

Strengthening the Queensland Residential Care Workforce – Minimum Qualification Standards Information Sheet

UPDATE released July 2019 v5

The Minimum Qualification Standards for all residential care staff working in Queensland (QLD) took full effect on 1 January 2019.

Minimum Qualification Standards

All residential care staff employed prior to 1 January 2019 must:

- hold or be enrolled in and working towards a recognised relevant qualification (*Refer to Appendix 1*);
- for those staff currently enrolled, obtain the qualification within the timeframes determined by the relevant training authority; and
- complete the online Hope and Healing Framework Foundations Training by 15 August 2019.

All residential care staff employed after 1 January 2019 must:

- hold or be enrolled in and working towards a recognised qualification (Refer to Appendix 1). Staff can be enrolled as part of their recruitment process with the residential care service provider but must be enrolled prior to commencing any unsupervised direct care shifts;
- for those staff currently enrolled, obtain the qualification within the timeframes determined by the relevant training authority; and
- complete all modules of the online Hope and Healing Framework Foundations Training prior to the employee commencing unsupervised, direct work with children and young people.

Licensed Residential Care

Licensed residential care is provided at a premises (not a carer's own home) that is owned or leased for the specific purpose of accommodating children and young people in care. Licensed residential care services are delivered by non-government organisations, funded by DCSYW and licensed under the Child Protection Act 1999. Services in scope include residential care services, supported independent living services, therapeutic residential care services, and individual care arrangements to meet the specific care needs of children and young people.

Residential Care Staff

The Minimum Qualification Standards will apply to all residential care staff, including agency staff, employed by organisations providing licensed residential care services in QLD, other than those persons employed, contracted or volunteering to provide services to children and young people that do not involve the provision of care or supervision of direct care staff. Staff such as allied health professionals, Elders and advocates are excluded from the Standards.

Compliance with Minimum Qualification Standards

At recruitment, applicants that are applying for a position as a residential care worker, who do not hold a recognised or preferred qualification listed in Appendix 1 are required to:

- enroll in the preferred or a recognised relevant qualification and attain the qualification within the timeframes determined by the relevant training authority; or
- seek recognition of prior learning against the preferred or a recognised qualification and finalise assessment within the timeframes determined by the relevant training authority ; or
- seek assessment of a qualification gained overseas (see below) prior to commencing employment, and provide evidence of equivalency within 6 months of commencing work. If equivalence is not granted, a recognised qualification must be completed within 9 months of a decision not to grant equivalence.

Preferred qualification

A Certificate IV in Child, Youth and Family Intervention (Residential Care) is the preferred qualification for residential care staff who do not hold a recognised qualification as the skills and knowledge required are most relevant to the residential care setting.

Timeframes for completion of qualification

Preferred Qualification

Staff must obtain the qualification within the timeframes determined by the relevant training authority. In extenuating circumstances (for example where workers are on extended leave), the timeframe for completion can be extended for a reasonable period. An individual learning plan should be in place to identify the expected timeframe for completion, based on the individual residential care staff member's needs.

Recognised Qualification

Residential care staff enrolled in other recognised qualifications are expected to complete their qualification in a timeframe equivalent to the part-time commitment recommended by the relevant training authority for that particular course.

Recognition of prior learning

Residential care staff who hold a qualification not listed in Appendix 1, or who have relevant experience, may utilise recognition of prior learning processes in accordance with an individual Registered Training Organisation's requirements to enable their previous training and/or work experience to be considered for the purpose of gaining credits towards the qualification.

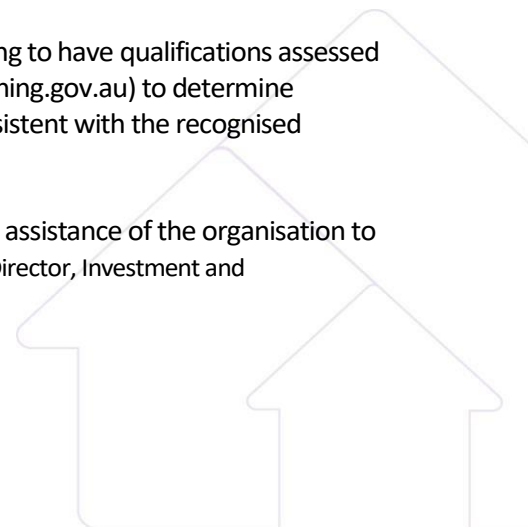
Assessment of overseas qualifications (including New Zealand qualifications)

The QLD Government's Overseas Qualifications Unit (OQU) provides free general academic assessments of higher education and post-secondary school technical and vocational qualifications for QLD residents. Assessments are based on guidelines developed by the Australian Government and expressed in Australian Qualifications (AQF) terms. For further information on applying for an assessment, contact the department through the OQU webpage at <https://training.qld.gov.au/training/osqrecognition>, telephone on 1300 369 935, or email at ogu@det.qld.gov.au.

Other relevant qualifications

For other Australian qualifications not listed in Appendix 1, organisations wishing to have qualifications assessed as relevant, can refer to the nationally recognised training search website (Training.gov.au) to determine currency and equivalency of Certificate IV and Diploma level qualifications consistent with the recognised qualifications in Appendix 1.

For any further information, residential care worker applicants should seek the assistance of the organisation to which they are applying. Organisations may contact the Office of the Executive Director, Investment and Commissioning, DCSYW should they require further assistance.



Appendix 1

Recognised qualifications

While residential care specific vocational pathways are critical to the development of the workforce, it is recognised that residential care staff with qualifications in related disciplines bring knowledge, skills and experience that also provide a solid foundation for achieving outcomes for children and young people experiencing vulnerability. The below table outlines the qualifications that are recognised as meeting the Minimum Qualification Standards.

Minimum Qualification Standards for Residential Care Staff in QLD		
Preferred Qualification		
<ul style="list-style-type: none"> ➤ Certificate IV in Child, Youth and Family Intervention (Residential Care) ➤ Additional Mandatory Training - Hope and Healing online Framework Foundations Training While the recognised qualifications support a number of skills relevant to residential care work, completion of additional mandatory training ensures a consistent baseline of skills and knowledge across the workforce. 		
Recognised Qualification		
Certificate IV		
<ul style="list-style-type: none"> ➤ Alcohol and Other Drugs ➤ Community Development ➤ Community Services 	<ul style="list-style-type: none"> ➤ Community Welfare ➤ Disability ➤ Mental Health 	<ul style="list-style-type: none"> ➤ Youth Justice ➤ Youth Work
<ul style="list-style-type: none"> ➤ Additional Mandatory Training - Hope and Healing Foundational Training E-Learning Modules 		
Diploma		
<ul style="list-style-type: none"> ➤ Aboriginal and Torres Strait Islander Education ➤ Aboriginal and/or Torres Strait Islander Primary Health Care ➤ Alcohol and Other Drugs ➤ Applied science (Community and Human Services) ➤ Behavioural Science ➤ Child, Youth and Family Intervention ➤ Children Services 	<ul style="list-style-type: none"> ➤ Community Development ➤ Community Sector Management ➤ Community Services ➤ Community Services Coordination ➤ Community Welfare and Development ➤ Community Welfare Work ➤ Counselling 	<ul style="list-style-type: none"> ➤ Crime and Justice Studies or Justice Studies ➤ Mental Health ➤ Nursing ➤ Psychology ➤ Secure Services ➤ Youth Justice ➤ Youth Work
<ul style="list-style-type: none"> ➤ Additional Mandatory Training - Hope and Healing Foundational Training E-Learning Modules 		
Degree (Australian Qualification Framework Level 7)		
<ul style="list-style-type: none"> ➤ Aboriginal and Torres Strait Islander Advocacy ➤ Alcohol and Other Drugs ➤ Allied Health ➤ Applied Social Science or Arts - Psychology or Criminology ➤ Behavioural Sciences ➤ Child and Family Studies ➤ Community Development ➤ Community Welfare 	<ul style="list-style-type: none"> ➤ Community Services ➤ Counselling ➤ Criminology ➤ Disability ➤ Education ➤ Health Science ➤ Human Services ➤ Justice (Policy) ➤ Mental Health ➤ Nursing 	<ul style="list-style-type: none"> ➤ Nursing & Midwifery ➤ Occupational Therapy ➤ Paramedic Science ➤ Psychology ➤ Psychological Science ➤ Social Work ➤ Speech Pathology ➤ Youth Justice ➤ Youth Work & Youth Studies ➤ Youth Work
<ul style="list-style-type: none"> ➤ Additional Mandatory Training - Hope and Healing Foundational Training E-Learning Modules 		
Other Qualifications		
Graduate Certificate / Post Graduate Diploma / Masters in the following disciplines: -		
<ul style="list-style-type: none"> ➤ All Psychological Studies ➤ Clinical Child and Adolescent Studies ➤ Counselling 	<ul style="list-style-type: none"> ➤ Criminology ➤ Education ➤ Health Promotion ➤ Positive Psychology 	<ul style="list-style-type: none"> ➤ Nursing and/or Mental Health Nursing ➤ Social Work ➤ Teaching/Education
<ul style="list-style-type: none"> ➤ Additional Mandatory Training - Hope and Healing Foundational Training E-Learning Modules 		

Appendix 4

Implementation requirements

The following table outlines the implementation requirements for individual employment types.

Employment type	Minimum Qualification Standards	Hope and Healing Foundation Training e-learning modules
Full time, part time and casual staff employed by the NGO prior to 1 January 2019	<p>Hold or be enrolled in and working towards a recognised relevant qualification.</p> <p>For those staff currently enrolled, they must obtain the qualification within the timeframes determined by the relevant training authority, unless exempted due to extenuating circumstances.</p>	Must complete each module by 15 August 2019.
Full time, part time and casual staff employed by the NGO after 1 January 2019	<p>Hold or be enrolled in and working towards a recognised relevant qualification.</p> <p>For those staff currently enrolled, they must obtain the qualification within the timeframes determined by the relevant training authority, unless exempted due to extenuating circumstances.</p> <p>Staff can be enrolled as part of their recruitment process with the residential care service provider but must be enrolled prior to commencing any unsupervised direct care shifts.</p>	Must complete all modules prior to unsupervised/direct care of young people.
Supervisor	<p>Hold or be enrolled in and working towards a recognised relevant qualification if they supervise residential care staff or work directly with young people.</p> <p>For those staff currently enrolled, they must obtain the qualification within the timeframes determined by the relevant training authority, unless exempted due to extenuating circumstances.</p>	Must complete all modules prior to unsupervised/direct care of young people.
Part time/Casual staff employed by the NGO after 1 January 2019 (with exception of highly irregular, urgent emergent engagement of individuals)	<p>Hold or be enrolled in and working towards a recognised relevant qualification.</p> <p>For those staff currently enrolled, they must obtain the qualification within the timeframes determined by the relevant training authority, unless exempted due to extenuating circumstances.</p> <p>Staff can be enrolled as part of their recruitment process with the residential care service provider but must be enrolled prior to commencing any unsupervised direct care shifts.</p>	Must complete all modules prior to unsupervised/direct care of young people.
Staff engaged through a labor hire company	<p>Hold or be enrolled and working towards a recognised relevant qualification.</p> <p>For those staff currently enrolled, they must obtain the qualification within the timeframes determined by the relevant training authority, unless exempted due to extenuating circumstances.</p> <p>Staff can be enrolled as part of their recruitment process with the residential care service provider but must be enrolled prior to commencing any unsupervised direct care shifts.</p>	Must complete all modules prior to unsupervised/direct care of young people.

<p>Staff recruited to support a time-limited Immediate Needs Placement and Support Arrangement funded from Child Related Costs – Placement and Support (CRC- PaS) after 1 January 2019 and within Child Safety Licensing (CSL) requirements</p>	<p>Must hold or be enrolled in and working towards a minimum qualification within six weeks of placement commencing.</p> <p>Note – new Business Rules for Individualised Placement and Support packages are being piloted in a range of locations throughout QLD with implementation expected from April 2019.</p>	<p>Must complete all modules within six weeks of placement commencing.</p>
<p>Placements outside of scope of CSL requirements</p>	<p>Placements outside of scope of CSL requirements will not be required to hold or be working toward a minimum qualification, but must have other safeguards in place.</p>	<p>Not required to complete modules for these placements.</p>

