

# Child Safety Licensing - FAQs

## When can my 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 has children or young people placed).
- 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 MY ORGANISATION 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:

<https://www.cyjma.qld.gov.au/about-us/our-department/funding-grants-investment/investment-specifications>

Organisations who wish to provide 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:

<https://www.cyjma.qld.gov.au/about-us/our-department/regions>

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

<https://qtenders.hpw.qld.gov.au/qtenders/tender/search/tender-search.do?action=advanced-tender-search-open-tender&orderBy=closeDate&CSRFNONCE=35D797FBD12B1D008FEF3564C7C63E4C>

### HOW DO I KNOW IF MY ORGANISATION 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 organisation is automatically deemed to be in scope of licensing. It is a condition of the *Service Agreement* that the organisation applies for and maintains a licence.

Where an organisation 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 an organisation to be in-scope of licensing<sup>1</sup>. 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 organisation in writing.

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

Once the *Service Agreement* has been executed, an organisation has 18 months to achieve HSQF certification for child protection placement services. When certification has been achieved, the department will invite the organisation to apply for a care service licence. The application must be received by the department within 30 days of the organisation 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 PROVIDING PLACEMENTS AS PART OF IPS PACKAGES

Upon receiving written confirmation from the licensing delegate that the organisation has been deemed in-scope of licensing, the organisation will have 18 months to achieve HSQF certification for child protection placement services<sup>2</sup>.

When certification has been achieved, the department will invite an organisation to apply for a care service licence. The application must be received by the department within 30 days of the organisation 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:

<https://www.cyjma.qld.gov.au/about-us/our-department/regions>

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](mailto: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:

<https://www.cyjma.qld.gov.au/resources/dcsyw/about-us/partners/licensing/oll-ngo-manual.pdf>

<sup>1</sup> For further details refer to the 'In-Scope of Licensing Process for IPS Suppliers' document located at <https://www.cyjma.qld.gov.au/about-us/our-department/partners/child-family/child-safety/licensing/licensing-resources>

<sup>2</sup> An organisation 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