

Child Safety Licensing

Frequently asked questions

What is required to add a new care service to an existing licence?

Prior to adding a care service to a licence, the Licence Delegate must be satisfied that the legislative requirements of the *Child Protection Act 1999* will be met.

The organisation must also be providing care services to a child or young person, prior to the organisation seeking to add it to the licence. This enables an inspection to be undertaken to assess that the service is meeting the specific legislative requirements for providing care that meets the statement of standards.

It also ensures that funding has been secured to support the placement, particularly if the placement is funded through CRC-PAS related funds.

PCM staff firstly obtain written confirmation from the organisation that the new service is subject to the same policies and procedures as existing licensed services/s.

PCM staff then undertake a physical inspection of the new premises, and complete the relevant inspection tool to record their responses to all inspection items. This includes items relating to the manager/s and staff employed within the service, and children placed with the service.

Should any inspection items be found to be non-compliant, these must be rectified prior to the organisation submitting a licence amendment application.

These may not necessarily be recorded as a non-compliance in NGOIS as the site is not yet licensed, but should be noted within the inspection tool, including the recommended actions that the organisation has undertaken to resolve the identified issues.

Upon finalisation of the inspection of the new care service, the organisation is to be provided with a copy of the inspection tool (incl. applicable attachments), so that it can be included in their *Application to amend a care service licence under s.137*.

The assessment as evidenced by the inspection tool addressing each legislative licensing requirement is then relied upon by the Delegate to inform their licence amendment decision¹.

When should a new care service be added to a licence?

An application to add a new care service should be progressed to Child Safety Licensing within 30 days of the service commencing. In order to meet this timeframe, an organisation should contact PCM staff upon commencement of the service to arrange for an inspection to occur.

Organisations should also seek to remove a care service from their licence within 30 days of the service ceasing to operate.

How do I find further information?

Contact the Child Safety Licensing team on phone 07 3097 5905 or by email: CS_Licensing@cyjma.qld.gov.au

Licensing requirements are also outlined in the *Organisation Level Licensing Manual for Non-Government Organisations Providing Care Services* available on the department's website;

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

¹ NB: Until such time as a non-family based care premises is formally added to a licence following a licence amendment or application process, any placements made at the premises are made under the provision of section 82(1)(f) of the *Child Protection Act 1999*.

The *Child Safety Practice Manual* outlines the assessment process that must be undertaken by a departmental officer prior to the placement proceeding in these instances, as well as ongoing monitoring requirements.