

Please note: this information has been extracted from QIP's *Community Insight* e-newsletter (Winter 2017).

Read on for the latest QIC Health and Community Services Standards 7th Edition update and contact our QIP team for any related queries:

P: 1300 820 152

E: communityinfo@qip.com.au

QIC Standards 7th Edition update

As highlighted in the last edition of *Community Insight*, March 2017, our QIP team has been busy developing the QIC Standards 7TH Edition, with their official release to be announced soon.

Engaging community stakeholders on expert panels and QIP Assessors and community organisations involved in the pilot process, a large amount of feedback has been collated and interpreted to formulate a close to final draft.

The review, consultation and development process has been undertaken over the past 18 months to ensure the new Standards 7TH Edition are reflective of industry trends and easy to interpret while being applicable to the environments community services and health organisations operate in.

As a result of this comprehensive process, the QIC Core Standards 7TH Edition will first be released as an update to the current QIC Standards 6TH Edition and applicable to a wide-range of organisations. The new QIC Clinical Standards will then

be rolled out to specifically assist the varied needs identified within community health services.

The QIC Core Standards 7TH Edition have been restructured from Section, Standard and Evidence Question to Standard, Criterion and Indicator, allowing for the number of Standards to be reduced to better follow the consumer journey.

The five Standards include:

- 1. Governance**
- 2. Management Systems**
- 3. Consumers and community engagement**
- 4. Diversity and cultural appropriateness**
- 5. Service delivery**

Within these five Standards sections there are 21 Criterion and 93 Indicators.

To ensure the Core Standards are strengthened in their new format, several areas of change have been implemented between the Standards 6TH and 7TH Editions, including:

- A strengthened focus on governance, separating this area out from management systems
- Separation of knowledge management and information management for clarity of purpose
- Consideration for planning at a population level and individual level
- A NEW consumer and community engagement standard to place greater emphasis on access, advocacy, engagement, feedback including complaints, information, participation in review, designing and planning, privacy and rights.
- A NEW diversity and cultural appropriateness standard to reflect the importance of this topic within modern society and to place stronger accountability, consideration and measures around making improvements within organisational settings.



As the QIC Core Standards 7TH Edition and QIC Clinical Standards become closer to completion, our team will keep you informed of the latest updates, developed resources, case studies sharing insights from pilot organisations and assessors and highlight all the exciting key changes and improvements which have been made.

Be sure to keep an eye out on the QIP website, social media channels, email communications and the next edition of *Community Insight* for the latest QIC related communications.

Here's what some of our QIP community organisations and assessors, involved in the pilot process, have said about their experience with the QIC Standards 7TH Edition so far:



"It was great to have the opportunity to work through the draft standards and gain a sense of the changes particularly in terms of minimising the need for duplication (which I think has been substantially achieved)."

Helen Applin, CatholicCare NT

"The draft 7th Edition was seen as a definite improvement over the 6th Edition. We all felt that it is a really good approach. A significant improvement in terms of structure & legibility.

Comments included - "I think they've done a great job". "I believe that the new proposed Standards and different layout is more logical and in the format being proposed is certainly an improvement over the last edition".

All in all, we see this edition as a significant improvement over the 6th Edition.

David Elkington and team,
Salvation Army, Australia Southern Territory

"The fact that Anglicare Victoria was able to participate in the review of the QIC Standards is in its self a highlight, as that is one of the Standard's characteristics that lead to the Agency deciding to choose them as a foundation of its quality management system. The workshop review process was a major highlight. Thanks for the opportunity to be involved in a worthwhile and rewarding process."

Craig Marshall, Anglicare Victoria

"That the standards more accurately reflect the size and scope of almost all organisations regardless of size"

Cindy Zbierski,
Nunyara Aboriginal Health Service

"Throughout the process, the logical flow of the self-assessment checklist was found to be easy to work with, with example evidence being both relevant and identifiable for each section."

Michael Klein, Latrobe Community Health Service

"The emphasis on client/participant contributions to the process and the client/participant rights focus - in particular the increased underpinning of practice with client expertise was exciting

The opportunity to both learn and contribute as a peer worker working in quality systems was a rewarding experience."

Meg Kenyon, Prahran Mission

"It was good to be involved in the development of an enhanced set of Standards that will be applicable to all States, Territories and sectors which apply increased rigour.

It has been a valuable opportunity to review our current systems and processes and to contribute to standards and sector development."

Linda Ryland, Wesley Mission Victoria



"These Standards are clearer and have less duplication than the previous edition."

Isobel Moase,
Torres and Cape Hospital and Health Service

"We enjoyed having the capacity to make meaningful comments and have ideas and thoughts heard and acknowledged. The review team absolutely understood the burden faced by organisations and the repetition in Standards and evidence, so it was fantastic to experience their enthusiasm and comprehension of our comments - and brilliant that changes could be made very responsively.

Reflecting on the Standards Overall, they are found to be:

- Simplified
- Clear and concise
- Clear evidential requirements
- Reduced in numbers
- Much better process to go through and the interviews questions were good to experience as well – open ended and clear about what was being asked.

Thanks for the opportunity to take part!"

Liz March, Bendigo Community Health Service