

Human Services Quality Framework (Quality Framework)

Version Control Register and Log of Changes

Version 8.0 – 1 October 2021	
General structure and format of document	<ul style="list-style-type: none"> • Updated document version number and date. • Update to departmental references, in line with Machinery of Government (MoG) changes, including table headings. • Update to email addresses and website links. • Minor formatting, grammatical, numbering and typographic updates. • Layout adjustments. • Removal of references to service users type – any exception to demonstration method due to service user type has been reflected in the relevant notes & exception table. • Services not required to demonstrate have been removed from the document. • Cross references to other investment specifications removed.
Introduction	<ul style="list-style-type: none"> • Inclusion of new note: <i>“All websites links are current at the time of publication. It is acknowledged that these may change - any changes to website links will be reflected in future versions. If a link is not accessible, please access the materials via the relevant department website, or via a search engine.”</i>
Part 1 – Scope and application of HSQF	<ul style="list-style-type: none"> • Update to departmental references, in line with MoG changes. • Replacement of previous references to ‘Individual Client Service’ and ‘(Child Related Costs Placement and Support (CRC PAS)’ with ‘Individualised Placement and Support (IPS)’ and ‘Individualised Placement and Support (IPS) packages’
“Certification” table	<p>‘Timeframes’ section:</p> <ul style="list-style-type: none"> • Addition of new point “– <i>being notified that they have been deemed to be in-scope of care service licensing by DCYJMA</i>” • Update to existing wording “For organisations funded by a participating Queensland Government department, the timeframes for certification that are consistent with the above, are specified in the Service Agreement - Funding and Service Details <i>or in the relevant notification issued.</i>
“Self-assessment” table	<p>‘Applies to’ section:</p> <ul style="list-style-type: none"> • Update to wording “For organisations funded by <i>a participating Queensland Government department (excluding Queensland Health)</i>...”

	<p>'Timeframes' section:</p> <ul style="list-style-type: none"> Update to wording "New self-assessable organisations complete a self-assessment against the standards and submit this to their contract officer within 18 months of signing a Service Agreement – Funding and Service Details or Particulars (Service Provision)."
"Evidence of accreditation under another approved quality system" table	<p>Change in section 'Description':</p> <p><i>'Where an organisation's other accreditation is only partially recognised, the organisation may will be required to complete a periodic gap self-assessment against the standards.'</i></p>
"Quality pathways – application to in-scope organisations"	<p>Update to wording:</p> <ul style="list-style-type: none"> "...This will be determined, and organisations will be advised, on a case-by-case basis." "For organisations funded under a service agreement with a participating Queensland Government department,..."
Part 3 – Quality pathways for in-scope services	<ul style="list-style-type: none"> Addition of wording, in line with removal of service types not required to demonstrate against the HSQF: <i>'All other services outside of those listed below are not required to demonstrate unless advised on a case-by-case basis.'</i> Update to wording "Notes and exceptions related to each service stream are listed below each table." Updates to content within table to reflect MoG changes. Update to investment specifications, current at time of publication.
Part 4 - Funding thresholds	Update to content, including funding thresholds for 2021-22.
Investment Specifications / Service types	
"Child and Family Services" table	Addition of wording ' without Direct Care ' to service types T204 and T205
"Community services" table	<ul style="list-style-type: none"> Removal of '<i>Social Cohesion</i>' from table, including in 'Notes & exceptions' Removal of '<i>Community Transport</i>' from table, including in 'Notes & exceptions' Removal of '<i>Meals on Wheels</i>' from table, including in 'Notes & exceptions' Several updates to points within 'Notes & exceptions' table.
"Women and Violence Prevention Services" table	Several updates to points within 'Notes & exceptions' table.

<p>“Seniors Services” table</p>	<ul style="list-style-type: none"> • Removal of ‘<i>Community Investment Specification</i>’ • Several updates to ‘<i>Notes & expectations</i>’ table
<p>“Disability Services” table</p>	<ul style="list-style-type: none"> • Slight change to layout, to align with other tables • Inclusion of ‘<i>Service System Support and Development Investment Specification</i>’ in ‘<i>Advocacy</i>’ and ‘<i>Peak Bodies</i>’ sections. • Several updates to ‘<i>Notes & expectations</i>’ table
<p>“Alcohol & Other Drugs” table</p>	<p>Addition of new section “<i>Alcohol & Other Drugs</i>”.</p>