

Human Services Quality Framework - Self-Assessment User Guide

Version Control Register and Log of Changes

Purpose of this guide

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

How to use this guide

- Where only minor changes have been made to existing requirements, these are written out in full with the changed text noted in **bold italics**.
- Newly added mandatory requirements are highlighted below – please refer to relevant section in User Guide for full details.
- Where relevant, deletions are noted with a ~~double strikethrough~~.
- References to ‘Significant changes/updates’: while general smaller changes are specifically spelt out in this log, 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 3 & 4 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.

Version 4.0 – April 2022

Structure and format of document	<ul style="list-style-type: none"> • Title page and footer updated to reflect “Version 4.0” and “April 2022” release date. • Removal of coloured arrows and replaced with coloured cells.
Other general changes	<ul style="list-style-type: none"> • Update to all departmental references and weblinks in line with machinery of government (MoG) changes – throughout document as relevant, including footnotes – these changes are not noted individually in the following document. • MoG updates reflected in ‘<i>Legend of common and specific service stream requirements</i>’ section. • Update to HSQF contact details under ‘<i>Further information</i>’ section.
Updates – Standard 1	<p>Indicator 1.1</p> <p>Suggestions of evidence section updated:</p> <ul style="list-style-type: none"> - Addition of new Domestic and Family Violence services section. <p>Indicator 1.3</p> <p>Service specific mandatory requirements section updated:</p> <ul style="list-style-type: none"> - Replacement of previous one mandatory requirement with two newly added mandatory requirements for Domestic & Family Violence section. - Newly added mandatory requirement for Young People Services. <p>Suggestions of evidence section updated:</p> <ul style="list-style-type: none"> - Addition of Domestic and Family Violence services section.

	<p>Indicator 1.4</p> <p>Slight update to Common Mandatory requirement wording: “Insurance coverage and/or funded assets are maintained in accordance with contractual and other identified requirements (e.g. public liability insurance, contents insurance and comprehensive motor vehicle insurance, as appropriate).”</p> <p>Indicator 1.7</p> <p>Common mandatory requirements:</p> <ul style="list-style-type: none"> - First requirement: removal of second section “people working for the organisation understand their information privacy obligations” - Significant update to second and third common mandatory requirements. <p>Service specific mandatory requirements updated:</p> <ul style="list-style-type: none"> - Significant changes to Domestic and Family Violence requirements. <p>Suggestions of evidence section updated:</p> <ul style="list-style-type: none"> - Significant updates to Domestic and Family Violence services section.
<p>Updates – Standard 2</p>	<p>Indicator 2.1</p> <p>Service specific mandatory requirements updated:</p> <ul style="list-style-type: none"> - Newly added mandatory requirements for Domestic and Family Violence services. <p>Suggestions of evidence section updated:</p> <ul style="list-style-type: none"> - Addition of new Domestic and Family Violence services section. <p>Indicator 2.3</p> <p>Service specific mandatory requirements section updated:</p> <ul style="list-style-type: none"> - Full deletion of previous Domestic & Family Violence mandatory requirement, as these are covered elsewhere. - Newly added mandatory requirement for Young People Services. <p>Suggestions of evidence section updated:</p> <ul style="list-style-type: none"> - Addition of new Domestic and Family Violence services section.
<p>Updates – Standard 3</p>	<p>Indicator 3.1</p> <p>Service specific mandatory requirements updated:</p> <ul style="list-style-type: none"> - Significant changes to Domestic and Family Violence requirements. - Newly added mandatory requirement for Young People Services. <p>Suggestions of evidence section updated:</p> <ul style="list-style-type: none"> - Addition of new Domestic and Family Violence services section.

	<p>Indicator 3.2</p> <p>Service specific mandatory requirements updated:</p> <ul style="list-style-type: none"> - Newly added mandatory requirements for Domestic and Family Violence services. <p>Suggestions of evidence section updated:</p> <ul style="list-style-type: none"> - Addition of new Domestic and Family Violence services section. <p>Indicator 3.4</p> <p>Service specific mandatory requirements updated:</p> <ul style="list-style-type: none"> - Newly added mandatory requirements for Domestic and Family Violence services. <p>Suggestions of evidence section updated:</p> <ul style="list-style-type: none"> - Addition of new Domestic and Family Violence services section. <p>Indicator 3.5</p> <p>Service specific mandatory requirements updated:</p> <ul style="list-style-type: none"> - Newly added mandatory requirements for Domestic and Family Violence services. <p>Suggestions of evidence section updated:</p> <ul style="list-style-type: none"> - Addition of new Domestic and Family Violence services section.
<p>Updates – Standard 4</p>	<p>Indicator 4.1</p> <ul style="list-style-type: none"> - Rewording of Common Mandatory requirement wording. <p>Indicator 4.2</p> <ul style="list-style-type: none"> - Slight updates to wording in Common Mandatory section, under second dot point, points 1 & 2: <ul style="list-style-type: none"> o “ensuring all relevant persons working in or for the organisation (including governing body members) have either 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 o maintaining an employee register to manage and track the status of blue card applications including pending applications, blue/exemption card numbers, expiry dates and any other relevant information (e.g. the type of employment or any exemptions that may apply)”. <p>Service specific mandatory requirements updated:</p> <ul style="list-style-type: none"> - Significant changes to Domestic and Family Violence requirements. <p>Suggestions of evidence section updated:</p> <ul style="list-style-type: none"> - Addition of new Domestic and Family Violence services section.

	<p>Indicator 4.3</p> <p>Service specific mandatory requirements updated:</p> <ul style="list-style-type: none"> - New addition of Young People service type against existing Families mandatory service requirement and update to wording to align: “There are processes for informing families and young people of the organisation’s duty of care to report significant harm or risk to relevant authorities including the department.” - Full deletion of previously required Domestic & Family Violence mandatory requirement, as these are covered elsewhere.
Updates – Standard 5	Nil updates
Updates – Standard 6	<p>Indicator 6.2</p> <p>Service specific mandatory requirements updated:</p> <ul style="list-style-type: none"> - Newly added mandatory requirements for Families services. - Newly added mandatory requirements for Domestic and Family Violence services. - Newly added mandatory requirement for Young People Services. <p>Suggestions of evidence section updated:</p> <ul style="list-style-type: none"> - Addition of new Domestic and Family Violence services section. <p>Indicator 6.3</p> <p>Service specific mandatory requirements updated:</p> <ul style="list-style-type: none"> - Newly added mandatory requirements for Domestic and Family Violence services. <p>Suggestions of evidence section updated:</p> <ul style="list-style-type: none"> - Addition of new Domestic and Family Violence services section. <p>Indicator 6.4</p> <p>Service specific mandatory requirements updated:</p> <ul style="list-style-type: none"> - Significant changes to Domestic and Family Violence requirements. <p>Suggestions of evidence section updated:</p> <ul style="list-style-type: none"> - Addition of Domestic and Family Violence services section.
Appendix A	Addition of ‘Safety Requirements’ and Appendix A title updated.
Appendix B	Hyperlinks updated as required.
Appendix C	Replacement of term and definition of ‘Department/s’ to ‘Participating department/s’. Reordering of definitions to align with MoG updates.