

HSQF Quality Certification Costs

February 2024

Human Services Quality Framework (HSQF) certification is completed by independent certification bodies which set their fees and charges based on commercial rates. Organisations delivering human services in-scope of HSQF certification pay their contracted certification bodies directly for completing certification, which includes the costs of audits.

Organisations are required to meet all costs of achieving and maintaining certification, including audit costs. Organisations should note that HSQF compliance costs are an eligible cost item under Queensland Government service agreements and should be met or budgeted for before unspent funds are declared.

This fact sheet outlines how different groups of providers meet HSQF costs.

Existing organisations funded up to \$3 million in-scope of certification

To assist smaller organisations (funded up to \$3 million per annum in-scope of certification under service agreements with participating departments¹) with the upfront costs of HSQF certification, the Queensland Government provided an increase in annual funding effective from 1 July 2020. The funding increase was provided to 135 organisations.

Organisations that received the funding increase are responsible for meeting all certification and audit costs for their in-scope services and should accrue the funding to meet periodic audit costs.

Large organisations and Individualised Placement and Support providers

Large organisations (funded more than \$3 million per annum in-scope of certification under service agreements with participating departments¹) and providers of Individualised Placement and Support (IPS) services in-scope of child safety licensing are required to meet certification costs from funding allocated under service agreements and IPS Agreements.

For these organisations, one-off financial contributions ceased for audits completed from 1 July 2022. Providers of IPS services should consider the cost of HSQF certification in their quotes for service delivery.

Services funded since September 2014

Organisations delivering services procured under a Queensland Government Request for Quote (RFQ) or tender specification since September 2014 that states the organisation is responsible for meeting all costs associated with achieving and maintaining HSQF certification for in-scope service types, are required to meet all certification costs for those services². Suppliers need to consider HSQF compliance costs in the development of their quotes for service delivery.

¹ Includes services in-scope of certification funded at 1 July 2020 under *Service Agreements – Funding and Service Details and Particulars (Service Provision)* with the Department of Child Safety, Seniors and Disability Services (DCSSDS), the Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (DTATSIPCA) and the Department of Justice and Attorney-General (DJAG).

² New services funded from 1 July 2020 where a Request for Quote was not used (e.g. via direct offer or transfer of funds from another provider) are also required to meet all certification costs.



Organisations voluntarily opting into HSQF certification

Organisations approved to use HSQF certification on a voluntarily basis are required to meet all certification costs.

Queensland Health services

The information in this factsheet does not apply to services funded by Queensland Health. For further information contact Queensland Health via CommunityFunding@health.qld.gov.au.

Further information

For further information please contact your Queensland Government contract officer or HSQF Operations on 1800 034 022 or hsqf@qld.gov.au.