

Human Services Quality Framework (HSQF) certification for Family Based Care Services

Overview

The department has introduced a [Family Based Care Services Investment Specification](#) to provide family based care services, and the requirements for certification of these services has been included in the updated [Human Services Quality Framework](#) (HSQF). The minimum evidence requirements for these services are included in the [HSQF User Guide – Certification](#).

HSQF Certification Audits

Certification audits (or self-assessment, if applicable) will be conducted to ensure compliance with the HSQF requirements for Family Based Care Services. Audits scheduled to occur from 1 October 2025 will be conducted against the new version of the HSQF User Guide (v10).

Services that participated in the piloting phase of the Kin service types are now in scope of HSQF certification/self-assessment, as the piloting period has now concluded.

What service types are affected?

The following service types fall within the scope of these compliance requirements:

- Connecting Kin (T210)
- Equipping Kin (T211)
- Supporting Kin (T212)
- Foster Care Recruitment (T213)
- Supporting Foster Care (T214)
- Specialist Family Based Care (T215)

What are the timeframes to achieve certification?

Your service agreement requires your organisation to achieve certification covering the service/s within 18 months (of being advised your organisation is in scope, or from the schedule start date), or at your next audit if already certified.

What Service Providers Need to Do?

- Ensure that all service delivery processes align with the requirements of the Family Based Care Services Investment Specifications V2.
- Review the updated HSQF Quality Framework and User Guide.
- Determine if the services meet the threshold for certification or self-assessment.
- If self-assessment is applicable follow the [key milestones for completing a self-assessment](#).
- If certification is required:
 - ✓ Tell your auditor about your new service type/s.
 - ✓ Prepare for the next scheduled audit to ensure conformance with requirements for the new services.

Changes to Licensed Service Types Under the New Family Based Care Services Investment Specifications

The implementation of the Family Based Care Services Investment Specification has resulted in three new service types that fall into the scope of licensing:

- Supporting Kin (T212)
- Supporting Foster Care (T214)
- Specialist Family Based Care (T215).

These all fall within the family based care with direct care licence function to *“recruit, train, assess and support departmentally approved carers, and provide additional support for the placement through the employment of direct care staff”*.

What Service Providers Need to Do?

1. If your licence already includes the family based care with direct care licence function and the same service type (i.e., in a different location or region), you must apply to add the new service within 30 days.
2. If your licence includes the family based care with a direct care licence function but does not include a service of the same type (i.e., in a different location/region), you must apply to add the new service to the licence within 30 days.

For the above options, the application must have an ‘add site to licence’ inspection attached, evidencing that the new service meets licensing requirements. Alternatively, a HSQF recertification audit report can be attached if the service was included in an audit that occurred in the past 6 months.

3. If you do not have a licence that includes the family based care with direct care licence function, HSQF certification will need to be achieved within 18 months after the Schedule Start Date OR the relevant region may opt to conduct an assessment of new policies and procedures relating to the new service type as a part of an ‘add site to licence’ inspection. For this option, an application to add the new service to the licence must be lodge within 30 days of receiving the finalised inspection tool, or the issue of the HSQF Recertification Audit Report.
4. If you do not have a licence, HSQF certification will need to be achieved prior to the service becoming licensed. Once HSQF certified, the department will invite you to apply for a licence.

How are your services monitored?

Once licensed, the new services will be inspected at least annually by the department to ensure compliance with licensing requirements.

Inspections will address requirements outlined in the Family Based Care Services Investment Specification and Family Based Care Brokerage Guidelines as relevant to meeting the Statement of Standards, including care planning and supplemented care provision requirements.

Support and Resources

Investment Specifications Enquiries

Family Based Care Services Investment Specifications queries, contact the Family Based Care Support Team FamilyBasedCareandSupportMailbox@cyjma.qld.gov.au

Licensing Enquiries

Licensing requirements or the application process, contact the Licensing Team at CS_Licensing@cyjma.qld.gov.au