

BSI Recognition Booklet Addendum

Human Services Queensland Framework (HSQF) Scheme

This recognition booklet is designed to assist you on the requirements for certification to the HSQF scheme.

1. Audit Cycle & Certification

1.1 Initial Audit (Stage 1 Audit)

In order to gain certification to the HSQF scheme your organization is required to have an initial audit followed by a certification audit. An initial audit determines your readiness for certification.

The initial audit will be carried out by a qualified assessor remotely. This means that the audit does not take place at your site. All sites that are covered under the scope of certification must be assessed at this stage.

A report with the findings will be provided to your organization.

The findings from the initial audit must be addressed prior to the certification audit.

1.2 Certification Audit (Stage 2 Audit)

The certification audit must be conducted within four (4) months of the initial audit. If the certification audit is not conducted within this time the initial audit may need to be repeated.

Following the certification audit a recommendation for certification is made by the auditor. The audit report is reviewed by an independent qualified report reviewer.

It will take a minimum of 30days following the audit for the certificate to be issued. The certificate is issued electronically.

1.3 Surveillance Audits

Surveillance audits are conducted on an 18 monthly basis from the certification date.

The surveillance audits will cover the auditing core HSQS 1, 3 and 4. At least one other standard will be chosen according to the results of the previous audit, complaints or significant changes. BSI will record the justification for the standards chosen in the audit report.

An out of cycle can be conducted by BSI at any time if requested by the Department.

1.4 Re-certification Audits

The re-certification audit must take place 3months prior to the expiry date. Extensions on the re-certification dates are not permitted.

BSI is not required to supply a Consumer Technical Expert (CTE) as part of the audit team. However, a consumer technical expert may be included in the audit team.

If the audit duration is 6 days or greater then BSI is required to have more than one auditor on the audit team.

2. Reporting

A BSI E report is to be written and provided following each audit undertaken within your organization. The audit report will include the following information;

- An executive summary of the overall findings (conclusions) on the effectiveness of your system in meeting the requirements of the standard.
- Ratings of the non-conformances against each KPI and each standard
- Suggestions for continual improvement
- Positive finding areas
- Times allocated for the activity, number and type of interviews conducted with consumers

Non-conformances will be discussed with your team during the assessment and outlined at the exit meeting.

Reports will be provided to your organization within 10 working days of the last day of the audit. BSI will update the report with the amendments within 5 working days. This report is also provided to the Department by BSI.

If you are unclear regarding the meaning of anything in your report, please contact your BSI Client Manager.

It is your responsibility to respond to the non-conformances detailed in your audit report by the designated time frame (refer to section 3 below). Failure to do so may result in suspension or cancellation of your certification.

3. Non-Conformances

A list and description of non-conformities are detailed in HSQF audit report. These ratings are in accordance with those outlined in the Standard.

Major non-conformances can be raised as a single major non-conformance against any indicator but a major non-conformance will also be raised if there are three or more non-conforming indicators in the same standard or three or more non-conforming standards.

Should a major non-conformance be raised the frequency of audits may be increased to ensure that the issue has been resolved. Changes in audit frequency will be communicated with your organization as required.

Your organization is required to provide a response to the report within 10 working days of receiving the audit report. This response should include a corrective action plan.

The assessor will conduct a desk top review of the implemented corrective action within 3months of the audit. Major non-conformities will require an on-site visit or re-audit for a major non-conformity.

If a critical non-conformance is raised an on-site follow up or re-audit is to be conducted within 3months.

Non-conformances are required to be closed out within 12months at a follow up or re-audit. If there is no resolution then the non-conformance will be escalated to a major non-conformance.

4. Certificates & Use of the Logo

The reassessment cycle for this program is 3 yearly.

You are entitled to use the appropriate BSI 'kitemark' and the JAS-ANZ logo whilst you maintain certification to this program with BSI. For a copy of the logo, visit our website at bsigroup.com/en-au

Use of the logo is subject to Condition and rules of its application.

5. Accreditation Status

Certification to this standard is accredited to ISO17065:2012
BSI holds accreditation for this local standard with JAS-ANZ.

6. Standard Owner Information

The Queensland government Department of Communities, Child Safety and Disability Services are the Standard Owner. As such, all reports and non-conformities are reported to The Department as required by the scheme requirements.

7. Confidentiality

BSI will treat all information in accordance with the Child Protection Act 1999.

BSI is required to obtain consent from the department before disclosing information about a child in care.

BSI may provide information about the care provided to children in care under the Child Protection Act 1999 to the department without seeking consent.

BSI can request the organization to de-identify records including the files of people using the services to allow sampling if the need arises. For example: to investigate complaints or when there is a lack of consent for file access.

8. Additional Obligations

Your organization is required to keep a record of all known complaints relating to meeting the requirements of the HSQF scheme. These records must be made available to the audit team and BSI when requested.

Your organization is required to demonstrate that you have taken appropriate action to address these complaints and correct any deficiencies found. These actions must be documented.

Your organization must ensure that consumers are offered information about the audit process and independent advocacy support to engage in the process prior to any consent being obtained.

Participation by consumers in audits is at all times voluntary and based on the principle of informed consent.

A copy of "The BSI Certification Mark Guidance of Use" and "Display a Globally Recognised Mark" documents will be sent to you at the time of certification. You are obligated to comply with these procedures at all times.

9. Complaints and Appeals

To raise a complaint or appeal against the service delivery or audit outcome please notify;

Stephanie Vincent
GM Compliance and Risk (ANZ)
Email: Stephanie.vincent@bsigroup.com
Phone: 02 8877 7100

BSI is required to notify the Department within 48 hours if an appeal is raised or an appeal is lodged by a human services organization as a result of an audit or certification decision.

10. Specific Program FAQ's

What is a scope of my certification?:

Your required scope is based on your Advocacy Model and service provider Funding Agreement.

What happens if my funding ceases?:

If your funding ceases or the responsible body revokes its funding your organization is required to inform JAS-ANZ and BSI within 10 working days of the funding revocation.

Your organization can voluntarily suspend its certification while not in receipt of department funding.

What happens if we have no consumers?:

If your organization has no consumers using its services then the organization can request voluntary suspension.

How long can I voluntarily suspend my certification?

Voluntary suspension is only permissible for three months. Within this time your organization is required to demonstrate full conformity with the HSQF scheme requirements.

If the organization is not able to demonstrate full compliance with the HSQF scheme requirements then certification will be withdrawn.

What happens if there are changes to my sites, outlets, services or number of people using the services?

The organization is required to advise BSI without delay. Some changes to these details may impact on your certification.

BSI will re-confirm these details when booking your next assessment. These details are used to determine the sites, audit duration and number of assessors required for the audit activity.

What happens if the organization ceases to provide child safety services?

Unless your organization is funded by Child Safety to supply transitional placement care services you are required to advise BSI when this service ceases for any reason.

What happens if the organization is not certified?

If your organization has not been certified you will be formally notified in writing and the report will reflect the status of the audit. A copy of the report is still sent to the Department. Your organization will not receive a certificate. Another certification audit will need to take place and all non-conformances closed before a certificate can be re-issued.

How do I upgrade from QDSS to HSQS?

An upgrade to the new scheme requires a re-certification to be carried out. This means that a certification audit needs to be carried out. After all the non-conformances have been addressed a new certificate will be issued to your organization with the new scheme listed.

Who do I contact if I have a question about the scheme?

Please contact:

John Krnel
Section Manager – Government, Services and Health
Email: John.krnel@bsigroup.com
Phone: 02 8877 7100