



Quality
Innovation
Performance

QIC Standards accreditation

Quality Innovation Performance Limited (QIP) is a not-for-profit certification and accreditation organisation dedicated to supporting health and community services to manage safety, risk and quality through the provision of accreditation, certification and quality assurance services.

QIP accreditation against the QIC Health and Community Services Standards (QIC Standards) against the highlights an organisations strengths. But it also shows areas for improvement and helps to identify which of these should be prioritised.

QIC Standards Accreditation Program

The QIC Standards Accreditation Program offers a look at the whole of an organisation. Ranging from the approach to quality and safety to achieving positive and empowering client outcomes.

The Standards ensure the provision of services which are safe, client-focused, effective, efficient, responsive, accessible and appropriate.

Participation in the program involves a full assessment of organisational safety and quality while working in partnership with QIP.

The Standards help to foster an environment of continuous quality improvement – not just when accreditation has been awarded.

The QIC Standards

The QIC Standards focus on the way an organisation delivers their services. They are ideal for a wide range of health and community service organisations of all sizes. This is completed through comprehensive management principles, legal requirements, strengthening external relationships and positive outcomes.

7th Edition

The 7th Edition of the Standards were released in October 2017. The release followed a stakeholder engagement and consultation process of the 6th Edition Standards.

The QIC Standards 7th Edition is written in outcome form, to reflect continuous quality improvement principles. They embody the values on which the QIC Standards Accreditation Program is based.

There are five standards in the 7th Edition:

- Governance
- Management systems
- Consumer and community engagement
- Diversity and cultural appropriateness, and
- Service delivery.



The QIC Standards offer a detailed review of an organisations systems across many areas, including governance, corporate systems and service delivery





Why choose QIP?

QIP has more than 25 years' experience in accreditation and quality improvement services, and currently accredits over 10,000 health, community and human services organisations around Australia, across multiple accreditation frameworks. This expertise and knowledge allows us to work with your organisation to ensure you receive the best accreditation support, as you undertake your accreditation journey.

Dedicated team support

QIP's friendly, professional and supportive Client Liaison Team is committed to providing personalised assistance specific to our clients' accreditation needs. Having undertaken standards-specific training, combined with their extensive client experience, QIP Client Liaison Officers endeavour to answer all questions as soon as possible.

Clients can contact their QIP Client Liaison Officer as often or as little as needed, at no additional cost. We're here to help.

QIP accreditation hub

The QIP accreditation hub is a central home to assist in undertaking self-assessment, resources, implement best practice and ensure continuous quality improvement within practices

- Accreditation progress overview – key deadlines and milestones, includes graphs showing your self-assessment progress
- Document management system – upload multiple pieces of evidence at once and keep track of document versioning and review dates
- Personalised action plan – create an action plan, allocate responsibilities and monitor progress of key tasks
- Multi-user functionality – login with individual user accounts to support team work throughout the accreditation process
- Multi-organisation functionality – individual user accounts can be linked to multiple organisations or sites
- Built-in messaging system – ask your QIP Client Liaison Officer questions about the standards or your evidence.

Online self-assessment

QIP has developed an online self-assessment software, known as AccreditationPro, that streamlines accreditation preparation and compliance against applicable standards.

AccreditationPro assists organisations to:

- minimise time and effort when undertaking accreditation
- be guided through the self-assessment process and Standards requirements
- upload documentary evidence
- create action plans outlining the activities or tasks required to meet standards.

Education and resource library

QIP clients have access to many complimentary benefits to support and educate teams on the accreditation process, specific standards or frameworks, evidence requirements and quality improvement.

Our education and resource library, housed within the QIP accreditation hub, contains many practical tools and resources. Find everything needed including factsheets, customisable templates, communications and eLearning modules.

Contact us

1300 888 329 info@qip.com.au www.qip.com.au



Quality
Innovation
Performance