# Policy Guide and Checklist

This front page is to guide users in developing their Governance Policy and Procedures. To help you complete your policy and procedures:

* Basic instructions and choices between specific terms are indicated by yellow highlighting.
* Sections requiring detail are indicated by green highlighting.

Before submitting this document for approval, check that you have completed the following:

[ ]  Read the current[[1]](#footnote-2) HSQF Framework Version.

[ ]  Read the current HSQF User guide – Certification or HSQF User Guide – Self-Assessable (as appropriate to your service agreement and organisation).

[ ]  Checked the most recent HSQF Version Control Register and Log of Changes and included any relevant changes in your policy draft.

[ ]  Included the document code/version number in accordance with your organisation’s version control procedure.

[ ]  Replaced all reference to organisation with your organisation name.

[ ]  Customised or deleted (as appropriate) all yellow highlighted sections.

[ ]  Drafted content for or deleted (as appropriate) all green highlighted sections.

[ ]  Customised the Relevant Legislation and Standards list.

[ ]  Customised the supporting documents section (where relevant).

[ ]  Adapted information to reflect your status as a service provider, licensee, independent person for an Aboriginal and/or Torres Strait Islander child, etc.

[ ]  Updated the header and footer to reflect the document name, version and other relevant details for your organisation.

[ ]  Added a review date.

[ ]  Logged any changes to policies/procedures in your organisation’s Policies and Procedures Register.

[ ]  Deleted all footnotes.

[ ]  Removed QCOSS branding and replaced it with your organisation’s branding.

**Delete** this table once your Governance Policy and Procedure has been approved and finalised.

Collaborating With Other Organisations Policy and Procedures

**Document Code / Version Number**

# Policy Statement

Organisation is committed to providing coordinated services that respect people's rights; respond to the clients' specific needs, individual strengths and preferences; promote and encourage maximum independence, participation and community integration; and are reliable and consistent. We provide coordinated services by building relationships and collaborating with other organisations and by using robust informed consent processes to support information sharing and collaboration.

## Scope

This Policy and Procedure apply to organisation as a whole.

# HSQF Related Standards

* Human Services Quality Standard Indicator 3.4

and elements of:

* Human Services Quality Standard Indicator 1.3
* Human Services Quality Standard Indicator 1.5
* Human Services Quality Standard Indicator 1.6
* Human Services Quality Standard Indicator 1.7
* Human Services Quality Standard Indicator 3.2
* Human Services Quality Standard Indicator 3.5
* Human Services Quality Standard Indicator 4.4
* Human Services Quality Standard Indicator 4.5

# Relevant Legislation and Standards

To customise/complete the table below:

* Add any relevant documents to the **Common** row.
* Remove any service delivery rows that are irrelevant to your organisation.
* Add any relevant documents to the rows for each service type your organisation provides.
* Remove any documents listed as *if relevant* from rows you keep if they are **not** relevant to your service.
* Check for updates to guidelines, models, etc., and update links as appropriate.
* Depending on service types provided, additional funder policies may apply. E.g. For child protection related requirements, see program descriptions and the current Child Safety Practice Manual.

|  |  |
| --- | --- |
| **Common**Add to list as appropriate | [*Human Rights Act 2019*](https://www.legislation.qld.gov.au/view/html/inforce/current/act-2019-005)[*Privacy Act (Cth) 1988*](https://www.legislation.gov.au/C2004A03712/latest/text) |
| Delete row if not required**Child Protection Placement Services***Service Stream:*Child and FamilyDepartment:DCSSDS | [*Child Protection Act 1999*](https://www.legislation.qld.gov.au/view/html/inforce/current/act-1999-010) (particularly sections 159B and 159F)Department of Children, Youth Justice and Multicultural Affairs [Information Sharing Guidelines: To Meet the Protection and Care Needs and Promote the Wellbeing of Children](https://www.dcssds.qld.gov.au/resources/dcsyw/about-us/partners/information-sharing/guidelines.pdf)Queensland Aboriginal and Torres Strait Islander Child Protection Peak Limited (QATSICPP) [Practice Standards](https://www.qatsicpp.com.au/wp-content/uploads/2020/05/QATSICPP_Practice_Standards.pdf)Queensland Aboriginal and Torres Strait Islander Child Protection Peak Limited (QATSICPP) [The Aboriginal and Torres Strait Islander Child Placement Principle: A Guide to Support Implementation](https://www.qatsicpp.com.au/wp-content/uploads/2020/05/ATSICPP-resource_final-Dec2018-SNAICC-CPP.pdf)SNAICC/Queensland Aboriginal and Torres Strait Islander Child Protection Peak Limited (QATSICPP) [Understanding and Applying the Aboriginal and Torres Strait Islander Child Placement Principle: A Resource for Legislation, Policy, and Program Development](https://www.qatsicpp.com.au/wp-content/uploads/2020/06/ATSICPP_book.pdf)Queensland Government [Child Safety Practice Manual](https://cspm.csyw.qld.gov.au/procedures/support-a-child-in-care)Queensland Government [Domestic and Family Violence: Common Risk and Safety Framework](https://www.publications.qld.gov.au/ckan-publications-attachments-prod/resources/c927ea9b-6973-4912-966e-dc11d1d46a67/common-risk-safety-framework-2022.pdf?ETag=70793b6943532f9f1f2c9f038704f600)Queensland Government [Our Way: A Generational Strategy for Aboriginal and Torres Strait Islander Children and Families](https://www.dcssds.qld.gov.au/resources/dcsyw/aboriginal-torres-strait-islander-families/supporting-families/our-way.pdf)Queensland Government/Peak Care [Joint Agency Protocol to Reduce Preventable Policy Call-outs to Residential Care Services](https://www.qfcc.qld.gov.au/sites/default/files/2022-06/Jointagencyprotocol.pdf) |
| Delete row if not required**Child Protection Support Services***Service Stream:*Child and FamilyDepartment:DCSSDS | [*Child Protection Act 1999*](https://www.legislation.qld.gov.au/view/html/inforce/current/act-1999-010) (particularly sections 159B and 159F)Department of Children, Youth Justice and Multicultural Affairs [Information Sharing Guidelines: To Meet the Protection and Care Needs and Promote the Wellbeing of Children](https://www.dcssds.qld.gov.au/resources/dcsyw/about-us/partners/information-sharing/guidelines.pdf)Queensland Aboriginal and Torres Strait Islander Child Protection Peak Limited (QATSICPP) [Practice Standards](https://www.qatsicpp.com.au/wp-content/uploads/2020/05/QATSICPP_Practice_Standards.pdf)Queensland Aboriginal and Torres Strait Islander Child Protection Peak Limited (QATSICPP) [The Aboriginal and Torres Strait Islander Child Placement Principle: A Guide to Support Implementation](https://www.qatsicpp.com.au/wp-content/uploads/2020/05/ATSICPP-resource_final-Dec2018-SNAICC-CPP.pdf)SNAICC/Queensland Aboriginal and Torres Strait Islander Child Protection Peak Limited (QATSICPP) [Understanding and Applying the Aboriginal and Torres Strait Islander Child Placement Principle: A Resource for Legislation, Policy, and Program Development](https://www.qatsicpp.com.au/wp-content/uploads/2020/06/ATSICPP_book.pdf)Queensland Government [Child Safety Practice Manual](https://cspm.csyw.qld.gov.au/procedures/support-a-child-in-care)Queensland Government [Domestic and Family Violence: Common Risk and Safety Framework](https://www.publications.qld.gov.au/ckan-publications-attachments-prod/resources/c927ea9b-6973-4912-966e-dc11d1d46a67/common-risk-safety-framework-2022.pdf?ETag=70793b6943532f9f1f2c9f038704f600)Queensland Government [Our Way: A Generational Strategy for Aboriginal and Torres Strait Islander Children and Families](https://www.dcssds.qld.gov.au/resources/dcsyw/aboriginal-torres-strait-islander-families/supporting-families/our-way.pdf)Queensland Government/Peak Care [Joint Agency Protocol to Reduce Preventable Policy Call-outs to Residential Care Services](https://www.qfcc.qld.gov.au/sites/default/files/2022-06/Jointagencyprotocol.pdf) |
| Delete row if not required**Families***Service Stream:*Child and FamilyDepartment:DCSSDS | [*Child Protection Act 1999*](https://www.legislation.qld.gov.au/view/html/inforce/current/act-1999-010) (particularly sections 159B and 159F)Department of Children, Youth Justice and Multicultural Affairs [Information Sharing Guidelines: To Meet the Protection and Care Needs and Promote the Wellbeing of Children](https://www.dcssds.qld.gov.au/resources/dcsyw/about-us/partners/information-sharing/guidelines.pdf)Department of Child Safety, Seniors and Disability Services [Families Investment Specification](https://www.dcssds.qld.gov.au/resources/dcsyw/about-us/funding-grants/specifications/investment-spec-families.pdf)Department of Child Safety, Seniors and Disability Services [Family and Child Connect Service Model and Guidelines](https://www.dcssds.qld.gov.au/resources/dcsyw/about-us/funding-grants/specifications/facc-model-guidelines.pdf)Department of Child Safety, Seniors and Disability Services [Intensive Family Support Service Model and Guidelines](https://www.dcssds.qld.gov.au/resources/dcsyw/about-us/funding-grants/specifications/ifs-model-guidelines.pdf)Department of Child Safety, Seniors and Disability Services [Service Agreement – Funding and Service Details](https://www.dcssds.qld.gov.au/resources/dcsyw/about-us/funding-grants/agreements/funding-service-details.pdf)Queensland Aboriginal and Torres Strait Islander Child Protection Peak Limited (QATSICPP) [Practice Standards](https://www.qatsicpp.com.au/wp-content/uploads/2020/05/QATSICPP_Practice_Standards.pdf)Queensland Aboriginal and Torres Strait Islander Child Protection Peak Limited (QATSICPP) [The Aboriginal and Torres Strait Islander Child Placement Principle: A Guide to Support Implementation](https://www.qatsicpp.com.au/wp-content/uploads/2020/05/ATSICPP-resource_final-Dec2018-SNAICC-CPP.pdf)SNAICC/Queensland Aboriginal and Torres Strait Islander Child Protection Peak Limited (QATSICPP) [Understanding and Applying the Aboriginal and Torres Strait Islander Child Placement Principle: A Resource for Legislation, Policy, and Program Development](https://www.qatsicpp.com.au/wp-content/uploads/2020/06/ATSICPP_book.pdf)Queensland Government [Child Safety Practice Manual](https://cspm.csyw.qld.gov.au/procedures/support-a-child-in-care)Queensland Government [Domestic and Family Violence: Common Risk and Safety Framework](https://www.publications.qld.gov.au/ckan-publications-attachments-prod/resources/c927ea9b-6973-4912-966e-dc11d1d46a67/common-risk-safety-framework-2022.pdf?ETag=70793b6943532f9f1f2c9f038704f600)Queensland Government [Domestic and Family Violence: Information Sharing Guidelines](https://www.publications.qld.gov.au/ckan-publications-attachments-prod/resources/f324d93d-1777-47a1-aa52-2bf4140b6d0f/info-sharing-guidelines-v2.pdf?ETag=91530a99797109701ef142ee4817379a)Queensland Government [Our Way: A Generational Strategy for Aboriginal and Torres Strait Islander Children and Families](https://www.dcssds.qld.gov.au/resources/dcsyw/aboriginal-torres-strait-islander-families/supporting-families/our-way.pdf) |
| Delete row if not required**Domestic and Family Violence***Service Stream:*Women’s Safety and Violence Prevention ServicesServices Department: DJAG | [*Child Protection Act 1999*](https://www.legislation.qld.gov.au/view/html/inforce/current/act-1999-010)[*Domestic and Family Violence Protection Act 2012*](https://www.legislation.qld.gov.au/view/html/inforce/current/act-2012-005)[*Domestic and Family Violence Protection (Combating Coercive Control) and Other Legislation Amendment Act 2023*](https://www.legislation.qld.gov.au/view/html/asmade/act-2023-001)Queensland Government [Domestic and Family Violence Common Risk and Safety Framework](https://www.publications.qld.gov.au/ckan-publications-attachments-prod/resources/c927ea9b-6973-4912-966e-dc11d1d46a67/common-risk-safety-framework-2022.pdf?ETag=70793b6943532f9f1f2c9f038704f600)Queensland Government [Domestic and Family Violence Information Sharing Guidelines](https://www.publications.qld.gov.au/ckan-publications-attachments-prod/resources/f324d93d-1777-47a1-aa52-2bf4140b6d0f/info-sharing-guidelines-v2.pdf?ETag=91530a99797109701ef142ee4817379a)Queensland Government [Domestic and Family Violence Services Practice Principles, Standards and Guidance](https://www.publications.qld.gov.au/ckan-publications-attachments-prod/resources/366f94a8-1122-42ff-9c19-d968fd21c173/dfv-services-practice-principles-standards-and-guidance.pdf?ETag=8465906b55ef511a2a2db9721f74b69a) Queensland Government [Domestic and Family Violence Services Regulatory Framework](https://www.publications.qld.gov.au/dataset/16d7913c-96d6-42bd-aed2-f31f24315407/resource/692b099f-a1e3-4a9d-aa30-d1ebdedae510/download/dfv-services-regulatory-framework.pdf)Queensland Government [Domestic and Family Violence Support Services Investment Specification](https://www.publications.qld.gov.au/ckan-publications-attachments-prod/resources/c96539aa-1351-4971-8f5b-7515fb3c121c/investment-spec-dfvss.pdf?ETag=7157f7e289154a97190c02d3058167a8)Queensland Government [HSQF User Guide – Certification: Domestic and Family Violence Services Supplement](https://www.publications.qld.gov.au/ckan-publications-attachments-prod/resources/4e633e3b-a367-4f23-b60a-926a100aaab3/hsqf-supplement.pdf?ETag=4aee752f6c4c6d7cee96c55febfcfed6)Queensland Aboriginal and Torres Strait Islander Child Protection Peak Limited (QATSICPP) [Practice Standards](https://www.qatsicpp.com.au/wp-content/uploads/2020/05/QATSICPP_Practice_Standards.pdf)Queensland Aboriginal and Torres Strait Islander Child Protection Peak Limited (QATSICPP) [The Aboriginal and Torres Strait Islander Child Placement Principle: A Guide to Support Implementation](https://www.qatsicpp.com.au/wp-content/uploads/2020/05/ATSICPP-resource_final-Dec2018-SNAICC-CPP.pdf)SNAICC/Queensland Aboriginal and Torres Strait Islander Child Protection Peak Limited (QATSICPP) [Understanding and Applying the Aboriginal and Torres Strait Islander Child Placement Principle: A Resource for Legislation, Policy, and Program Development](https://www.qatsicpp.com.au/wp-content/uploads/2020/06/ATSICPP_book.pdf) |
| Delete row if not required**Sexual Violence and Women’s Support***Service Stream:*Women’s Safety and Violence Prevention ServicesDepartment:DJAG | Queensland Government [Sexual Violence and Women’s Support Services Investment Specification](https://www.publications.qld.gov.au/ckan-publications-attachments-prod/resources/68b6223c-6f48-4dd6-bb2a-cf967d344e8f/investment-spec-svwss.pdf?ETag=330b007816dc4d2714c00f7f2c03d979)Queensland Government[Queensland GovernmentInteragency Guidelinesfor Responding to People who have Experienced Sexual Assault](https://www.publications.qld.gov.au/ckan-publications-attachments-prod/resources/924faa15-d282-48f0-a8e8-739521e2b0b1/interagency-guidelines-responding-sexual-assault-child-sexual-abuse.pdf?ETag=8273e87f1f8e6a4cc860ecdf3e556030)National Association of Services Against Sexual Violence [Standards of Practice Manual for Services Against Sexual Violence (3rd ed)](https://static1.squarespace.com/static/5fa0db2b7ce66d7cda3bbe00/t/613583e1573d0042b238fd9b/1630897132183/Standards%2Bof%2BPractice%2BManual%2Bfor%2BServices%2BAgainst%2BSexual%2BViolence%2B3rd%2BEdition.PDF) (particularly standards 4 and 7.2) |
| Delete row if not required**Community Services***Service Stream:*Community ServicesDepartment:DTATSIPCA | Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts [Community Services Investment Specification](https://www.dsdsatsip.qld.gov.au/about-us/funding-sponsorship/investment-specifications)Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts [Service Agreement – Funding and Service Details](https://www.dsdsatsip.qld.gov.au/resources/dsdsatsip/about/funding/agreements/archive/funding-service-details-disability-v1.5.pdf) |
| Delete row if not required**Individuals**Remove irrelevant service streams*Service Stream:*Seniors ServicesDepartment:DCSSDS*Service Stream:* Community ServicesDepartment:DTATSIPCA*Service Stream:*Child and Family Department:DJAG*Service Stream:*Women’s Safety and Violence Prevention Department:DJAG | Department of Child Safety, Seniors and Disability Services [Individuals Investment Specification](https://www.dcssds.qld.gov.au/resources/dcsyw/about-us/funding-grants/specifications/investment-specifications-individuals.pdf) (remove if irrelevant)Add other specifications if relevant; e.g., if providing sexual violence support, add Queensland Government Sexual Violence and Women’s Support Services Investment Specification, Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts Individuals Investment Specification |
| Delete row if not required**Young People***Service Stream:* Youth ServicesDepartment:DCSSDS | Department of Child Safety, Seniors and Disability Services [Service Agreement – Funding and Service Details](https://www.dcssds.qld.gov.au/resources/dcsyw/about-us/funding-grants/agreements/funding-service-details.pdf)Department of Child Safety, Seniors and Disability Services [Young People Investment Specification](https://www.dcssds.qld.gov.au/resources/dcsyw/about-us/funding-grants/specifications/investment-specification-yp.pdf)  |
| Delete row if not required**Disability Services**Department:DCSSDS | [*Disability Services Act 2006*](https://www.legislation.qld.gov.au/view/html/inforce/current/act-2006-012)[*Coroners Act 2003*](https://www.legislation.qld.gov.au/view/html/inforce/current/act-2003-013) (reporting requirements) |
| Delete row if not required**Mental Health***Department:*Queensland Health | Australian Health Ministers Advisory Council [National Framework for Recovery-Oriented Mental Health Services: A Guide for Practitioners and Providers](https://www.health.gov.au/sites/default/files/documents/2021/04/a-national-framework-for-recovery-oriented-mental-health-services-guide-for-practitioners-and-providers.pdf) or other relevant guidelines |
| Delete row if not required**Alcohol & Other Drugs***Department:*Queensland Health | Australian Government [National Quality Framework for Drug and Alcohol Treatment Services](https://www.health.gov.au/sites/default/files/documents/2019/12/national-quality-framework-for-drug-and-alcohol-treatment-services_0.pdf)  |

# Definitions

Add and/or adapt definitions relevant to your organisation’s standards and practices relating to collaboration; you may like to use definitions from relevant standards where available.

**Advocacy:** Communicating with another party on behalf of a client/client family or in collaboration with the client/client family to further their wellbeing, inform a decision being made by the other party or address a continuing issue.

**Collaboration:** Working in a partnership with the client and/or another service provider involved with services to the same client; collaboration includes activities such as:

* Co-authoring plans for work with the client.
* Promoting the client’s decision-making and action-taking.
* Shared decision-making or, when undertaking decision-making, actively seeking the preferences and concerns of parties into account and using these to inform the decision.
* Engaging in support activities together with the client.
* Service integration (see below).

**Information sharing:** Providing information about a client/client family to another service provider or statutory authority.

**Informed consent:** An ongoing process where a client’s/client family’s understanding of potential actions is developed and the client/client family gives approval for a given decision/action; in the context of this document, informed consent refers specifically to approval for relevant information to be shared by one service provider with another.

**Integration/service integration/service coordination:** Ongoing collaborative planning or service provision by two or more service providers in relation to the same client/client family, to improve the effectiveness and efficiency of service delivery.

**Liaising:** Communicating between two or more parties for the purposes of arranging or improving support provided by multiple services to a single client or client family.

**Referral:** Providing a client with information about a service or services that may be useful to them (‘cold referral’) or directly linking a client with a service or services by making contact with the service/s and arranging or facilitating their contact with the client (‘warm referral’).

# Principles

The principles supporting the implementation of this policy and its procedures are:

* **Outcomes**: Focus is on achieving positive results for all clients, support by engaging in evidence-based and contemporary practices.
* **Collaboration:** Collaboration with clients and with other service providers are critical aspects of high-quality, effective support.
* **Choice:** People using services are actively engaged and supported in making choices about the services they receive and where and how they receive them.
* **Multi-disciplinary:** Cooperation across disciplines guides coordinated service delivery across appropriate service types.
* **Social inclusion:** Services are planned and delivered in ways that promote opportunities for people to engage with their communities.

# Procedures

Collaboration with other organisations supports clients to engage with other service and increases efficiency and effectiveness when the client is engaged with multiple organisations/services/service providers. Wherever possible and likely to be helpful, we work with relevant organisations during assessment, planning, service delivery, reviews and closure processes. These activities are undertaken with the client’s/client family’s informed consent except where legal, safety or contractual responsibilities require we undertake these activities regardless of consent.

### Identifying and Gaining Consent for Collaboration

* Outline your process for identifying when collaboration may be appropriate and how the client/client family is involved in this determination.
* Describe your process for gaining informed consent, including how you
	+ share all relevant information for the client to make an informed decision;
	+ assure client understanding of the information;
	+ gain the client’s informed consent; and
	+ document informed consent for information sharing/collaborative work, including the boundaries of this (e.g., types of information to be/not to be shared; the focus of collaborative work).
* Describe your process for identifying potential parties for information sharing/collaboration; e.g. how client choices are encouraged, staff responsibility to identify and present culturally specific services where appropriate.
* Describe your process for determining the nature of information sharing/collaboration, including:
	+ how client’s/client family’s preferences influence the process;
	+ how client’s/client family’s level of ability/need informing level of intensity of worker’s activity and client’s/client family’s involvement;
	+ contractual or other relevant standards informing decision making;
	+ work role boundaries, service provision resources and/or other factors that limit the worker’s capacity to engage in collaborative work; and
	+ likely timeframes for collaborative work.
* Outline how your process upholds client rights/is consistent with your responsibilities under the Human Rights Act.

### Establishing and Documenting Collaborative Work

When establishing a collaborative relationship with another organisation/service provider we have not previously collaborated with, we:

* Describe how you establish contact and build relationships with appropriate service providers.
* Outline how you decide whether the service provider is an appropriate partner for collaborative work.
* Where the organisation/service provider is assessed as an appropriate partner for collaborative work, list the steps taken to establish and, where relevant, formalise collaborative arrangements, including
	+ how work tasks are identified and negotiated;
	+ the role of the client/client family in this process;
	+ whether/how arrangements require further approvals (e.g., management approval);
	+ timeframes and processes for review of arrangements; and
	+ the documentation of arrangements, including the documentation of consideration where actions or decisions that limit the client’s human rights are made.
* Outline the responsibilities/expectations of staff/managers in maintaining positive working relationships with other organisations/service providers.
* Include details of further responsibilities under service agreements, contracts, or regulations.

### Reviewing and Adjusting Collaborative Work Approaches

All collaborative work arrangements are regularly reviewed and, where appropriate, altered or ceased. This process includes:

* Describe how the organisation makes sure that **all** collaborative work is regularly reviewed.
* Outline how reviews are conducted, including:
	+ The role of the worker in arranging, conducting and acting upon reviews.
	+ How the client is actively engaged in the review process and in determining its outcomes.
	+ How the other party/ies is/are involved in the review.
* Outline processes for determining whether the collaborative arrangement continues as is, is altered or is ended.
* Describe how challenges/complains about collaborative partners are addressed.
* Outline the documentation of reviews, decisions and follow-up actions.

### Child Protection Placement, Child Protection Support and Family Services

Adapt heading as appropriate. Remove section if service types are irrelevant. Add/remove detail as appropriate.

* Organisation supports the principles underpinning the *Child Safety Act 1999*, including the principles relating to collaborative work and information sharing, by:
	+ Outline how your policy/procedures support the principle that families and children “should receive coordinated services that meet their needs in a timely and effective way” and that you and partners in collaboration “work collaboratively and in a way that respects the functions and expertise of each of the entites”; this can include reference to the procedures above (e.g., “… as described in Establishing and Documenting Collaborative Work above”).
	+ Describe how your informed consent procedures uphold the principles that “(g) Whenever safe, possible and practical, consent should be obtained before (i) providing or planning to provide a service, help or support to a child or a child's family to decrease the likelihood of the child becoming a child in need of protection or (ii) disclosing personal information about a person to someone else”, “(h) Because a child's safety, wellbeing and best interests are paramount, the child's protection and care needs take precedence over the protection of an individual's privacy and the principle mentioned in paragraph (g)” and “(i) Before disclosing information about a person to someone else, an entity should consider whether disclosing the information is likely to adversely affect the safety, wellbeing and best interests of a child or the safety of another person“.
* We work collaboratively with other agencies to reduce stigmatisation and criminalisation of young people in out of home care by outline relevant procedures.
* Where supporting children and families involved with Child Safety, we share information in accordance with the *Child Protection Act 1999* and relevant principles, and engage in statutory case plans and processes, by:
	+ Outline how your staff meet relevant responsibilities for information sharing.
	+ Describe how you conduct and record stakeholder meetings or forums.
	+ Describe how other legislative requirements or departmental guidelines are adhered to.
* We use collaborative approaches to reduce preventable police call-outs to our residential care service/s by outline your processes.
* We uphold our responsibilities for working in an integrated manner in support Aboriginal and/or Torres Strait Islander families and children by:
	+ Describe how you integrate your work with interagencies such as Supporting Family Alliances and/or Local Level Alliances.
	+ Describe how you collaborate with community controlled organisations to support your clients/client families.
	+ Describe how you collaborate with relevant stakeholders to promote timely and appropriate case planning and reviews within a family's local community.
	+ Outline any other ways your organisation upholds cultural rights and responsiveness in working with other organisations (e.g., sharing information, co-working with) Aboriginal and Torres Strait Islander families and children.
* Describe how your organisation builds relationships and collaborates with services/authorities relevant to your practice area/client cohort, e.g., legal, court, multicultural, health/medical, mental health, education and advocacy organisations.
* In working with individuals or families affected by domestic and family violence (DFV), we provide person-centred, evidence-informed support that prioritises safety and dignity, by:
	+ Outline your approach to collaboration in order to meet the particular needs and rights of clients/families affected by DFV.
	+ Outline how you meet legal and professional standard in work with families/people affected by DFV, including how safety is promoted and how decisions to report risk/information-share without consent is made.
* Staff working with people using DFV promote accountability and victim-survivor safety, by:
	+ Outline how your approach to collaboration assists in holding people using/who have used violence accountable.
	+ Outline how you meet legal and professional standard in work with families/people affected by DFV, including how safety is promoted and how decisions to report risk/information-share without consent is made.

### Domestic and Family Violence Services

Adapt heading as appropriate. Remove section if service types are irrelevant. Add/remove detail as appropriate.

Organisation supports the principles underpinning the *Domestic and Family Violence Protection Act 2012* and the *Domestic and Family Violence Protection (Combating Coercive Control and Other Legislation Amendment Act 2023*, as well as the relevant standards, frameworks and guidelines, by:

* Outline any ways in which your organisation’s approach to collaborative work supports principles underpinning the DFV Act and Amendment Act.
* Describe how your organisation upholds the principle that “services collaborate to provide an integrated response”, including by working with other DFV services and organisations beyond the DFV service system.
* Describe any other ways your organisation meets other responsibilities under relevant legislation and frameworks while sharing information/working collaboratively (e.g., promoting self-determination in relation to collaborative work and information-sharing).
* Outline how your organisation builds relationships and collaborates with services/authorities relevant to your work with people affected by/using DFV, e.g., police/legal/court, multicultural/community controlled, health/medical/AOD, education and advocacy organisations.
* Describe how you uphold culturally responsive and safe practices in working collaboratively/information sharing to support diverse clients/client families.
* Add any further procedures for meeting your responsibilities under the Domestic and Family Violence Information-Sharing Guidelines.
* Staff working with people using DFV promote accountability and victim-survivor safety, by:
	+ Outline how your approach to collaboration assists in holding people using/who have used violence accountable.
	+ Outline how you meet legal and professional standard in work with families/people affected by DFV, including how safety is promoted and how decisions to report risk/information-share without consent is made.

### Sexual Violence and Women’s Support Services

Adapt heading as appropriate. Remove section if service types are irrelevant. Add/remove detail as appropriate.

Organisation adopts the National Association of Services Against Sexual Violence’s definition of collaboration as “professionals in different organisations assuming complementary roles based on their expertise and cooperatively working together in the best interests of the client” and supports the principle of collaboration to provide effective, trauma-informed responses in accordance with the Queensland Government’s *Interagency Guidelines for Responding to People Who Have Experienced Sexual Assault*.

* Outline processes for providing accurate and relevant information about other services providers, working with other providers, advocacy, and/or other relevant service activities not addressed in previous procedures (i.e., Identifying and Gaining Consent for Collaboration; Establishing and Documenting Collaborative Work; and/or Reviewing and Adjusting Collaborative Work Approaches).
* Describe how your service engages with interagency responses to sexual and/or domestic and family violence to promote/facilitate collaborative work.
* Describe how your organisation meets the requirements under the Sexual Violence and Women’s Support Services Investment Specification (if relevant), such as:
	+ How you “work collaboratively with centre-based services including specialist sexual violence services, specialist domestic and family violence services, homelessness and other support services to meet the ongoing support needs of Service Users accessing telephone support”.
	+ How you “work collaboratively with the service user’s support systems, including family, friends and other Government and non-government agencies promoting wrap around support for the service user” (if providing sexual violence counselling).
	+ How you “demonstrate a high level of collaboration with other human services and agencies, adapting a service navigator role to provide wrap-around services including support to access health; housing; employment and education; financial support; and assistance with managing family relationships; mental health and drug and alcohol issues, which will assist to meet the long term needs of the service users and support their ongoing journey from crisis to recovery” (if providing women’s health and wellbeing support).
	+ How you “promote cross-agency partnerships and collaboration and participate in integrated service delivery arrangements. This includes engagement with relevant government and non-government agencies to facilitate and coordinate appropriate and consistent responses to women affected by a range of gender-based safety and wellbeing issues” (if providing prevention, capacity building and awareness raising).
* Describe any other ways your organisation meets other responsibilities under relevant legislation or the *Interagency Guidelines for Responding to People Who Have Experienced Sexual Assault* frameworks while sharing information/working collaboratively (e.g., promoting self-determination in relation to collaborative work and information-sharing).
* Outline any further processes for meeting:
	+ NASASV Standard 4 (valuing advocacy, collaboration, and community engagement –
		- 4.1: undertaking both individual and systemic advocacy;
		- 4.2: enhancing interagency practice; 4.3:
		- creating new opportunities for collaboration practice;
		- 4.4: engaging with local communities; and/or
		- 4.5: capacity building).
	+ Standard 7 (particularly 7.2: Innovation in response, collaboration and integration).

### Community Services

Adapt heading as appropriate. Remove section if service types are irrelevant. Add/remove detail as appropriate.

* Describe how you meet any particular requirements regarding collaboration and/or advocacy described in your service/funding agreements or other community services guidelines used in your practice not addressed in previous procedures (i.e., *Identifying and Gaining Consent for Collaboration*; *Establishing and Documenting Collaborative Work*; and/or *Reviewing and Adjusting Collaborative Work Approaches*).
* Outline how you engage in collaboration/advocacy in a culturally responsive manner.

### Individuals

Adapt heading as appropriate. Remove section if service types are irrelevant. Add/remove detail as appropriate.

* Describe how you meet any particular requirements regarding collaboration and/or advocacy described in your service/funding agreements or other community services guidelines used in your practice not addressed in previous procedures (i.e., *Identifying and Gaining Consent for Collaboration*; *Establishing and Documenting Collaborative Work*; and/or *Reviewing and Adjusting Collaborative Work Approaches*).

### Young People

Adapt heading as appropriate. Remove section if service types are irrelevant. Add/remove detail as appropriate.

* Outline the collaborative case management framework used in your service, in accordance with the *Young People Investment Specification*requirement that the service “provide[s] young people with case management support that is collaborative, coordinated and client-centred, supporting young people to meet their individual needs and to increase their self-reliance and independence. Responses will be based on identification, assessment and planning for young people’s needs and coordination of a range of other appropriate services, such as housing, counselling or skills development. This may include the coordination of case panels with other government and non-government agencies to support client outcomes”.
* Describe the processes by which your service meets the requirement in the in the *Young People Investment Specification* that youth services “participate in service system networks and form collaborative community partnerships, including with specialist service providers, other youth focused agencies, Queensland Police Service, Child Safety and Youth Justice Service Centres, local elders and community groups and government agencies, as relevant to ensure the best outcomes for service users”.
* Describe how you meet any particular requirements regarding collaboration and/or advocacy described in your service/funding agreements or other youth work guidelines used in your practice not previously addressed here or in previous procedures (i.e., *Identifying and Gaining Consent for Collaboration*; *Establishing and Documenting Collaborative Work*; and/or *Reviewing and Adjusting Collaborative Work Approaches*).

### Disability Services

Adapt heading as appropriate. Remove section if service types are irrelevant. Add/remove detail as appropriate.

* Outline the collaborative and/or advocacy practices used in your service in accordance with your disability work framework, rights based approach, best practice model and/or other guidelines not addressed in previous procedures (i.e., *Identifying and Gaining Consent for Collaboration*; *Establishing and Documenting Collaborative Work*; and/or *Reviewing and Adjusting Collaborative Work Approaches*).

### Mental Health

Adapt heading as appropriate. Remove section if service types are irrelevant. Add/remove detail as appropriate.

* Outline how your organisation meets the standards for collaboration as a core aspect of recovery-oriented practice and/or collaborative and/or advocacy practices used in your service in accordance with your practice framework, best practice model and/or other guidelines not addressed in previous procedures (i.e., *Identifying and Gaining Consent for Collaboration*; *Establishing and Documenting Collaborative Work*; and/or *Reviewing and Adjusting Collaborative Work Approaches*), such as:
	+ methods for engaging with participants/clients and their families and supporters;
	+ learning from and working with local communities; and/or
	+ advocating to address issues relating to social inclusion and social determinations of health.

### Alcohol and Other Drugs

* Describe how you meet any particular requirements regarding collaboration and/or advocacy described in your service/funding agreements or other guidelines used in your practice not previously addressed here or in previous procedures (i.e., *Identifying and Gaining Consent for Collaboration*; *Establishing and Documenting Collaborative Work*; and/or *Reviewing and Adjusting Collaborative Work Approaches*).
* Outline the processes through which the organisation meets your responsibilities under the National Quality Framework for Drug and Alcohol Treatment Services to:
	+ provide “integrated and collaborative care with other health professionals and organisations, where appropriate, to ensure the best possible care and treatment outcome(s) are achieved for clients”; and/or
	+ “assessment and case management planning processes identify co-occurring issues, such as mental health, physical health, housing and employment and clients are supported through referral or collaboration to address these needs”.

# Related Policies and Procedures

List all relevant policies and procedures, such as privacy, confidentiality, service access and service delivery-related policies and procedures.

# Supporting Documents

List all relevant/related documents that are not policies and procedures, including registers, agreements, and guidelines and all supporting documents referred to in the body of this document.

# Review

This document was last reviewed on date.

This document will be reviewed by date.

1. [↑](#footnote-ref-2)