

QICSA FACT SHEET NUMBER 4

GETTING STARTED WITH QICSA

Is QICSA right for your organisation?

In making your decision, you should be aware that QICSA:

- uses QIC standards that have been developed in Australia, for and by the health and community services sector
- promotes a systems and evidence based approach, whereby assessments are based on *evidence* that appropriate *systems* are in place
- reviews organisations using professionally trained peer review teams
- is not just an accreditation program, it also places great emphasis on supporting organisations to participate in ongoing continuous quality improvement (CQI)
- provides a high level of support and resourcing to organisations including individualised site-based support and a password protected electronic database of resource materials
- charges a relatively low annual fee, which is initially based on the size and complexity of the organisation and the number of sites

Making the decision

As a starting point, the [QICSA fact sheets](#) will provide some useful information. Once you have read them, however, you may still have some questions. Contact the QICSA Director, to discuss your organisation's requirements and to clarify any issues about the services that QICSA provides telephone: 03 9479 3983 or email: qicsa@latrobe.edu.au

We will be happy to provide you with a quotation. If the terms are agreeable to your organisation, you will be asked to formalise your commitment by signing an agreement, which outlines your organisation's entitlements, and both QICSA's and your organisation's responsibilities.

Once the decision is made

Once the decision is made and both parties have signed a formal agreement, an invoice will be forwarded to your organisation. At this time, the participating organisation must nominate an

appropriate staff member to take on the role of internal contact and notify QICSA of full contact details. An organisation should appoint someone who has sufficient authority to effectively oversee the entire quality cycle. [Fact Sheet 5](#) provides more information about the internal contact role.

Once your organisation has paid its fees, it will receive a password that provides all staff members with access to QICSA's electronic database of resource materials. Your membership fee also entitles your organisation to one hard copy of the QIC standards against which your organisation will be accredited. Additional copies need to be purchased separately.

It is important that all staff members, board members and stakeholders become familiar with the QIC standards and the available resources. To assist with this process, QICSA provides the following face-to-face support:

- all organisations are entitled to a free introductory session about QICSA either before or after the quotation is prepared
- all organisations receive a "getting started" support visit from an experienced review manager to assist in commencing the preparation for accreditation
- all staff members of participating organisations are entitled to attend at no charge QICSA's organisational and professional development program

What is the process?

The review cycle incorporates the following:

1. *Internal review*: the organisation completes a quality journal (written self-assessment) using a cross disciplinary collaborative process of evidence gathering.
2. *External review*: a team of QICSA external reviewers conduct an accreditation review.
3. *Feedback*: the review team provides the organisation with feedback about the external review findings, with the opportunity for discussion.
4. *Taking action*: the organisation develops and implements a quality workplan, based on recommendations from the external review findings; and regularly reports progress to QICSA.