



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 service organisations to manage safety, risk and quality through the provision of accreditation, certification and quality assurance services.

QIC Standards Accreditation Program

The QIC Health and Community Services Standards (the QIC Standards) Accreditation Program provides a comprehensive 'whole-of-organisation' approach to assessment, maximising opportunities for continuous quality improvement.

The QIC Standards ensure that services are client-focused, effective, efficient, responsive, accessible, and appropriate.

Participation in the program involves a thorough evaluation of organisational quality in collaboration with QIP.

The Standards foster an environment of continuous quality improvement beyond the accreditation process, highlighting an organisation's strengths and identifying areas for improvement to guide prioritisation.

The QIC Standards

The QIC Standards focus on the way an organisation delivers their services. They are suitable for a wide range of health and community service organisations, regardless of size, and for those who require governance-focused accreditation to receive or maintain funding*. This is achieved through comprehensive management principles, adherence to regulatory requirements, strengthening external relationships, and fostering positive outcomes.

7th Edition (v1.1)

The 7th Edition (v1.1) of the Standards were updated following a review, and were released in February 2022.

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



* The QIC Standards are recognised by many funding bodies, but we recommend you confirm with your provider.



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 support your organisation, 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, 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 measures.

Our education and resource library, housed within the QIP accreditation hub, contains many practical tools and resources. Find everything you need including fact sheets, resources, communications and eLearning modules.

Contact us

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