



Section 1 Building quality organisations

- Standard 1.1 Governance
- Standard 1.2 Management systems
- Standard 1.3 Human resources
- Standard 1.4 Physical resources
- Standard 1.5 Financial management
- Standard 1.6 Knowledge management
- Standard 1.7 Risk assessment and management
- Standard 1.8 Legal and regulatory compliance
- Standard 1.9 Safety and Quality integration

Section 2 Providing quality services and programs

- Standard 2.1 Assessing and planning
- Standard 2.2 Focusing on positive outcomes
- Standard 2.3 Ensuring cultural safety and appropriateness
- Standard 2.4 Confirming consumer rights
- Standard 2.5 Coordinating services and programs



Section 3 Sustaining quality external relationships

- Standard 3.1 Service agreements and partnerships
- Standard 3.2 Collaboration and strategic positioning
- Standard 3.3 Incorporation and contribution to good practice
- Standard 3.4 Community and professional capacity building

Please note: *Quality Innovation Performance (QIP)* is the QIC Standards owner.