

Human Services Quality Framework – Certification User Guide

Version Control Register and Log of Changes Version 8.0 – 1 October 2021

Purpose of this guide

To support organisations in undertaking reviews of their policies, procedures and processes in line with the updates of the HSQF User Guide – Certification, between published versions.

How to use this guide

Items which have been updated are noted in the below tables to support necessary reviews and updates.

- Changes are listed in below tables in two ways – firstly against the specific sections/indicators and then specifically by service investment specification.
- Where only minor changes have been made to existing requirements, these are written out in full with the changed text noted in **bold italics**, or if the whole section has been significantly changed, including being newly added, this is noted in **bold italics**
- New mandatory requirements are **highlighted** – where not written out, please refer to relevant section in User Guide details.
- Where specific sections are being referenced, these are noted in “ “
- Title references are noted in ‘*Italics*’
- Where relevant, deletions are noted with a ~~double strikethrough~~.
- References to ‘Significant changes’: while general smaller changes are specifically spelt out, where there has been significant changes made to a section/requirement and it is not feasible to include the specific changes in this document in full, these areas have been noted as such below. The heading has been highlighted in **green** to allow for easy identification. This is to support organisational consideration and review of the content, and reviewing officers should consider whether changes made between Versions 7 & 8 impact their organisation within the context of their services and make updates as relevant. The previous version of the User Guide can be accessed via the HSQF website page [‘Previous versions’](#).
- In instances where changes have not been made to a section, that section is not referenced.

General updates

General updates	Throughout where relevant: <ul style="list-style-type: none">• Updated document version number and date.• Update to departmental references, websites, email addresses and phone numbers in line with Machinery of Government changes.• Minor formatting, grammatical, numbering and typographic updates.• Layout adjustments.• Updates to footnote numbers as relevant.
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General updates

<p>Section 1 – Overview</p>	<p>“How this guide relates to other key documents / Key documents to be read in conjunction with this guide”</p> <ul style="list-style-type: none"> • “Applies to:” “...Certification is a contractual obligation where a Service Agreement contract...” • “(Short Form) Terms and Conditions and Particulars (Service Provision)” added • Inclusion of ‘Individualised Placement and Support Agreement (IPSA)’ • Inclusion of new note: 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.
<p>Licensing of care services</p>	<ul style="list-style-type: none"> • Significant changes to this section, updated to reflect applicability.
<p>Section 2 – section ‘Legend of service specific requirements’</p>	<ul style="list-style-type: none"> • Inclusion of wording “Conformance with the standards generally requires evidence of documented policies/procedures/processes, demonstrated awareness of these within the organisation, and evidence of implementation... and will be specifically addressed in the audit report.” • Updates in line with Machinery of Government changes: <ul style="list-style-type: none"> - Department names updates and alignment of investment specifications as relevant throughout - Child Protection Placement Services – CRC-PAS changed to “IPS(A)” - Families – significant change to first paragraph, removal of Clinical Nursing Services, update to “Aboriginal and Torres Strait Islander Family Wellbeing Services”, update to “Family Participation Program” - Domestic & Family Violence – removal of reference to Youth, removal of Research. - Sexual Violence & Women’s Support - removal of reference to Youth - Individuals - removal of reference to Youth Services, and addition of “Community Services” service stream - Young People - removal of reference to Women, violence Prevention, wording in first paragraph updated, update of reference to Support and Case Management, update to “Transition to Independence – Capacity building – system support” - Addition of new Queensland Health section “Alcohol & Other Drugs”.

Common mandatory and service specific requirements updates – Section 4

Standard 1

Mandatory requirement indicator 1.1

Service specific requirements updated:

- CPPS / CPSS / Families (Section “Additional requirement for all Placement Services”):

	<ul style="list-style-type: none"> - Addition of new mandatory requirement <i>“Where funding is provided under IPSAs, documented and implemented processes are in place to ensure compliance with the requirements, terms and conditions of the Agreement/s.”</i> - Replacement of previous mandatory requirement with new mandatory requirement, including update to footnote number “Organisations granted a care service licence can demonstrate how authority is conveyed to the nominee and to director(s) or similar persons responsible for the service’s operations to the child or young person.” <i>There are documented processes that outline nomination/appointment processes, roles and responsibilities, and delegations for the Nominee and members of the organisation’s governing body</i>⁸ - Slight update to existing mandatory requirement “Organisations granted a care service licence have implemented systems and processes that ensure the licensee’s adherence to the conditions listed on the licence (note: specific requirements for licence conditions related to suitability and screening obligations are separately addressed in Standards 4 and 6).” <ul style="list-style-type: none"> • Domestic & Family Violence – removal of mandatory requirement and service specific section, as only common mandatory requirements remaining for this indicator. • Alcohol & Other Drugs – new section, addition of new service specific mandatory requirement <i>“Clinical governance and management processes reflect the principles of the National Quality Framework for Drug and Alcohol Treatment Services.”</i> <hr/> <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • Significant updates to Domestic & Family violence services section.
<p>Mandatory requirement indicator 1.2</p>	<p>Service specific requirements updated:</p> <ul style="list-style-type: none"> • CPPS – slight update to wording in mandatory requirements <ul style="list-style-type: none"> - “requirements set out in the Child Protection (Placement Services) Investment Specification and Service Agreements” • CPPS – updated word to “IPSA”.
<p>Mandatory requirement indicator 1.3</p>	<p>Service specific requirements updated:</p> <ul style="list-style-type: none"> • CPPS – updated word to “IPSA”.

	<ul style="list-style-type: none"> • Domestic & Family Violence – significant updates to mandatory requirements. • Young People – addition of new service specific mandatory requirement <i>“The organisation’s structure, purpose, vision and values, objectives and strategies for service delivery are consistent with, and support the requirements, set out in the Service Agreement – Funding and Service Details, including the Young People Investment Specification and relevant practice guides.”</i> <hr/> <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • New addition of Domestic & Family violence services section.
<p>Mandatory requirement indicator 1.4</p>	<p>Update to one common mandatory requirement for all service providers:</p> <p>...</p> <p>“Documented and implemented processes which ensure:</p> <ul style="list-style-type: none"> - insurance coverage and/or funded assets are maintained in accordance with contractual and other identified requirements (including public liability insurance, contents insurance and comprehensive motor vehicle insurance, as appropriate).” <p>Service specific requirements updated:</p> <ul style="list-style-type: none"> • CPPS – slight update to wording in mandatory requirements <ul style="list-style-type: none"> ... - “demonstrate that if premises are leased by the organisation in order to provide accommodation to children or young people, the person who owns the leased premises is aware that their property is being used as a residential to provide a non-family based care service.” - “Where an organisation has entered into an IPSA, it ensures that property is appropriately insured against damages (including dwellings building and contents).” <hr/> <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p>

	<ul style="list-style-type: none"> • Addition of new suggestion for CPPS, non-family based care: <i>“Evidence of ownership of premises, lease agreements and letters from owners confirming their awareness of the use of their property as a care service (child protection non-family based placement services).”</i>
<p>Mandatory requirement indicator 1.5</p>	<p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • Updates to suggestions for CPPS: ...“Records showing data relevant to the organisation is analysed and used to inform strategic and operational practice/service delivery improvements, including information arising from ... - <i>internal or external reviews</i> - <i>Standards of Care Concerns and non-compliance matters (child protection placement services).”</i>
<p>Mandatory requirement indicator 1.6</p>	<p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • Updates to suggestion: ...“Strategies and processes that support participation by people using services and other stakeholders for example: ... - consultation with community stakeholders (such as community members, multi-cultural organisations, Elders, Aboriginal and Torres Strait Islander Community Controlled organisations, <i>Aboriginal and Torres Strait Islander</i> Independent Aboriginal and Torres Strait Islander Entities/<i>person</i>)”
<p>Mandatory requirement indicator 1.7</p>	<ul style="list-style-type: none"> • Significant updates to two common mandatory requirements. • Addition of four new common mandatory requirements for all services providers: • Update to existing footnote 18: <i>“Although some contracted organisations may otherwise be subject to the Privacy Act 1988 (C’wth), to the extent that they are a contracted service provider for a State contract, the relevant privacy obligations will be under the Queensland Information Privacy Act 2009 in accordance with the terms of the Service Agreement and/or IPSA (child protection placement services).”</i> • Update to existing footnote 21: <i>“If an organisation intends to send personal information overseas (or use a cloud based service provider which stores data overseas), the terms of the Service Agreement generally require it to obtain consent from the relevant department to transfer personal information overseas. In seeking that consent, they should provide evidence of how they will meet their privacy</i>

obligations in relation to the information being sent overseas. It is also important to note that DCYJMA does not ~~generally~~ consent to records relating to children in care being stored or transferred overseas, **unless prior written consent is obtained from DCYJMA.**"

Service specific requirements updated:

- Domestic & Family Violence – replacement of first mandatory requirement, including new footnote, with: **“Documented and implemented processes, policies and procedures including risk assessment processes associated with collection, security, disclosure, privacy breaches, client access to personal information and sharing of client related information, including without consent where applicable, in accordance with:**
 - **Part 5A of the Domestic and Family Violence Protection Act 2012**
 - **Domestic and Family Violence Information Sharing Guidelines (May 2017)**
 - **Section 159C of the Child Protection Act 1999** ²⁴”

Footnote: ²⁴ *Information Sharing Guidelines were issued under Section 5A of the Domestic and Family Violence Act 2012 and Section 159C of Child Protection Act 1999 to support and guide organisations and agencies within the Queensland domestic and family violence and child protection system to collect, use and share information.”*

Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”

- Updates to suggestions: ...
 - “– records management obligations (including **creating files as necessary**, retention, searching and retrieval, archiving and disposal)
 - ...(newly added) **installed signage to inform clients, staff and visitors where monitoring is in use,**
 - ...(newly added) **Documented processes for reviewing staff access permissions including a process for on-boarding and off-boarding staff, and regular (e.g. quarterly) audits to ensure this is done**
- **Significant updates** to Domestic & Family violence services section.

Standard 2

Mandatory requirement indicator 2.1

Service specific requirements updated:

- CPPS

	<ul style="list-style-type: none"> - Update to first mandatory requirement: “The organisation’s eligibility assessment process determines whether the service is able to meet the care needs of a child or young person, specifically ensuring that the care to the young person, and any other children or young people in the care arrangement will comply with the Statement of Standards (section 122 Child Protection Act 1999) should the referral be accepted.” - Update to third mandatory requirement: “The organisation’s entry eligibility, entry and exit processes support DCYJMA’s implementation of Policy 641-2: Decisions about Aboriginal and Torres Strait Islander Children and Young People, including the five elements of the Aboriginal and Torres Strait Islander Child Protection Placement Principle.” - Update to fourth mandatory requirement: “The organisation considers referral information and the statutory Case Plan for the child or young person when considering their entry or exit from the service (where this has been made available to the organisation).” <ul style="list-style-type: none"> • Domestic & Family Violence - addition of two new mandatory requirements. <hr/> <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • New addition of Domestic & Family violence services section.
<p>Mandatory requirement indicator 2.3</p>	<p>Service specific requirements updated:</p> <ul style="list-style-type: none"> • Domestic & Family Violence – removal of mandatory requirement and service specific section, as only common mandatory requirements remaining for this indicator. • Young People – addition of new service specific mandatory requirement “Where an organisation is unable to provide services to a person, due to ineligibility or lack of capacity, processes are in place to proactively refer the person to an appropriate alternative service. The service should facilitate practical support until the appropriate referral is completed.” <hr/> <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • New addition of Domestic & Family violence services section.

Standard 3	
Mandatory requirement indicator 3.1	<p>Service specific requirements updated:</p> <ul style="list-style-type: none"> • CPPS <ul style="list-style-type: none"> – Rework of second mandatory requirement. – Update to mandatory requirement “DCYJMA’s <i>Positive Behaviour Support and Managing High Risk Behaviour Policies</i>, particularly in relation to prohibited and restrictive practices ensuring that Care Plans do not contain behaviour management strategies that would constitute prohibited practices or the planned use of restrictive practices”. – Significant updates to the two points and the note which falls under mandatory requirement “Where a child or young person is assessed by DCYJMA as having significant needs in the behaviour and /or emotional stability domains, the organisation: ...” • Domestic & Family violence <ul style="list-style-type: none"> – Addition of one new mandatory requirement for all DFV services: “Documented and implemented processes ensure that the assessed needs of the individual are being addressed and responded to within a client centred, culturally inclusive, and integrated response.” – Removal of previous requirements relating to “Women’s Shelters and Non-Accommodation Support Services (Temporary Supported Accommodation – Immediate, Mobile Support and Centre Based Support)” • Young People – addition of one new service specific mandatory requirement “The organisation contributes to the assessment of, and responses to the protection and care needs of the young person, and supporting their families in accordance with section 159B(d) Child Protection Act 1999 and DCYJMA’s Information Sharing Guidelines – To meet the protection and care needs and promote the wellbeing of children.” <hr/> <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • Update to Child Protection Placement services sections <ul style="list-style-type: none"> – “Evidence of individually tailored case management care plans addressing appropriate dimensions of need – Feedback from partner or referral agencies confirm the organisation works collaboratively to develop/review Positive Behaviour Support Plans as a part of the case planning process statutory Case Plan. • New addition of Domestic & Family violence services section.

<p>Mandatory requirement indicator 3.2</p>	<p>Service specific requirements updated:</p> <ul style="list-style-type: none"> • CPPS – update to wording: “The organisation plans and delivers services to children and young people works in a manner that supports DCYJMA’s implementation of Policy 641-24: Decisions about Aboriginal and Torres Strait Islander Children and Young People. • Domestic & Family violence – addition of one new mandatory requirement. <hr/> <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • Update to Services for Aboriginal and Torres Strait Islander children and families: “Processes for culturally appropriate decision making when engaging children, families and kin in developing a plan (<i>i.e. Aboriginal and Torres Strait Islander family led decision making</i>).” • New addition of Domestic & Family violence services section.
<p>Mandatory requirement indicator 3.3</p>	<p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • Child Protection Placement Services – new suggestion: “<i>Care Plans are updated following the provision of updated DCYJMA Case Plans to ensure that Care Plans continue to reflect DCYJMA’s assessment of the child or young person’s strength and needs, and any other matters detailed in the DCYJMA Case Plan.</i>”
<p>Mandatory requirement indicator 3.4</p>	<p>Service specific requirements updated:</p> <ul style="list-style-type: none"> • CPPS – Non-family Based Care Services requirement updated: “The organisation identifies and maintains contact points and builds partnerships with agencies and services to support the principles and strategies of the Joint agency protocol to reduce preventable police call-outs to residential care services, including working with local Police with a nominated Police Liaison Point. • Domestic & Family violence – addition of three new mandatory requirements. <hr/>

	<p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • “Services to children and families (includes Child Protection Placement Services, Child Protection Support Services and services for Families)” updated with addition of new suggestion section: <ul style="list-style-type: none"> - “Child Protection Placement Services – Evidence of attendance at case planning meeting, stakeholder meetings, interagency child safety placement services meetings/forums.” • “Child Protection non-family based care services” updated, including addition of new suggestion: <ul style="list-style-type: none"> ... - Policies and procedures that provide clear guidance about involving police in line with the Joint Agency Protocol to Reduce Preventable Police Call-outs to Residential Care Services. - Connections with other residential care services to share information and good practice and promotion of consistent outcomes in line with the Joint Agency Protocol to Reduce Preventable Police Call-outs to Residential Care Services. • New addition of Domestic & Family violence services section.
<p>Mandatory requirement indicator 3.5</p>	<p>Service specific requirements updated:</p> <ul style="list-style-type: none"> • Domestic & Family violence – new section with two mandatory requirements <hr/> <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • New addition: “Child Protection Placement Services - The child or young person has been supported to be involved through the assessment and development of any plan to the best extent possible, taking into account their age and level of understanding (e.g., Care Plan, Positive Behaviour Support Plan).” • New addition of Domestic & Family violence services section.
<p>Standard 4</p>	

<p>Mandatory requirement indicator 4.1</p>	<p>Common mandatory requirements updated:</p> <ul style="list-style-type: none"> • Significant updates to first dot and sub-dot points. <p>Service specific requirements updated:</p> <ul style="list-style-type: none"> • CPPS <ul style="list-style-type: none"> - Significant updates to mandatory requirements under “Positive Behaviour Support” heading, including new mandatory requirement <i>“that medication is not to be administered to manage the behaviour of a child or young person in the absence of a diagnosed health or mental health condition, and other requirements outlined in DCYJMA’s Positive Behaviour Support Policy (PBSP) and Child Safety Practice Manual – Meet a Child’s Health and Wellbeing Needs.</i> <ul style="list-style-type: none"> ▪ NB: if PBSP conditions are not met the use of any medication to manage the behaviour of a child or young person is considered chemical restraint, which is a prohibited practice.“ - Update to requirement “Evidence that positive behaviour support provided to children and young people in care has been planned and delivered in accordance with: <ul style="list-style-type: none"> ▪ ... - DCYJMA’s Positive Behaviour Support and Managing High Risk Behaviour Policies Policy <ul style="list-style-type: none"> ▪ ...” <hr/> <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • Newly added section with suggestions relating to Positive Behaviour Support Policy.
<p>Mandatory requirement indicator 4.2</p>	<p>Common mandatory requirements updated:</p> <p>...</p> <ul style="list-style-type: none"> • “ensuring all relevant persons working in or for the organisation (including governing body members) have a current blue card or exemption card before commencing in their role, and ensuring that the blue card or exemption card remains current at all times whilst they are occupying the role. • maintaining an employee a register to manage and track the status of blue card applications including pending applications...” • Update to footnote 41 - In line with the ‘No Card, No Start’ legislation, in effect from 31 August 2020. For child safety placement services this must include the Nominee, Directors, persons responsible for managing a care service and persons engaged to provide a care service, including any function of a care service. This requirement applies to these persons regardless of the way they have been engaged by the organisation (e.g., employee, subcontractor, agency staff, student, volunteer).

	<p>Service specific requirements updated:</p> <ul style="list-style-type: none"> • CPPS <ul style="list-style-type: none"> - Significant updates to existing requirements, and one new mandatory requirement, including new footnote: <i>“The organisation has documented processes for ensuring that directors, persons responsible for directly managing care services, and persons engaged in relation to the provision of a care service or any function of a care service (including employees, subcontractors, agency staff, students and volunteers) remain suitable persons⁴³ for the duration of their engagement. Footnote 43 – Refer to footnote 44.</i> - Deletion of requirement: “Records demonstrate that family based care services (foster and kinship care) undertake assessments appropriately to enable renewal of certificates within legislative timeframes.” • Domestic & Family violence – new section with three mandatory requirements • Alcohol & Other Drugs – new section with three new mandatory requirements and one new footnote. <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <hr/> <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • Alcohol and other drugs. • Domestic & Family violence services.
<p>Mandatory requirement indicator 4.3</p>	<p>Within indicator 4.3, update to references to people working within service to <i>“...including employees, subcontractors, agency staff, students and volunteers”</i></p> <p>Service specific requirements updated:</p> <ul style="list-style-type: none"> • CPPS - Significant updates in CPPS mandatory requirements.

	<ul style="list-style-type: none"> Families – addition of Young People to section (to also now apply to Young People services), and updated: “Documented and implemented processes which ensure that families and young people are aware of the organisation’s duty of care to report significant harm or risk of significant harm to relevant authorities including DCYJMA.” Domestic & Family violence – removal of mandatory requirement and service specific section, as only common mandatory requirements remaining for this indicator. Alcohol & Other Drugs – new section with three new mandatory requirements. <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> Update to section “Child Safety Placement Services”:... Records demonstrating the organisation’s response to incidents involving the emergency use of reactive responses restrictive practices or prohibited practices.” Update to “Child Safety – Non-family based placement services (Residential Care)” – addition of two new suggestions (first two dot points” and deletion of suggestion “Individualised de-escalation plans are developed for children and young people in collaboration with the child/young person, their support network and support agencies and reviewed following critical incidents.” Newly added section for Alcohol and other drugs.
Standard 5	
Mandatory requirement indicator 5.3	<p>Service specific requirements updated:</p> <ul style="list-style-type: none"> CPPS – wording updated: “Office of the Public Guardian (including contact with a Community Visitor or Child Advocacy Advocate Legal Officer).”
Standard 6	
Mandatory requirement indicator 6.2	<p>Service specific requirements updated:</p> <ul style="list-style-type: none"> CPPS - For family based care services:

	<ul style="list-style-type: none"> - Update to <i>“The organisation has and implements a policy/procedure regarding foster carer recruitment, assessment and training which is consistent with the requirements specified in Provide and review care procedure Chapter 8 of the Child Safety Practice Manual.”</i> - Addition of three new mandatory requirements. <ul style="list-style-type: none"> • Families – update to: <ul style="list-style-type: none"> “Family Participation Program: <ul style="list-style-type: none"> • The organisation has processes in place to ensure that staff working directly with service users have completed training in Aboriginal and Torres Strait Islander family-led decision making processes. • (new mandatory requirement) The organisation’s recruitment processes and practices ensure Identified roles for all officers working directly with the Aboriginal and Torres Strait Islander child and family.” • Domestic & Family violence – addition of new section with three mandatory requirements. • Young People – addition of new section with one mandatory requirement. • Alcohol & other drugs - addition of new section with one mandatory requirement. <hr/> <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • Newly added section for Domestic & Family violence services.
<p>Mandatory requirement indicator 6.3</p>	<p>Within indicator 6.3, update to references to people working within service to <i>“...including employees, subcontractors, agency staff, students and volunteers”</i></p> <p>Service specific requirements updated:</p> <ul style="list-style-type: none"> • CPPS - Significant updates in requirements, including (but not limited to): <ul style="list-style-type: none"> - new footnote 59: <i>“Training provided should be commensurate with the nature and duration of the role that the person is undertaking.”</i>

	<ul style="list-style-type: none"> - Updated: “The organisation implements foster carer training processes/strategies which ensure that foster and kinship care services work collaboratively with DCYJMA to ensure that their activities are complementary. The organisation has processes in place to monitor expiry of foster and kinship carer Blue Cards/Exemption Cards and Certificates of Approval (which incorporate screening such as Child Safety and Personal History Screening checks). The organisation works with DCYJMA to ensure that foster and kinship carer re-approvals, including re-screening, occurs as required and within required timeframes. • Domestic & Family violence – addition of new section and one mandatory requirement • Alcohol & other drugs – addition of new section and one mandatory requirement <hr/> <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • Updates to reflect “employee, subcontractor, agency staff, student and volunteer” • Newly added section for Domestic & Family violence services.
<p>Mandatory requirement indicator 6.4</p>	<p>Within indicator 6.4, update to references to people working within service to “...including employees, subcontractors, agency staff, students and volunteers”</p> <p>Service specific requirements updated:</p> <ul style="list-style-type: none"> • Domestic & Family violence: <ul style="list-style-type: none"> • Update to requirements with four new mandatory requirements • Deletion of requirements: “ <ul style="list-style-type: none"> Organisations that work with victims and perpetrators of domestic and family violence implement policies that demonstrate how they foster a workplace culture that reduces work-induced trauma. Records demonstrate that staff and volunteers have been informed on how to access services to support their personal wellbeing, and helping them to manage their exposure to distressing stories and other material related to people using services.” <hr/> <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p>

	<ul style="list-style-type: none"> • Newly added section for Child protection placement services (family-based care services). • Addition of Domestic & Family violence services suggestions. • Update to section Domestic & Family violence services, with removal of: <ul style="list-style-type: none"> • Policy and/or procedures outlining how the organisation recognises, assess and supports staff and volunteers in domestic and family violence services to deal with their exposure to distressing stories and other material related to clients • Records of access to, and utilisation of, specialist supervision services for staff • Documents that show how the organisation monitors staff and volunteer wellbeing • Feedback from staff and/or volunteers on their access to professional supervision.
<p>Mandatory requirement indicator 6.5</p>	<p>Within indicator 6.5, update to references to people working within service to <i>“...including employees, subcontractors, agency staff, students and volunteers”</i></p> <ul style="list-style-type: none"> • Common mandatory requirements: addition of new footnote 63: <i>“For family-based child protection placement services, this must include policy or procedure addressing the management of grievances and disputes raised by foster and kinship carers.”</i> <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • Update to requirement: “Records of <i>employee, subcontractor, agency staff, student and volunteer</i> staff training (including induction) about the organisation’s dispute resolution procedure and <i>the process for raising grievances</i> how staff and volunteers can raise grievances”.

<h2>Service type specific mandatory requirements updates</h2>	
<h3>Child Protection Placement Services</h3>	
<p>General note</p>	<ul style="list-style-type: none"> • References to ‘Individual Client Support Agreements’ replaced with ‘Individualised Placement and Support Agreement (IPSA)’ • Previous references to ‘Child Related Costs (CRC-PaS)’ replaced with ‘Individualised Placement and Support’ • Where relevant, references to ‘staff’ have been updated with ‘employee, subcontractor, agency staff, student and volunteer’.

Service type specific mandatory requirements updates

<p>Mandatory requirement indicator 1.1</p>	<p>Update to requirements:</p> <ul style="list-style-type: none"> • Addition of new mandatory requirement “Where funding is provided under IPSAs, documented and implemented processes are in place to ensure compliance with the requirements, terms and conditions of the Agreement/s.” • Replacement of previous mandatory requirement with new mandatory requirement, including update to footnote number “Organisations granted a care service licence can demonstrate how authority is conveyed to the nominee and to director(s) or similar persons responsible for the service’s operations to the child or young person.” “There are documented processes that outline nomination/appointment processes, roles and responsibilities, and delegations for the Nominee and members of the organisation’s governing body” • Slight update to existing mandatory requirement “Organisations granted a care service licence have implemented systems and processes that ensure the licensee’s adherence to the conditions listed on the licence (note: specific requirements for licence conditions related to suitability and screening obligations are separately addressed in Standards 4 and 6).”
<p>Mandatory requirement indicator 1.2</p>	<p>Update to requirements:</p> <ul style="list-style-type: none"> • Wording in mandatory requirements <ul style="list-style-type: none"> - “requirements set out in the Child Protection (Placement Services) Investment Specification and Service Agreements” • Updated word to “IPSA”.
<p>Mandatory requirement indicator 1.3</p>	<p>Update to requirements:</p> <ul style="list-style-type: none"> • Updated word to “IPSA”.
<p>Mandatory requirement indicator 1.4</p>	<p>Update to wording in mandatory requirements</p> <p>...</p> <ul style="list-style-type: none"> • “demonstrate that if premises are leased by the organisation in order to provide accommodation to children or young people, the person who owns the leased premises is aware that their property is being used as a residential care service. as a to provide a residential non-family based care service.” • “Where an organisation has entered into an IPSA, it ensures that property is appropriately insured against damages (including dwellings building and contents).”

Service type specific mandatory requirements updates

	<p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • Addition of new suggestion for CPPS, non-family based care: “Evidence of ownership of premises, lease agreements and letters from owners confirming their awareness of the use of their property as a care service (child protection non-family based placement services).”
<p>Mandatory requirement indicator 1.5</p>	<p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <p>Updates to suggestions for CPPS: ... “Records showing data relevant to the organisation is analysed and used to inform strategic and operational practice/service delivery improvements, including information arising from ...</p> <ul style="list-style-type: none"> • internal or external reviews • Standards of Care Concerns and non-compliance matters (child protection placement services).”
<p>Mandatory requirement indicator 2.1</p>	<p>Update to requirements:</p> <ul style="list-style-type: none"> • Update to first mandatory requirement: “The organisation’s eligibility assessment process determines whether the service is able to meet the care needs of a child or young person, specifically ensuring that the care to the young person, and any other children or young people in the care arrangement will comply with the Statement of Standards (section 122 Child Protection Act 1999) should the referral be accepted.” • Update to third mandatory requirement: “The organisation’s entry eligibility, entry and exit processes support DCYJMA’s implementation of Policy 641-2: Decisions about Aboriginal and Torres Strait Islander Children and Young People, including the five elements of the Aboriginal and Torres Strait Islander Child Protection Placement Principle.” • Update to fourth mandatory requirement: “The organisation considers referral information and the statutory Case Plan for the child or young person when considering their entry or exit from the service (where this has been made available to the organisation).”
<p>Mandatory requirement indicator 3.1</p>	<p>Update to requirements:</p> <ul style="list-style-type: none"> • Rework of second mandatory requirement. • Update to mandatory requirement “DCYJMA’s Positive Behaviour Support and Managing High Risk Behaviour Policies, particularly in relation to prohibited and restrictive practices ensuring that Care Plans do not contain behaviour management strategies that

Service type specific mandatory requirements updates

	<p>would constitute prohibited practices or the planned use of restrictive practices”.</p> <ul style="list-style-type: none"> • Significant updates to the two points and the note which falls under mandatory requirement “Where a child or young person is assessed by DCYJMA as having significant needs in the behaviour and /or emotional stability domains, the organisation: ...” <hr/> <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <p>Update to Child Protection Placement services sections:</p> <ul style="list-style-type: none"> • “Evidence of individually tailored case management care plans addressing appropriate dimensions of need • Feedback from partner or referral agencies confirm the organisation works collaboratively to develop/review Positive Behaviour Support Plans as a part of the case planning process statutory Case Plan.
<p>Mandatory requirement indicator 3.2</p>	<p>Update to wording:</p> <ul style="list-style-type: none"> • “The organisation plans and delivers services to children and young people works in a manner that supports DCYJMA’s implementation of Policy 641-24: Decisions about Aboriginal and Torres Strait Islander Children and Young People.
<p>Mandatory requirement indicator 3.3</p>	<p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • Child Protection Placement Services – new suggestion: “Care Plans are updated following the provision of updated DCYJMA Case Plans to ensure that Care Plans continue to reflect DCYJMA’s assessment of the child or young person’s strength and needs, and any other matters detailed in the DCYJMA Case Plan.
<p>Mandatory requirement indicator 3.4</p>	<p>Update to requirements:</p> <ul style="list-style-type: none"> • Non-family Based Care Services requirement updated: “The organisation identifies and maintains contact points and builds partnerships with agencies and services to support the principles and strategies of the Joint agency protocol to reduce preventable police call-outs to residential care services, including working with local Police with a nominated Police Liaison Point.

Service type specific mandatory requirements updates

	<p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • “Services to children and families (includes Child Protection Placement Services, Child Protection Support Services and services for Families)” updated with addition of new suggestion section: <ul style="list-style-type: none"> • “Child Protection Placement Services – Evidence of attendance at case planning meeting, stakeholder meetings, interagency child safety placement services meetings/forums.” • “Child Protection non-family based care services” updated, including addition of new suggestion: <ul style="list-style-type: none"> • ... • Policies and procedures that provide clear guidance about involving police in line with the Joint Agency Protocol to Reduce Preventable Police Call-outs to Residential Care Services. • Connections with other residential care services to share information and good practice and promotion of consistent outcomes in line with the Joint Agency Protocol to Reduce Preventable Police Call-outs to Residential Care Services.
<p>Mandatory requirement indicator 3.5</p>	<p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <p>New addition: “Child Protection Placement Services - The child or young person has been supported to be involved through the assessment and development of any plan to the best extent possible, taking into account their age and level of understanding (e.g., Care Plan, Positive Behaviour Support Plan).”</p>
<p>Mandatory requirement indicator 4.1</p>	<p>Update to requirements:</p> <ul style="list-style-type: none"> • Significant updates to mandatory requirements under “Positive Behaviour Support” heading, including new mandatory requirement “that medication is not to be administered to manage the behaviour of a child or young person in the absence of a diagnosed health or mental health condition, and other requirements outlined in DCYJMA’s Positive Behaviour Support Policy (PBSP) and Child Safety Practice Manual – Meet a Child’s Health and Wellbeing Needs. <p>NB: if PBSP conditions are not met the use of any medication to manage the behaviour of a child or young person is considered chemical restraint, which is a prohibited practice.”</p>

Service type specific mandatory requirements updates

	<ul style="list-style-type: none"> Update to requirement “Evidence that positive behaviour support provided to children and young people in care has been planned and delivered in accordance with: <ul style="list-style-type: none"> ... DCYJMA’s Positive Behaviour Support and Managing High Risk Behaviour Policies Policy ...” <hr/> <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> Newly added section with suggestions relating to Positive Behaviour Support Policy.
<p>Mandatory requirement indicator 4.2</p>	<p>Update to requirements:</p> <ul style="list-style-type: none"> Significant updates to existing requirements, and one new mandatory requirement, including new footnote: “The organisation has documented processes for ensuring that directors, persons responsible for directly managing care services, and persons engaged in relation to the provision of a care service or any function of a care service (including employees, subcontractors, agency staff, students and volunteers) remain suitable persons⁴³ for the duration of their engagement. Footnote 43 – Refer to footnote 44. Deletion of requirement: “Records demonstrate that family based care services (foster and kinship care) undertake assessments appropriately to enable renewal of certificates within legislative timeframes.”
<p>Mandatory requirement indicator 4.3</p>	<p>Update to requirements:</p> <ul style="list-style-type: none"> Significant updates in CPPS mandatory requirements. <hr/> <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> Update to section “Child Safety Placement Services”:... Records demonstrating the organisation’s response to incidents involving the emergency use of reactive responses restrictive practices or prohibited practices.”

Service type specific mandatory requirements updates

	<ul style="list-style-type: none"> Update to “Child Safety – Non-family based placement services (Residential Care)” – addition of two new suggestions (first two dot points) and deletion of suggestion “Individualised de-escalation plans are developed for children and young people in collaboration with the child/young person, their support network and support agencies and reviewed following critical incidents.”
Mandatory requirement indicator 5.3	<p>Wording updated:</p> <ul style="list-style-type: none"> “Office of the Public Guardian (including contact with a Community Visitor or Child Advocacy Advocate Legal Officer).”
Mandatory requirement indicator 6.2	<p>Update to requirements for family based care services:</p> <ul style="list-style-type: none"> Update to “The organisation has and implements a policy/procedure regarding foster carer recruitment, assessment and training which is consistent with the requirements specified in Provide and review care procedure Chapter 8 of the Child Safety Practice Manual.” Addition of three new mandatory requirements.
Mandatory requirement indicator 6.3	<p>Significant updates in requirements, including (but not limited to):</p> <ul style="list-style-type: none"> new footnote 59: “Training provided should be commensurate with the nature and duration of the role that the person is undertaking.” Updated: “The organisation implements foster carer training processes/strategies which ensure that foster and kinship care services work collaboratively with DCYJMA to ensure that their activities are complementary. The organisation has processes in place to monitor expiry of foster and kinship carer Blue Cards/Exemption Cards and Certificates of Approval (which incorporate screening such as Child Safety and Personal History Screening checks). The organisation works with DCYJMA to ensure that foster and kinship carer re-approvals, including re-screening, occurs as required and within required timeframes.
Mandatory requirement indicator 6.4	<p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> Newly added section for Child protection placement services (family-based care services).

Service type specific mandatory requirements updates

Mandatory requirement indicator 6.5	<p>Update to common mandatory requirements which applies:</p> <ul style="list-style-type: none"> • addition of new footnote 63: <i>“For family-based child protection placement services, this must include policy or procedure addressing the management of grievances and disputes raised by foster and kinship carers.”</i>
Child Protection Support Services	
	<p>Nil updates</p>
Families	
Mandatory requirement indicator 6.2	<p>Update to “Family Participation <i>Program</i></p> <ul style="list-style-type: none"> • The organisation has processes in place to ensure that staff working directly with service users have completed training in <i>Aboriginal and Torres Strait Islander</i> family-led decision making processes. • (new mandatory requirement) The organisation’s recruitment processes and practices ensure Identified roles for all officers working directly with the Aboriginal and Torres Strait Islander child and family.
Domestic and Family Violence Services	
<p><i>Note: the requirements for Domestic and Family Violence services within User Guide Version 8.0 are consistent with the requirements as outlined in the HSQF Certification User Guide –Domestic Family Violence Services Supplement.</i></p>	
General note – changes to requirements	<p>Inclusion of requirements of Domestic and Family Violence Regulatory Framework, which are also outlined separately in the ‘<i>Domestic and Family Violence Services supplement</i>’.</p> <p>The criteria and evidence requirements included in this User Guide and the supplementary guide are part of the Domestic and Family Violence Regulatory Framework, the mechanism for monitoring services’ compliance with the Domestic and Family Violence Services: Practice principles, standards and guidance.</p>
Mandatory requirement indicator 1.1	<p>Update to requirements:</p> <ul style="list-style-type: none"> • removal of mandatory requirement and service specific section, as only common mandatory requirements remaining for this indicator.

	<p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • significant updates to Domestic & Family violence services section.
<p>Mandatory requirement indicator 1.3</p>	<p>Update to requirements:</p> <ul style="list-style-type: none"> • significant updates to mandatory requirements. <hr/> <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • New addition of Domestic & Family violence services section.
<p>Mandatory requirement indicator 1.7</p>	<p>Update to requirements:</p> <ul style="list-style-type: none"> • replacement of first mandatory requirement, including new footnote, with: “Documented and implemented processes, policies and procedures including risk assessment processes associated with collection, security, disclosure, privacy breaches, client access to personal information and sharing of client related information, including without consent where applicable, in accordance with: <ul style="list-style-type: none"> - Part 5A of the Domestic and Family Violence Protection Act 2012 - Domestic and Family Violence Information Sharing Guidelines (May 2017) - Section 159C of the Child Protection Act 1999 ²⁴” <p>Footnote: ²⁴ <i>Information Sharing Guidelines were issued under Section 5A of the Domestic and Family Violence Act 2012 and Section 159C of Child Protection Act 1999 to support and guide organisations and agencies within the Queensland domestic and family violence and child protection system to collect, use and share information.”</i></p> <hr/> <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • significant updates to Domestic & Family violence services section.

<p>Mandatory requirement indicator 2.1</p>	<p>Update to requirements:</p> <ul style="list-style-type: none"> • addition of two new mandatory requirements. <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • New addition of Domestic & Family violence services section.
<p>Mandatory requirement indicator 2.3</p>	<p>Update to requirements:</p> <ul style="list-style-type: none"> • removal of mandatory requirement and service specific section, as only common mandatory requirements remaining for this indicator. <hr/> <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • New addition of Domestic & Family violence services section.
<p>Mandatory requirement indicator 3.1</p>	<p>Update to requirements:</p> <ul style="list-style-type: none"> • addition of new mandatory requirement for all DFV services: “<i>Documented and implemented processes ensure that the assessed needs of the individual are being addressed and responded to within a client centred, culturally inclusive, and integrated response.</i>” • removal of previous requirements relating to “Women’s Shelters and Non-Accommodation Support Services (Temporary Supported Accommodation – Immediate, Mobile Support and Centre Based Support)” <hr/> <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • New addition of Domestic & Family violence services section.

<p>Mandatory requirement indicator 3.2</p>	<p>Update to requirements:</p> <ul style="list-style-type: none"> • addition of one new mandatory requirement. <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • New addition of Domestic & Family violence services section.
<p>Mandatory requirement indicator 3.4</p>	<p>Update to requirements:</p> <ul style="list-style-type: none"> • addition of three new mandatory requirements. <hr/> <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • New addition of Domestic & Family violence services section.
<p>Mandatory requirement indicator 3.5</p>	<p>Update to requirements:</p> <ul style="list-style-type: none"> • new section with two mandatory requirements <hr/> <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • new addition of Domestic & Family violence services section.
<p>Mandatory requirement indicator 4.2</p>	<p>Update to requirements:</p> <ul style="list-style-type: none"> • new section with three mandatory requirements

	<p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • new addition of Domestic & Family violence services section.
Mandatory requirement indicator 4.3	<p>Update to requirements:</p> <ul style="list-style-type: none"> • removal of mandatory requirement and service specific section, as only common mandatory requirements remaining for this indicator.
Mandatory requirement indicator 6.2	<p>Update to requirements:</p> <ul style="list-style-type: none"> • addition of new section with three mandatory requirements <hr/> <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • new addition of Domestic & Family violence services section.
Mandatory requirement indicator 6.3	<p>Update to requirements:</p> <ul style="list-style-type: none"> • addition of new section and one mandatory requirement <hr/> <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • new addition of Domestic & Family violence services section.
Mandatory requirement indicator 6.4	<p>Update to requirements:</p> <ul style="list-style-type: none"> • Update to requirements with four new mandatory requirements • Deletion of requirements: “ Organisations that work with victims and perpetrators of domestic and family violence implement policies that demonstrate how they foster a workplace culture that reduces work-induced trauma.

	<p>- Records demonstrate that staff and volunteers have been informed on how to access services to support their personal wellbeing, and helping them to manage their exposure to distressing stories and other material related to people using services.</p> <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <ul style="list-style-type: none"> • addition of Domestic & Family violence services suggestions. • update to section Domestic & Family violence services, with removal of:” <ul style="list-style-type: none"> • Policy and/or procedures outlining how the organisation recognises, assess and supports staff and volunteers in domestic and family violence services to deal with their exposure to distressing stories and other material related to clients • Records of access to, and utilisation of, specialist supervision services for staff • Documents that show how the organisation monitors staff and volunteer wellbeing • Feedback from staff and/or volunteers on their access to professional supervision.”
Sexual Violence and Women’s Support	
	Nil updates
Individuals	
	Nil updates.
Young People	
Mandatory requirement indicator 1.3	<p>Update to requirements:</p> <ul style="list-style-type: none"> • addition of new service specific mandatory requirement <i>“The organisation’s structure, purpose, vision and values, objectives and strategies for service delivery are consistent with, and support the requirements, set out in the Service Agreement – Funding and Service Details, including the Young People Investment Specification and relevant practice guides.”</i>
Mandatory requirement indicator 2.3	<p>Update to requirements:</p> <ul style="list-style-type: none"> • addition of new service specific mandatory requirement <i>“Where an organisation is unable to provide services to a person, due to ineligibility or lack of capacity, processes are in place to proactively refer the person to an appropriate alternative service. The service should facilitate practical support until the appropriate referral is completed.”</i>

Mandatory requirement indicator 3.1	Update to requirements: <ul style="list-style-type: none"> • addition of new service specific mandatory requirement <i>“The organisation contributes to the assessment of, and responses to the protection and care needs of the young person, and supporting their families in accordance with section 159B(d) Child Protection Act 1999 and DCYJMA’s Information Sharing Guidelines – To meet the protection and care needs and promote the wellbeing of children.”</i>
Mandatory requirement indicator 4.3	Update to requirements: <ul style="list-style-type: none"> • addition of new service specific mandatory requirement “Documented and implemented processes which ensure that families and young people are aware of the organisation’s duty of care to report significant harm or risk of significant harm to relevant authorities including DCYJMA.”
Mandatory requirement indicator 6.2	Update to requirements: <ul style="list-style-type: none"> • addition of new section with one mandatory requirement.
Disability Services	
	Nil updates
Mental Health	
	Nil updates.
Alcohol & Other Drugs	
General note – changes to requirements	Inclusion of new requirements.
Mandatory requirement indicator 1.1	Addition of new section with requirements: <ul style="list-style-type: none"> • addition of new service specific mandatory requirement <i>“Clinical governance and management processes reflect the principles of the National Quality Framework for Drug and Alcohol Treatment Services.”</i>

Mandatory requirement indicator 4.2	<p>Addition of new section with requirements:</p> <ul style="list-style-type: none"> • new section with three new mandatory requirements and one new footnote. <hr/> <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <p>Newly added section for Alcohol and other drugs.</p>
Mandatory requirement indicator 4.3	<p>Addition of new section with requirements:</p> <ul style="list-style-type: none"> • new section with three new mandatory requirements. <p>Section “Below are suggestions of how this indicator may be demonstrated, depending on the size and complexity of an organisation and the type of services delivered”</p> <p>Newly added section for Alcohol and other drugs.</p>
Mandatory requirement indicator 6.2	<p>Addition of new section with requirements:</p> <ul style="list-style-type: none"> • new section with one new mandatory requirement.
Mandatory requirement indicator 6.3	<p>Addition of new section with requirements:</p> <ul style="list-style-type: none"> • new section with one new mandatory requirement.

Appendix A	
Updates	Inclusion of new footnote against Fire Safety: “Refer to ‘Fire safety – minimum requirements to be demonstrated’ for list of requirements to be audited and reported against at each audit”
	Addition of hot water safety in list titled “Organisations should also ensure they comply with all the elements of legislative, regulatory and policy requirements that apply to them, including (but not limited to):...”
	Addition of new section “ Fire safety – minimum requirements to be demonstrated ”.
	This section details the <u>minimum</u> expectations of what will be reviewed and reported on at each audit, however organisations should understand their responsibility to comply with all relevant obligations dependent on the type of building.
Appendix B	
General note	Broad range of changes have been made to this section in line with Machinery of Government changes.
	It is noted that 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.
Appendix C – Terms and Definitions	
General note	Broad range of changes in line with Machinery of Government changes, including updates and additional new terms and definitions as required.