

When can an organisation apply for a care service licence?

To apply for a care service licence an organisation must be:

- incorporated
- delivering child protection placement services funded by the department (i.e., the organisation currently provides placements to children or young people who are in the custody or guardianship of the department).
- deemed to be in-scope of licensing (see further information below); and
- certified under the Human Services Quality Framework (HSQF) for the delivery of child protection placement services.

When these criteria have been met, the department will invite the organisation to apply for a care service licence.

WHAT ARE CHILD PROTECTION PLACEMENT SERVICES AND HOW CAN A SUPPLIER COMMENCE PROVIDING THEM?

Child protection placement service types that are funded by the department include:

- residential care
- therapeutic residential care
- supported independent living
- safe house
- foster and kinship care
- intensive foster care

For each service type the department's *Child Protection (Placement Services) Investment Specification* describes the intent of investment, service delivery requirements for service users, deliverables and performance measures. This document is available at:

[Investment specifications - Department of Child Safety, Seniors and Disability Services \(dcssds.qld.gov.au\)](https://dcssds.qld.gov.au)

Organisations who wish to supply child protection placement services should contact their relevant Child Safety Regional Office and speak to a member of the Investment and Partnerships Team (I&P) or Placement Services Unit (PSU). Contact details can be found at: [Regions - Department of Child Safety, Seniors and Disability Services \(dcssds.qld.gov.au\)](https://dcssds.qld.gov.au)


Organisations should also keep a look out for any tenders advertised on the *QTenders* website at:

[Advertised Requests \(epw.qld.gov.au\)](https://epw.qld.gov.au)

HOW DO I KNOW IF A SUPPLIER IS DEEMED TO BE IN-SCOPE OF LICENSING?

Where an organisation has been contracted to supply Outsourced Service Delivery (OSD) funded child protection placement services under a Service Agreement, the supplier is automatically deemed to be in-scope of licensing. It is a condition of the *Service Agreement* that the supplier applies for and maintains a licence.

Where a supplier has been contracted to supply Individualised Placement and Support (IPS), an *Individualised Placement and Support Agreement* will be executed for each child placed, which states that the department may require a supplier to become licensed.



The delivery of placement services under an IPS agreement does not automatically deem a supplier to be in-scope of licensing¹. The department's licensing delegate will determine whether an IPS supplier is deemed to be in-scope of licensing and communicate their decision to the supplier in writing.

LICENSING TIMEFRAMES FOR ORGANISATIONS CONTRACTED TO SUPPLY OSD-FUNDED CHILD PROTECTION PLACEMENT SERVICES

Once the *Service Agreement* has been executed, a supplier has 18 months from the schedule start date to achieve HSQF certification for child protection placement services (or earlier if the supplier is already certified and a certification audit falls due prior to this). When certification has been achieved, the department will invite the supplier to apply for a care service licence. The application must be received by the department within 30 days of the supplier being invited.

The terms and conditions specified in the *Service Agreement – Funding and Service Details* set out care service licensing obligations.

LICENSING TIMEFRAMES FOR ORGANISATIONS SUPPLYING PLACEMENTS VIA IPS PACKAGES

Upon receiving written confirmation from the licensing delegate that the supplier has been deemed in-scope of licensing, the supplier will have 18 months to achieve HSQF certification for child protection placement services². When certification has been achieved, the department will invite a supplier to apply for a care service licence. The application must be received by the department within 30 days of the supplier being invited.

The terms and conditions specified in the *Individualised Placement and Support Agreement* set out care service licensing obligations.

HOW DO I FIND FURTHER INFORMATION?

To obtain further information contact the relevant Child Safety Regional Office and speak to the I&P Team or PSU. Contact details can be found at:

[Regions - Department of Child Safety, Seniors and Disability Services \(dcssds.qld.gov.au\)](https://dcssds.qld.gov.au)

To obtain further information about the licensing process, contact the Child Safety Licensing team on phone 07 3097 5905 or by email: CS_Licensing@cyjma.qld.gov.au

Licensing requirements are also outlined in the *Organisation Level Licensing Manual for Non-Government Organisations Providing Out-of-Home Care Services*, available on the department's website:

[Organisation Level Licensing Manual for Non-Government Organisations Providing Out-of-Home Care Services \(dcssds.qld.gov.au\)](https://dcssds.qld.gov.au)

¹ For further details refer to the '*In-Scope of Licensing Process for IPS Suppliers*' document located at [Licensing resources - Department of Child Safety, Seniors and Disability Services \(dcssds.qld.gov.au\)](https://dcssds.qld.gov.au)

² An IPS supplier is unable to be HSQF audited for child protection placement services prior to receiving written confirmation of being deemed in-scope of licensing from the licensing delegate and a CoOARA (Confirmation of Organisation Addresses Requiring Audit) process undertaken.