



Quality
Innovation
Performance

Human Services 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.

The Human Services Standards

The Human Services Standards are owned by the Victorian Department of Families, Fairness and Housing (DFFH). They represent a single set of service quality standards for department funded service providers and department-managed services in Victoria.

A total of 16 criteria further articulate the Human Services Standards.

The Human Services Standards represent a single set of service quality standards for organisations delivering services to clients, summarised as:

- Empowerment
- Access and Engagement
- Wellbeing, and
- Participation.

Who requires accreditation?

All service providers that are funded by the DFFH to provide services to clients are required to meet the Standards. A further outline is:

- Organisations receiving more than \$200k in total DFFH funding annually for advice, information, referral and/or services which provide goods, aids and equipment are in scope for independent review.
- DFFH-funded organisations that have no direct relationship with clients (for example, research organisations or peak bodies) will not need to be accredited or reviewed against the Standards.
- Funded organisations that provide direct client services and receive less than \$100k in total DFFH funding are in scope for independent review. Organisations may discuss with the DFFH whether they undertake a self-assessment process instead of an independent assessment.

How is accreditation achieved?

Organisations in scope for independent review are required to be accredited by a DFFH-endorsed Independent Review Body (IRB) once every three years.

QIP is a DFFH-endorsed IRB.

To achieve accreditation, organisations must demonstrate compliance with the Human Services Standards and the corporate and management standards of their selected IRB. Independent review processes include assessment of documentary evidence.





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 a number of practical tools and resources. Find everything needed including factsheets, customisable templates, communications and elearning modules.

Contact us

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