



Human Services Quality Framework

Standards Comparison Tool – Queensland
Standards

Introduction

This comparison tool maps the Human Services Quality Standards (HSQS) to the following:

- Queensland Disability Service Standards
- Queensland Disability Advocacy Standards
- Standards for Community Services
- Child Safety Service Standards

This comparison tool may be useful to organisations that have been part of an existing quality system during the trial of the Human Services Quality Framework.

This comparison tool has been created to assist you with consolidating your quality system and providing you with assurance of the consistency and applicability of the HSQS to existing quality frameworks, named above. The tool demonstrates that the six HSQS are a streamlined version of existing standards.

The tool may be used to understand how the HSQS will streamline quality processes in your organisation.

The comparisons included in this tool are both at a standards level, and an indicator level.

Comparison between Human Services Quality Standards and other quality frameworks

The following table outlines the comparable levels within each of the standards:

Level	Human Services Quality Standards	Queensland Disability Service Standards	Queensland Disability Advocacy Standards	Standards for Community Services	Child Safety Service Standards
1	Standard	Service Standard	Standard	Focus	Outcome statement
2	Indicators	Service Standard Indicator	Advocacy Standard Indicator	Standard	Standard
3	Interpretation	Core Evidence Question		Explanation of standards	Standard description
4	Examples of Evidence	Examples of Evidence		Areas of the standard	Context of the standard
5	Service stream specifications			Key elements	Criteria for meeting the service standard

STANDARD LEVEL COMPARISON

No.	Human Services Quality Standards	Queensland Disability Service Standards	Queensland Disability Advocacy Standards	Standards for Community Services	Child Safety Service Standards
1	Governance and management	4 - Privacy and confidentiality 8 - Service management 10 - Staff recruitment, employment and development	4 - Privacy, dignity and confidentiality 5 - Participation and integration 8 - Service management 9 - Protection of legal and human rights and freedom from abuse, assault, neglect and exploitation	2 - Standard for responding to individuals, families and communities 3 - Standard for participation and choice 4 - Standard for confidentiality and privacy 10 - Standard for organisational alignment 11 - Standard for governance and accountability	3 - Standard for participation and choice 4 - Standard for Confidentiality and Privacy 10 - Standard for Organisational Alignment 11 - Standard for Governance and Accountability
2	Service access	1 - Service access	1 - Access to advocacy	1 - Standard for the accessibility of services	1 - Standard for the Accessibility of Services 2 - Standard for Responding to the Needs of Children, Young People and Families
3	Responding to individual need	1 – Service access 2 - Individual needs 3 - Decision making and choice 4 – Privacy and confidentiality 5 - Participation and integration 6 – Valued status	1 – Access to advocacy 2 - Individual needs 3 - Decision making and choice 4 – Privacy, dignity and confidentiality 5 - Participation and integration 6 - Valued status	2 - Standard for responding to individuals, families and communities	2 - Standard for Responding to the Needs of Children, Young People and Families 3 - Standard for participation and choice

No.	Human Services Quality Standards	Queensland Disability Service Standards	Queensland Disability Advocacy Standards	Standards for Community Services	Child Safety Service Standards
4	Safety, well-being, and choice	3 - Decision making and choice 4 - Privacy and confidentiality 5 - Participation and integration 6 - Valued status 9 - Protection of legal and human rights and freedom from abuse and neglect	1 - Access to advocacy 2 - Individual needs 3 - Decision making and choice 4 - Privacy, dignity and confidentiality 6 - Valued status 9 - Protection of legal and human rights and freedom from abuse, assault, neglect and exploitation	3 – Standard for participation and choice 4 - Standard for confidentiality and privacy 6 - Standard for protecting safety and wellbeing	2 - Standard for Responding to the Needs of Children, Young People and Families 3 - Standard for participation and choice 4 - Standard for Confidentiality and Privacy 6 - Standard for Protecting the Safety of Children and Young People
5	Feedback, complaints, and appeals	3 - Decision making and choice 4 - Privacy and confidentiality 7 - Complaints and disputes	7 - Complaints and disputes	5 - Standard for feedback and complaints	5 - Standard for Feedback, Complaints and Appeals
6	Human resources	10 - Staff recruitment, employment and development	4 - Privacy, dignity and confidentiality 6 - Valued status 8 - Service management 9 - Protection of legal and human rights and freedom from abuse, assault, neglect and exploitation 10 - Staff recruitment, employment and development	7 - Standard for recruitment and selection processes for people working in services 8 - Standard for induction, training and development of people working in services 9 - Standard for employee and volunteer support	1 - Standard for the Accessibility of Services 2 - Standard for Responding to the Needs of Children, Young People and Families 7 - Standard for Recruitment and Selection Processes for Staff, Carers and Other Volunteers 9 - Standard for staff, carer and other volunteer support and supervision

INDICATOR LEVEL COMPARISON

Standard 1: Governance and Management

Human Services Quality Standards		Queensland Disability Service Standards		Queensland Disability Advocacy Standards		Standards for Community Services		Child Safety Service Standards	
Indicator	1.1	Service Standard Indicator	4.1, 8.1	Advocacy Standard Indicator	4.1, 8.1	Standard	11.4, 11.5	Standard	10.1.1, 10.1.2, 10.3.1, 10.3.2, 10.3.3, 10.3.4, 11.1.4, 11.1.5, 11.2.1, 11.2.4, 11.3.1, 11.3.3, 11.3.4
	1.2		10.1		8.2, 9.2		11.1, 11.2, 11.3		11.1.1, 11.1.2, 11.1.3, 11.2.2, 11.2.3, 11.3.1, 11.3.2, 11.3.3, 11.3.4
	1.3		8.1		5.1, 9.1		10.1		10.2.2, 10.2.3, 10.3.2, 10.3.3, 10.3.4, 11.3.4
	1.4		8.1, 8.2		8.1		10.2, 10.3, 11.6, 11.7		10.1.1, 10.2.1, 10.3.1, 11.1.4, 11.1.5, 11.2.4, 11.3.3, 11.3.4
	1.5		8.1, 8.4, 8.5		8.5, 8.6		2.5, 3.3, 10.1		11.3.1
	1.6				8.7		3.1, 3.2, 3.3		3.1.1, 3.1.2, 3.2.1, 3.3.1, 3.3.2
	1.7		4.3, 4.5, 4.6, 8.3		4.3, 4.5, 8.4		4.2, 4.4		4.1.1, 4.1.2, 4.1.3, 4.1.4, 4.2.1, 4.2.2, 4.2.3, 4.2.4, 4.3.1, 4.3.2, 4.3.3, 4.3.4

Standard 2: Service Access

Human Services Quality Standards		Queensland Disability Service Standards		Queensland Disability Advocacy Standards		Standards for Community Services		Child Safety Service Standards	
Indicator	2.1	Service Standard Indicator	1.1, 1.2, 1.3	Advocacy Standard Indicator	1.1	Standard	1.1, 1.2, 2.2, 2.3	Standard	1.1.1, 1.1.2, 1.2.1, 1.2.2, 1.3.1, 2.1.1, 2.2.1, 2.2.3, 2.2.4, 2.2.7, 2.3.4, 2.3.9
	2.2		1.4		1.1, 1.2, 1.4		1.1, 3.1, 3.2		1.1.2, 1.2.1, 1.2.2, 1.3.4, 2.1.1, 2.1.7, 2.2.1, 2.2.5, 2.3.7
	2.3		1.5		1.3		1.3		1.1.2, 1.3.1, 1.3.2, 2.1.7, 2.2.6, 2.3.7, 2.3.8, 2.3.9

Standard 3: Responding to Individual Need

Human Services Quality Standards		Queensland Disability Service Standards		Queensland Disability Advocacy Standards		Standards for Community Services		Child Safety Service Standards	
Indicator	3.1	Service Standard Indicator	2.1, 2.2, 2.6	Advocacy Standard Indicator	2.1, 2.2, 6.2	Standard	2.1	Standard	2.1.2, 2.1.6, 2.1.8, 2.1.9, 2.2.2, 2.2.4, 2.2.7, 2.2.8, 2.3.1, 2.3.6, 2.3.9, 3.1.1, 3.2.1, 3.3.1, 3.3.2
	3.2		2.2, 2.3, 4.2, 6.1, 6.3		2.1, 2.2, 2.7, 4.2, 6.1, 6.2, 6.3		2.1		2.1.3, 2.1.4, 2.1.6, 2.1.7, 2.1.9, 2.2.3, 2.2.4, 2.2.6, 2.2.8, 2.3.2, 2.3.4, 2.3.5, 2.3.6, 2.3.7, 3.1.1, 3.1.2, 3.2.1, 3.2.2, 3.3.1, 3.3.2
	3.3		2.5, 3.1		2.6, 3.1		2.1		2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.9, 2.2.3, 2.2.4, 2.2.5, 2.2.8, 2.3.2, 2.3.4, 2.3.5, 2.3.6, 2.3.7, 3.1.1, 3.1.2, 3.2.1, 3.2.2, 3.3.1, 3.3.2
	3.4		1.5, 2.6, 5.2, 5.3		1.3, 2.5, 5.1, 5.2, 5.3		2.2, 2.4		2.1.7, 2.2.5, 2.2.6, 2.3.7, 2.3.8
	3.5		2.1, 2.3, 2.4, 3.2		2.1, 2.3, 2.4, 3.2		2.2		2.1.2, 2.1.5, 2.2.2, 2.2.3, 2.3.1, 2.3.4, 2.3.5, 3.1.1, 3.1.2, 3.2.1, 3.2.2, 3.3.1, 3.3.2

Standard 4: Safety, Wellbeing, and Rights

Human Services Quality Standards		Queensland Disability Service Standards		Queensland Disability Advocacy Standards		Standards for Community Services		Child Safety Service Standards	
Indicator	4.1	Service Standard Indicator	3.5, 4.1, 6.1, 6.3, 9.1	Advocacy Standard Indicator	4.1, 4.2, 4.5, 6.1, 6.2, 6.3, 9.1, 9.3, 9.4, 9.6	Standard	3.2, 4.1, 4.3, 6.1	Standard	2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.9, 2.2.2, 2.2.3, 2.2.4, 2.2.8, 2.3.1, 2.3.2, 2.3.3, 2.3.4, 2.3.5, 2.3.6, 3.1.1, 3.1.2, 3.2.1, 3.2.2, 3.3.1, 3.3.2, 4.1.3, 4.1.4, 4.1.5, 4.2.2, 4.2.4, 4.2.5, 4.3.2, 4.3.3, 4.3.4, 4.3.5, 6.1.1, 6.1.2, 6.1.3, 6.2.1, 6.2.2, 6.2.3, 6.3.1, 6.3.2, 6.3.4
	4.2		3.4, 9.3, 9.5		9.3, 9.5		4.3, 6.1		2.1.9, 2.2.8, 2.3.2, 4.3.4, 4.3.5, 6.1.1, 6.2.1, 6.3.4
	4.3		9.4		9.5		6.2		6.1.1, 6.1.2, 6.1.3, 6.2.1, 6.2.2, 6.2.3, 6.3.1, 6.3.2, 6.3.3
	4.4		9.2		1.2, 2.3, 3.4, 4.4, 9.4		6.1		Inherent throughout all standards
	4.5		3.3, 5.1		3.3, 6.2, 9.4		3.2, 3.3		2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.2.2, 2.2.3, 2.2.4, 2.3.1, 2.3.4, 2.3.5, 2.3.6, 2.3.9, 3.1.1, 3.1.2, 3.2.1, 3.2.2, 3.3.1, 3.3.2

Standard 5: Feedback, Complaints, and Appeals

Human Services Quality Standards		Queensland Disability Service Standards		Queensland Disability Advocacy Standards		Standards for Community Services		Child Safety Service Standards	
Indicator	5.1	Service Standard Indicator	7.1, 7.2, 7.3, 7.5	Advocacy Standard Indicator	7.1, 7.2, 7.3, 7.5	Standard	5.1, 5.2	Standard	5.1.1, 5.1.2, 5.1.3, 5.2.1, 5.2.3, 5.3.1, 5.3.2
	5.2		7.3, 7.4		7.3, 7.4		5.1, 5.2		5.1.2, 5.1.4, 5.2.1, 5.2.2, 5.2.3, 5.2.4
	5.3		3.3, 4.4, 7.4		7.3, 7.4		5.1, 5.2		5.1.4, 5.2.4
	5.4		7.6		7.6		5.1, 5.2		5.1.1, 5.1.3, 5.2.1, 5.2.3, 5.3.1, 5.3.2, 5.3.3

Standard 6: Human Resources

Human Services Quality Standards		Queensland Disability Service Standards		Queensland Disability Advocacy Standards		Standards for Community Services		Child Safety Service Standards	
Indicator	6.1	Service Standard Indicator	10.1	Advocacy Standard Indicator	8.3, 10.1, 10.2	Standard	7.1	Standard	7.1.1, 7.1.2, 7.1.3, 7.1.4, 7.2.1, 7.2.2, 7.2.3, 7.2.4, 7.2.5, 7.3.1, 7.3.2, 7.3.3, 7.3.4, 7.3.5, 7.3.6, 7.3.7, 7.3.8, 7.3.9, 9.1.4, 9.2.4, 9.2.6, 9.2.7, 9.3.3, 9.3.6, 9.3.9
	6.2		10.1, 10.2		10.1		7.1, 7.2		2.2.3, 7.1.1, 7.1.2, 7.1.3, 7.1.4, 7.2.1, 7.2.2, 7.2.3, 7.2.4, 7.2.5, 7.3.1, 7.3.2, 7.3.3, 7.3.4, 7.3.5, 7.3.6, 7.3.7, 7.3.8, 7.3.9, 9.3.3, 9.3.6, 9.3.9
	6.3		10.2, 10.3, 10.4		4.6, 8.6, 9.2, 10.2, 10.3, 10.4		8.1		1.3.3, 8.1.1, 8.1.2, 8.1.3, 8.1.4, 8.1.5, 8.1.6, 8.2.1, 8.2.2, 8.2.3, 8.2.4, 8.2.5, 8.2.6, 8.2.7, 8.2.8, 8.3.1, 8.3.2, 8.3.3, 8.3.4, 8.3.5, 8.3.6, 8.3.7, 8.3.8, 8.3.9, 9.3.3, 9.3.6, 9.3.9
	6.4		10.4		10.4		8.2, 9.1, 9.2		9.1.1, 9.1.2, 9.1.3, 9.1.4, 9.1.5, 9.2.1, 9.2.2, 9.2.3, 9.2.4, 9.2.5, 9.2.6, 9.2.7, 9.2.8, 9.3.1, 9.3.2, 9.3.3, 9.3.4, 9.3.5, 9.3.6, 9.3.7, 9.3.8, 9.3.9
	6.5				10.5		9.3		9.1.4, 9.1.5, 9.2.2, 9.2.3, 9.2.5, 9.2.6, 9.2.7, 9.3.3, 9.3.4, 9.3.5, 9.3.6, 9.3.7, 9.3.9