

Appendix B – Links to legislation, policies and resources

This document is to be read in conjunction with *HSQF User Guide – Certification – Version 10.0*.

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.

Legislation

Legislation – Queensland

- [Child Protection Act 1999](#)
- [Child Protection Regulation 2023](#)
- [Child Protection Reform Amendment Act 2017](#)
- [Child Safe Organisations Act 2024](#)
- [Community Services Act 2007](#)
- [Coroners Act 2003](#)
- [Disability Services Act 2006](#)
- [Disability Services Regulation 2017](#)
- [Domestic Violence and Family Protection Act 2012](#)
- [Guardianship and Administration Act 2000](#)
- [Human Rights Act 2019](#)
- [Information Privacy Act 2009](#)
- [Information Privacy and Other Legislation Amendment Act 2023](#)
- [Mental Health Act 2016](#)
- [Public Guardian Act 2014](#)
- [Residential Tenancies and Rooming Accommodation Act 2008](#)
- [Right to Information Act 2009](#)
- [Working with Children \(Risk Management and Screening\) Act 2000](#)
- [Working with Children \(Risk Management and Screening\) Regulation 2020](#)

Legislation – Commonwealth

- [Privacy Act 1988](#)

All Services

Anti-Cyberbullying Taskforce

(Adjust our Settings: A community approach to address cyberbullying among children and young people in Queensland)

- <https://campaigns.premiers.qld.gov.au/antibullying/taskforce/>

Business Continuity

- www.communitydoor.org.au/planning-and-evaluation/business-continuity

Electrical Safety

- www.worksafe.qld.gov.au/

Fire Safety

- <https://www.fire.qld.gov.au/compliance-and-planning/building-owners-and-occupiers>
- Advisory notes - <https://www.fire.qld.gov.au/sites/default/files/2024-03/FSMT-Advisory-Notes.pdf>

Multicultural Queensland Charter

- <https://www.tatsipca.qld.gov.au/our-work/multicultural-affairs/policy-governance/multicultural-queensland-charter>

Notifiable Data Breaches Scheme

- <https://www.oaic.gov.au/privacy/notifiable-data-breaches/about-the-notifiable-data-breaches-scheme>

Office of the Australian Information Commissioner

- www.oaic.gov.au/

Office of the Information Commissioner Queensland

- www.oic.qld.gov.au/

Office of the Public Guardian

- www.publicguardian.qld.gov.au/

Privacy Impact Assessment

- www.oaic.gov.au/agencies-and-organisations/guides/guide-to-undertaking-privacy-impact-assessments
- <https://www.oic.qld.gov.au/guidelines/for-government/guidelines-privacy-principles/privacy-compliance/overview-privacy-impact-assessment-process/undertaking-a-privacy-impact-assessment>

Queensland Emergency Risk Management Framework: Risk Assessment Process Handbook

- https://www.disaster.qld.gov.au/_data/assets/pdf_file/0021/339402/H1102-QFES-Risk-Assessment-Process-Handbook.pdf

Queensland Human Rights Commission

- www.ghrc.qld.gov.au

Queensland Language Services Policy and Guidelines

- <https://www.tatsipca.qld.gov.au/our-work/multicultural-affairs/policy-governance/language-services-policy>

Support for People with Vulnerabilities in Disasters

- <https://www.qld.gov.au/community/disasters-emergencies/disasters/supporting-vulnerable-people>

Testing and Tagging Electrical Equipment

- <https://www.worksafe.qld.gov.au/safety-and-prevention/hazards/electricity/electrical-products-and-equipment/testing-and-tagging-electrical-equipment>

Department of Families, Seniors, Disability Services and Child Safety (DFSDSCS)

<https://www.families.qld.gov.au/>

Complaints Management Policy and Procedure

- <https://www.families.qld.gov.au/contact-us/compliments-complaints>

Critical Incident Reporting Policy

- <https://www.families.qld.gov.au/media/documents/about-us/partners/child-family/cir-policy.pdf>

Obligations of Contracted Service Providers - *Information Privacy Act 2009*

- <https://www.families.qld.gov.au/about-us/our-department/right-information/information-privacy>
- https://www.oic.qld.gov.au/data/assets/pdf_file/0004/67315/IPOLA-Guideline-MNDB-Data-breaches-and-contracted-service-providers.pdf

Record Keeping Requirements for Funded Non-Government Organisations

- <https://www.families.qld.gov.au/about-us/our-department/partners/recordkeeping-requirements-non-government-organisations>

Social Services Agreements and Contracts

- <https://www.families.qld.gov.au/about-us/our-department/funding-grants-investment/social-services-agreements-contracts>

Child and Family Services

Aboriginal and Torres Strait Islander Child Placement Principle

- <https://www.families.qld.gov.au/our-work/child-safety/parents-families/ongoing-intervention/aboriginal-torres-strait-islander-peoples/aboriginal-torres-strait-islander-child-placement-principle>

Assessment and Service Connect

- <https://cspm.csyw.qld.gov.au/resources/resource/Assessment-and-Service-Connect-ASC-Operational-Pol/eac1fde-21f0-497b-af8a-9146c0928856>

Carer's Responsibilities: Critical and Major Incidents

- www.qld.gov.au/community/caring-child/foster-kinship-care/information-for-carers/rights-and-responsibilities/carers-responsibilities/critical-and-major-incidents

Change in Personal Circumstances - LCS Form 6

<https://www.families.qld.gov.au/media/documents/about-us/partners/licensing/lcs6-change-circumstances.pdf>

Child Protection Resources

- <https://www.families.qld.gov.au/our-work/child-safety/protecting-children>

Child Protection (Placement Services) Investment Specification

- <https://www.families.qld.gov.au/about-us/our-department/funding-grants-investment/investment-specifications>

Child Protection (Support Services) Investment Specification

- <https://www.families.qld.gov.au/about-us/our-department/funding-grants-investment/investment-specifications>

Child Safety Licensing Information

- <https://www.families.qld.gov.au/about-us/our-department/partners/child-family/child-safety-licensing/licensing-resources>

Child Safety Policy - #326 - Responding to Concerns about the Standards of Care

- <https://www.families.qld.gov.au/media/documents/foster-kinship-care/326-responding-concerns-standards-care.pdf>

Child Safety Policy - #349 - Transition to Adulthood

- <https://www.families.qld.gov.au/media/documents/foster-kinship-care/transitioning-from-care-into-adulthood-349.pdf>

Child Safety Policy - #369 - Participation by Children and Young People in Decision-Making

- <https://www.families.qld.gov.au/media/documents/foster-kinship-care/369-participation-children-young-people-decision-making.pdf>

Child Safety Policy - #383 - Foster Care Training

- <https://www.families.qld.gov.au/media/documents/foster-kinship-care/foster-care-training-383.pdf>

Child Safety Policy - #403 - Information Sharing for Service Delivery Coordination

- <https://www.families.qld.gov.au/media/documents/protecting-children/403-info-sharing-service-delivery-coordination.pdf>

Child Safety Policy - #578 - Placement of Children in Care

- <https://www.families.qld.gov.au/media/documents/foster-kinship-care/578-placement-children-in-care.pdf>

Child Safety Policy - #604 - Positive Behaviour Support

- <https://www.families.qld.gov.au/media/documents/foster-kinship-care/positive-behaviour-support-604.pdf>

Child Safety Policy - #606 - Residential Care

- <https://www.families.qld.gov.au/media/documents/foster-kinship-care/residential-care-606.pdf>

Child Safety Policy - #627 - Response to Children who are Sexually Abused While in Care

- <https://www.families.qld.gov.au/media/documents/foster-kinship-care/627-response-children-sexually-abused-while-in-care.pdf>

Child Safety Policy - #632 - Kinship Care

- <https://www.families.qld.gov.au/media/documents/foster-kinship-care/kinship-care-632.pdf>

Child Safety Policy - #639 - Foster Care Matching: a partnership approach

- <https://www.families.qld.gov.au/media/documents/foster-kinship-care/foster-care-matching-partnership-approach-639.pdf>

Child Safety Policy - #641 - Decisions about Aboriginal and Torres Strait Islander Children and Young People Policy

- <https://www.families.qld.gov.au/media/documents/protecting-children/641-decision-making-atsi-children.pdf>

Child Safety Policy - #646 - Managing High Risk Behaviour

- <https://www.families.qld.gov.au/media/documents/foster-kinship-care/managing-high-risk-behaviour-646.pdf>

Child Safety Practice Manual

Child Safety Practice Manual is designed to support work with a set of principles, values, procedures, approaches and systems. Together, these guide and inform the delivery of child protection services by the Department of Families, Seniors, Disability Services and Child Safety in Queensland.

- <https://cspm.csyw.qld.gov.au/>

Child Safety Practice Manual Updates

- <https://cspm.csyw.qld.gov.au/updates>

Family-Based Care Resources and Publications

- <https://www.families.qld.gov.au/our-work/child-safety/foster-kinship-care/family-based-care-resources-publications>

Families Investment Specification

- <https://www.families.qld.gov.au/about-us/our-department/funding-grants-investment/investment-specifications>

Family and Child Connect (FaCC) Service Model and Guidelines

- <https://www.families.qld.gov.au/media/documents/about-us/funding-grants/specifications/facc-model-guidelines.pdf>

Financial Counselling Queensland

- www.fcaq.com.au

Financial Counselling Australia - National Standards for Membership & Accreditation

- <https://www.financialcounsellingaustralia.org.au/our-work/national-standards/>

Financial Counselling Australia - Standards for Agencies Employing Financial Counsellors

- www.financialcounsellingaustralia.org.au/docs/standards-for-agencies-employing-financial-counsellors/

Foster and Kinship Care

- www.qld.gov.au/community/caring-child/foster-kinship-care

Foster Carer Training

- <https://www.families.qld.gov.au/our-work/child-safety/foster-kinship-care/training/foster-carer-training>

Foster Carer Training Guidelines

- <https://www.families.qld.gov.au/media/documents/foster-kinship-care/training/foster-carer-training-guidelines.pdf>

Guidelines for Diversion Services and Toolkit

- <https://www.families.qld.gov.au/about-us/our-department/funding-grants-investment/investment-specifications/guidelines-for-diversion-services-and-toolkit>

Hope and Healing Framework for Residential Care

- <https://www.families.qld.gov.au/our-work/child-safety/foster-kinship-care/training/foster-carer-training/starting-out-training/hope-healing>
- <https://peakcare.org.au/hopehealing/>

Improving Care and Post-Care for Children and Young People

- <https://www.families.qld.gov.au/our-work/child-safety/about-child-protection/improving-care-post-care-children-young-people>

Incident Management for Residential Care Services

- <https://www.families.qld.gov.au/about-us/our-department/partners/child-family/resources-publications>

Incident Reporting Guide for Residential Care Services

- <https://www.families.qld.gov.au/about-us/our-department/partners/child-family/resources-publications>

Information Sharing Guidelines - To meet the protection and care needs and promote the wellbeing of children.

- <https://www.families.qld.gov.au/about-us/our-department/partners/information-sharing/child-family>

Intensive Family Support (IFS) Service Model and Guidelines

- <https://www.families.qld.gov.au/about-us/our-department/funding-grants-investment/investment-specifications>

Joint Agency Protocol to Reduce Preventable Police Call-outs to Residential Care Services and Practice Guidelines

- <https://www.qfcc.qld.gov.au/sector/monitoring-and-reviewing-systems/young-people-living-in-care>

Permanency Practice kit

- <https://cspm.csyw.qld.gov.au/practice-kits/permanency-1>

Recordkeeping Requirements for Non-Government Organisations

- <https://www.families.qld.gov.au/about-us/our-department/partners/recordkeeping-requirements-non-government-organisations>

Reporting Missing Children: Guidelines for Approved Carers and Care Services

- www.qld.gov.au/community/caring-child/foster-kinship-care/information-for-carers/rights-and-responsibilities/carers-responsibilities/child-in-care-is-missing

Statement of Commitment: To Queensland's Foster and Kinship Carers

- www.qld.gov.au/community/caring-child/foster-kinship-care/information-for-carers/rights-and-responsibilities/our-commitment-to-you/statement-of-commitment

Strengthening the Queensland Residential Care Workforce - Minimum Qualification Standards Information Sheet

- <https://www.families.qld.gov.au/about-us/our-department/partners/child-family/child-safety-licensing/licensing-resources>

Suitability and Screening Requirements for Child Safety Licensed Care Services: A Guide for Non-Government Organisations

- <https://www.families.qld.gov.au/about-us/our-department/partners/child-family/child-safety-licensing/licensing-resources>

Young People Investment Specification

- <https://www.families.qld.gov.au/about-us/our-department/funding-grants-investment/investment-specifications>

Youth Support Practice Guide

- <https://www.families.qld.gov.au/about-us/our-department/partners/youth>

Disability Services

- <https://www.families.qld.gov.au/our-work/disability-services>

All Abilities Queensland: Opportunities For All

- <https://www.families.qld.gov.au/our-work/disability-services/state-disability-plan/all-abilities-queensland-opportunities-all>

Critical Incident Reporting

- <https://www.families.qld.gov.au/our-work/disability-services/disability-service-providers/contracting-us>

Electronic Monitoring Factsheet - Information for Accommodation Support Providers and Support Staff

- https://www.justice.qld.gov.au/data/assets/pdf_file/0010/287542/electronic-monitoring-factsheet-sites.pdf

Locking of Gates, Door or Windows Information Sheet

- <https://www.families.qld.gov.au/media/documents/disability/service-providers/centre-excellence/policy-procedure-locking-gates-doors-windows.pdf>

Obligations to Report a Death in Care

- <https://www.families.qld.gov.au/our-work/disability-services/national-disability-insurance-scheme/ndis-quality-safeguard-requirements-provider>

Positive Behaviour Support and Restrictive Practices

- <https://www.families.qld.gov.au/our-work/disability-services/positive-behaviour-support-restrictive-practices>

Positive Behaviour Support Plan

- <https://www.families.qld.gov.au/media/documents/disability/service-providers/centre-excellence/positive-behaviour-support-plan.pdf>

Preventing and Responding to the Abuse, Neglect and Exploitation of People

- <https://www.families.qld.gov.au/our-work/disability-services/preventing-responding-abuse-neglect-exploitation>

Queensland's Disability Plan 2022-2027

- <https://www.families.qld.gov.au/campaign/queenslands-disability-plan/about-plan/queenslands-disability-plan-2022-27>

Older People Services

- <https://www.families.qld.gov.au/our-work/seniors>

Domestic, Family and Sexual Violence

- <https://www.families.qld.gov.au/our-work/domestic-family-sexual-violence>

Domestic and Family Violence Information Sharing Guidelines

- <https://www.families.qld.gov.au/our-work/domestic-family-sexual-violence/for-service-providers/integrated-service-responses/dfv-information-sharing-guidelines>

Domestic and Family Violence Prevention Strategy 2016-2026

- <https://www.families.qld.gov.au/our-work/domestic-family-sexual-violence/end-domestic-family-violence/dfv-prevention-strategy>

Domestic and Family Violence Prevention Strategy 2016-2026

- **First Action Plan 2015-2016**
- www.publications.qld.gov.au/dataset/not-now-not-ever/resource/dafdecff-2870-4bec-b5ab-d61795a2364a?truncate=30&inner_span=True

Domestic and Family Violence Prevention Strategy 2016-2026

- **Review of the Second Action Plan 2016-2019**
- www.publications.qld.gov.au/dataset/not-now-not-ever/resource/f3c205a3-b4c2-403b-98ae-a7e6e2d91a02

Domestic and Family Violence Prevention Strategy 2016-2026

- **Third Action Plan 2019-2020 to 2021-2022**
- www.publications.qld.gov.au/dataset/not-now-not-ever/resource/20cf6cc3-42da-4553-ba15-f2dd3a2a393b

Domestic and Family Violence Prevention Strategy 2016-2026

- **Fourth Action Plan 2022-2023 to 2025-2026**
- www.publications.qld.gov.au/dataset/not-now-not-ever/resource/20cf6cc3-42da-4553-ba15-f2dd3a2a393b

Domestic and Family Violence Reform Program

- <https://www.families.qld.gov.au/our-work/domestic-family-sexual-violence/end-domestic-family-violence/about>

Domestic and Family Violence Resources

- <https://www.families.qld.gov.au/our-work/domestic-family-sexual-violence/end-domestic-family-violence/resources>

Domestic, Family and Sexual Violence - Investment Specification

- <https://www.families.qld.gov.au/our-work/domestic-family-sexual-violence/for-service-providers/funding-investment/investment-specifications>

End Domestic and Family Violence - Resources

- <https://www.families.qld.gov.au/our-work/domestic-family-sexual-violence/end-domestic-family-violence/resources>

Human Rights Act 2019

Notably in relation to section 28 related to the Cultural Rights of Aboriginal and Torres Strait Islander Peoples.

- <https://www.legislation.qld.gov.au/view/html/inforce/current/act-2019-005>

Interagency Guidelines for Responding to Children, Young People and Adults Who Have Experienced Sexual Assault or Child Sexual Abuse

- <http://www.publications.qld.gov.au/dataset/sexual-violence-prevention/resource/924faa15-d282-48f0-a8e8-739521e2b0b1>

Not Now, Not Ever - Report

- <https://www.families.qld.gov.au/our-work/domestic-family-sexual-violence/end-domestic-family-violence/about/not-now-not-ever-report>

Sexual Violence and Women's Support Services Investment Specification

- <https://www.families.qld.gov.au/our-work/domestic-family-sexual-violence/for-service-providers/funding-investment/investment-specifications>

Human Services Quality Framework

- <https://www.families.qld.gov.au/our-work/human-services-quality-framework>

Child Safe Organisations – Queensland Family & Child Commission (QFCC)

- <https://www.qfcc.qld.gov.au/childsafe>

Human Services Quality Framework - Audits and Notifiable Issues Factsheet

- <https://www.families.qld.gov.au/media/documents/hsqf/certification/audits-notifiable-issue.pdf>

Human Services Quality Framework - Quality Framework Document

- <https://www.families.qld.gov.au/media/documents/hsqf/framework/framework.pdf>

Human Services Quality Framework - Resources - Scheme Rules Parts 1 and 2

- <https://www.families.qld.gov.au/our-work/human-services-quality-framework/certification-quality-requirements-resources>

Human Services Quality Framework - Resources - User Guide - Certification

- <https://www.families.qld.gov.au/our-work/human-services-quality-framework/certification-quality-requirements-resources>

Queensland Health

- <https://www.health.qld.gov.au/>

Australian Commission on Safety and Quality in Health Care (ACSQHC) - National Model Clinical Governance Framework 2017

- www.safetyandquality.gov.au/sites/default/files/migrated/National-Model-Clinical-Governance-Framework.pdf

Medicines and Poisons Act 2019

- <https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2019-026>

Medicines and Poisons (Medicines) Regulations 2021

- <https://www.legislation.qld.gov.au/view/pdf/asmade/sl-2021-0140>

Queensland Health Co-occurring Substance Use Disorders and Mental Health Disorders: Policy Position Statement for Mental Health Alcohol and Other Drug Services 2021

- https://www.health.qld.gov.au/_data/assets/pdf_file/0023/1118246/gh-gdl-964.pdf

Alcohol and Other Drugs

Alcohol and Other Drug Treatment Services National Minimum Data Set

- <https://www.aihw.gov.au/about-our-data/our-data-collections/alcohol-other-drug-treatment-services>

National Quality Framework for Drug and Alcohol Treatment Services

- <https://www.health.gov.au/resources/publications/national-quality-framework-for-drug-and-alcohol-treatment-services?language=en>

Queensland Alcohol and Drug Withdrawal Clinical Practice Guidelines (2012)

- <https://insight.qld.edu.au/shop/queensland-alcohol-and-drug-withdrawal-clinical-practice-guidelines-queensland-health-2012>

Queensland Alcohol and Other Drug Treatment and Harm Reduction Outcomes Framework

- <https://qnada.org.au/queensland-alcohol-and-other-drug-treatment-and-harm-reduction-outcomes-framework/>

Queensland Alcohol and Other Treatment Service Delivery Framework 2022

- <https://qnada.org.au/queensland-alcohol-and-other-drug-treatment-service-delivery-framework/>

Queensland Opioid Dependence Treatment Guidelines 2023

- https://www.health.qld.gov.au/_data/assets/pdf_file/0024/1246605/Queensland-Opioid-Dependence-Treatment-Guidelines-2023.pdf

Department of Justice (DoJ)

- <https://www.justice.qld.gov.au/>

Blue Card Services

<https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/blue-card-services>

Blue Card Services - Blue cards for organisations delivering HSQF services

- <https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/blue-card/required/industries/hsgf>

Blue Card Services - Compliance and enforcement under the blue card system

- <https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/blue-card/system/compliance>

Blue Card Services - Regulated organisation and businesses requirements

<http://www.qld.gov.au/bluecardorganisations>

Blue Card Services - Who needs a blue card

- <https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/blue-card/organisations>

Disability Worker Screening

- <https://workerscreening.qld.gov.au/>

Multiservice Business Operators and Board Member Requirements Fact Sheet

- <https://www.publications.qld.gov.au/dataset/blue-card-system-changes/resource/e2f373a8-ae86-4e70-ab2d-0e8f47cdf58c>

Version Control

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