

# HSQF Quality Certification Costs

April 2022

Human Services Quality Framework (HSQF) certification is completed by independent certification bodies which set their fees and charges based on commercial rates. Organisations delivering human services in-scope of HSQF certification pay their contracted certification bodies directly for completing certification, which includes the costs of audits.

Organisations are required to meet all costs of achieving and maintaining certification, including audit costs. This fact sheet outlines how different groups of providers meet HSQF costs.

## Existing organisations funded up to \$3 million in-scope of certification

To assist smaller organisations (funded up to \$3 million per annum in-scope of certification under service agreements with participating departments<sup>1</sup>) with the upfront costs of HSQF certification, the Queensland Government provided an increase in annual funding effective from 1 July 2020. The funding increase was provided to 135 organisations.

Organisations that received the funding increase are responsible for meeting all certification and audit costs for their in-scope services and should accrue the funding to meet periodic audit costs.

## Large organisations and Individualised Placement and Support providers

Large organisations (funded more than \$3 million per annum in-scope of certification under service agreements with participating departments<sup>1</sup>) and providers of Individualised Placement and Support (IPS) services in-scope of child safety licensing are required to meet certification costs from funding allocated under service agreements and IPS Agreements.

For these organisations, one-off financial contributions will cease for audits completed from 1 July 2022. Providers of IPS services should consider the cost of HSQF certification in their quotes for service delivery.

To assist organisations transition to this new approach, one-off financial contributions will be available for audits completed up to 30 June 2022, based on the methodology and eligibility criteria outlined below.

## Services funded since September 2014

Organisations delivering services procured under a Queensland Government Request for Quote (RFQ) or tender specification since September 2014 that states the organisation is responsible for meeting all costs associated with achieving and maintaining HSQF certification for in-scope service types, are required to meet all certification costs for those services<sup>2</sup>. Suppliers need to consider HSQF compliance costs in the development of their quotes for service delivery.

<sup>1</sup> Includes services in-scope of certification funded at 1 July 2020 under *Service Agreements – Funding and Service Details and Particulars (Service Provision)* with the Department of Children, Youth Justice and Multicultural Affairs (DCYJMA), the Department of Communities, Housing and Digital Economy (DCHDE), the Department of Justice and Attorney-General (DJAG) and the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (DSDSATSIP).

<sup>2</sup> New services funded from 1 July 2020 where a Request for Quote was not used (e.g. via direct offer or transfer of funds from another provider) are also required to meet all certification costs.



## Organisations voluntarily opting into HSQF certification

Organisations approved to use HSQF certification on a voluntarily basis are required to meet all certification costs.

## One-off HSQF financial contributions – methodology and eligibility criteria

### Methodology

The HSQF team assesses organisations' eligibility for one-off financial contributions, based on the eligibility criteria outlined below, following the receipt of finalised audit reports from HSQF certification bodies.

Organisations assessed as eligible will be requested to provide a copy of the paid invoice for their HSQF audit. This will be used to determine the one-off financial contribution.

Where organisations are funded by multiple departments<sup>1</sup>, financial contributions may be paid separately by each department. There will be a period of time between when audit costs are incurred and when financial contributions are paid by the Queensland Government.

### Eligibility Criteria

#### Services procured by Request for Quote

Services procured under a Queensland Government RFQ or tender specification that states the organisation is responsible for meeting all costs associated with achieving and maintaining HSQF certification for in-scope service types, are ineligible for a one-off financial contribution.

Organisations that deliver services not procured in this way are eligible for a one-off financial contribution towards certification of those services. Organisations delivering a mix of eligible and ineligible services may receive a proportional one-off financial contribution for the eligible services, subject to final assessment by the Queensland Government.

#### Unspent funds

Organisations that report unspent funds or have had declared unspent funds recovered, will usually be ineligible for a one-off financial contribution. Organisations should note that HSQF compliance costs are an eligible cost item under service agreements and should be met or budgeted for before unspent funds are declared.

## Queensland Health services

The information in this factsheet does not apply to services funded by Queensland Health. For further information contact Queensland Health via [CommunityFunding@health.qld.gov.au](mailto:CommunityFunding@health.qld.gov.au).

## Further information

For further information please contact your Queensland Government contract officer or the HSQF team on 1800 034 022 or [hsqf@dstdsatsip.qld.gov.au](mailto:hsqf@dstdsatsip.qld.gov.au).