Quality Innovation Performance (QIP) is a certification and accreditation organisation dedicated to supporting health and community services to manage risk and quality through the provision of accreditation, certification and quality assurance services, and accreditation and quality improvement related training and capacity building.

At QIP, we measure our success in terms of how the accreditation and related services that we offer improve our clients’ services.

**What is accreditation?**

Accreditation is independent recognition that an organisation, program, product or activity meets the requirements of defined criteria or standards. Accreditation provides assurance for owners, managers, staff, funding bodies and consumers about quality and performance.

**What is quality?**

Quality is the degree of excellence a product, service or process has.

QIP plays a key role in ensuring that quality service provision in the health and community services industry is maintained. QIP achieves this by measuring the degree to which service providers meet the requirements of the standards relevant to their profession. Standards encourage service providers to monitor and continually improve the services their business delivers, including education, management, the rights and needs of patients and/or clients and the physical facilities of their business.

**QIP accreditation**

QIP is committed to accreditation, training and capacity building services that make a difference; QIP’s services are focussed on adding value and enabling positive improvement. We measure our success in terms of how the accreditation and related services that we offer improve our clients’ services.

QIP’s approach to providing accreditation and certification services is founded on six principles:

- Simplicity
- Support
- Independence
- Expertise
- Transparency, and
- Excellence.

QIP’s processes are streamlined, reducing the time and effort to achieve accreditation. QIP provides a wide range of support services to assist clients, based on a high level of quality and personalised interaction, including education and best practice resources.

**QIP resources**

QIP offers a range of value added products and services designed to support practices and service providers through the accreditation process, including:

- a dedicated Client Liaison Officer,
- access to AccreditationPro – QIP’s web-based self-assessment tool designed to assist service providers in achieving their accreditation, and
- access to QbAY – QIP’s online library of information, including fact sheets, templates, policies and procedures, guides and links to relevant websites to assist registered practices.
Physiotherapy accreditation

Physiotherapy accreditation is a means to measure and improve practice performance and outcomes. It also provides a basis for minimum standards of client safety and care – essential in the healthcare industry.

Practices that comply with the Australian Physiotherapy Association’s (APA) definition of a physiotherapy practice are eligible for accreditation.

Who sets the Standards?

Physiotherapy accreditation is centred on a set of formal Standards developed by the APA, the national body that represents the interests of Australian physiotherapists and their patients.


Physiotherapy Standards and accreditation program review

The APA and QIP have reviewed the Standards and accreditation program in response to feedback received. This joint review has streamlined the Standards, simplifying the process and reducing the time required for practices to self-assess against the Standards.

The desktop audit model of accreditation will involve:

• the practice undertaking a self-assessment against the revised Standards
• a desktop audit of the practice’s self-assessment by a peer surveyor, this includes a telephone
• interview with the principal of the practice, and
• the development of a practice quality improvement plan and regular reporting against the plan.

Benefits of accreditation

Accreditation assists physiotherapy practices to:

• promote quality and safety of the service they provide to clients
• provide credible assurance about the quality of care/service they provide
• instill confidence for clients
• reduce business risk
• educate and engage staff in the provision of quality service
• help build a culture of quality, and
• enhance customer focus by ensuring client’s expectations are met.

For further information please contact QIP:

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