSYW.
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Service type specific mandatory requirements updates

Families

Mandatory requirement indicator 1.2	<ul style="list-style-type: none"> Footnote 10 – addition of “...Assessment and Service Connect Operational Policy Guidelines.”
Mandatory requirement indicator 1.3	<ul style="list-style-type: none"> Footnote 12 – addition of “... Assessment and Service Connect Operational Policy Guidelines.”
Mandatory requirement indicator 1.7	<ul style="list-style-type: none"> Removal of reference to “Assessment and Service Connect” and “DCSYW”.

Domestic and Family Violence Services

Mandatory requirement indicator 1.7	<p>Women’s shelters</p> <ul style="list-style-type: none"> expansion to existing requirement around approval prior to installation of surveillance technology to require ensuring footage is limited as much as possible rewording of requirement around the documented and implemented processes new mandatory requirement relating to signage to alert people to camera in use.
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Queensland Community Support Scheme (QCSS)

Mandatory requirement indicator 1.1	<ul style="list-style-type: none"> Subcontracting and brokerage – new suggestions for how this indicator can be demonstrated.
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Young People

Nil changes.

Service type specific mandatory requirements updates

Individuals

Nil changes.

Appendix A – Links to legislation, policies and resources

Human Rights Act 2019	Addition of <i>Human Rights Act 2019</i> to list of relevant Queensland legislation, and Human Rights Commission specific links.
Child and Family Services	Addition of Assessment and Service Connect links.
Department of Communities, Disability Services and Seniors	Update to Critical Incident Reporting policy link.
HSQF Certification – User Guide – Disability Services Supplement (Section B)	Updates to disability services links.

Appendix B – Terms and Definitions

General terms and definitions	Update to Service Stream definition to include “Queensland Community Support Scheme (QCSS)”.
Children and Family Services (includes child protection placement services) – terms and definitions	Definition “Non-family based care (residential care)” – addition of statement ‘Models are defined in the investment specifications’ at the end of the sentence.

Appendix B – Terms and Definitions

HSQF Certification – User Guide – (within HSQF Certification – User Guide – Disability Services Supplement)

- Update to yellow card definition.