

# QICSA FACT SHEET NUMBER 1

## QICSA EXPLAINED

### What is QICSA?

#### Quality Improvement & Community Services Accreditation

QICSA is the Victorian Licensee of the Quality Improvement Council (QIC), which operates an Australasian standards and accreditation program.

QICSA is based in the Australian Institute for Primary Care at La Trobe University, and offers support, resources and accreditation reviews to the health and community sector in Victoria.

QICSA implements the QIC program, which aims to promote and assist health and community services through accreditation against its own and industry based standards as well as a program of continuous quality improvement.

### What do we do?

- QICSA **assists** organisations to undertake continuous quality improvement activities.
- QICSA **provides** organisations with site-based support and password protected access to an electronic database of resource materials.
- QICSA **offers** a comprehensive organisational and professional development training program.
- QICSA **reviews** organisations against the relevant QIC standards, using a professionally trained peer review team.
- QICSA **encourages** a culture of organisational change leading to improvement through CQI processes.

### Why do we do it?

QICSA embraces Primary Health Care principles and values the role and contribution of continuous quality improvement in the development of quality organisations. We are excited by the possibilities of quality and endeavour to pass on our enthusiasm to others.

### How do we do it?

#### The Standards

All organisations are assessed against the Health & Community Services **CORE** Standards and can also choose from a range of service-specific standards relevant to them. Which standards are used is negotiated with QICSA.

#### QIC Service Specific standards include:

- Alcohol, Tobacco & Other Drug Services
- Community & Primary Health Care Services
- Home Based Care Services
- Integrated Health Services
- Maternal & Infant Care Services
- Mental Health Services.

#### Other QIC endorsed standards that can be used include:

- Community Based Services
- Psychiatric Disability & Rehabilitation Services (VIC)
- Disability Services (VIC)
- Problem Gambling Services
- National Palliative Care Standards

#### The Accreditation Process

Accreditation reviews occur every three years. The organisation completes a written self-assessment, which is then reviewed and validated by the review team that visits the organisation and conducts:

- Site visits
- Documentation review
- Staff, management governance, consumer & stakeholder interviews.

Findings of the review are made available to the organisation through verbal feedback as well as the written report. Based on these findings, organisations outline the areas that will be developed as part of their quality workplan for the next three years.

#### Organisational Development

After the review is finalised, relevant CQI goals are established for the next three years in a Quality Work Plan, with support from QICSA.

The Quality Work Plan is then monitored on a 6 monthly basis

QICSA provides structured and other support sessions during the taking action stage, as well as organising a range of quality forums, regional network meetings, as well as other education and training options.

The QICSA organisational and professional development program covers many of the issues that arise out of CQI.

## What else?

On a separate fee for service basis, QICSA can provide additional support services.

- Specific, individualised continuous improvement training, education and support from our experienced review manager consultants.
- Other consulting services can also be negotiated.

## Why choose QICSA?

There are many benefits of becoming a member of the QICSA program.

QICSA employs reviewers who understand the unique nature of the primary care and community services sector.

Reviewers are trained and maintain professional competencies in relation to quality and standards.

Reviewers come from different locations throughout Victoria and from a variety of service types, and thus are aware of the diversity of contexts out of which different organisations operate.

The flexible and individualised approach that the reviewers adopt allows organisations to get the maximum benefit from this process.

## How much will it cost?

QICSA is a not-for-profit organisation, which means we are able to keep our fees reasonably low.

Although an organisation contracts with QICSA to participate for a full review cycle (three years), fees are paid on an annual basis, which assists in spreading the costs of quality activities across each year.

The fees are initially based on the size of the organisation and the number of sites from which it operates. There is a reasonable minimum and maximum annual amount and fees are reviewed periodically, in line with CPI rises.

Quotes can be arranged by contacting the Director.

## Contacting QICSA for Further Information

### Office Location

QICSA operates out of the Australian Institute for Primary Care (AIPC) at La Trobe University, Bundoora, Melbourne.

QICSA staff and review teams travel throughout Victoria to provide organisational support, training and reviews.

### Website

More information can be found in the fact sheets on the website:

[www.latrobe.edu.au/aipc/qicsa](http://www.latrobe.edu.au/aipc/qicsa)

### Director

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