

FACT SHEET

QUALITY IN COMMUNITY SERVICES ACCREDITATION (QICSA) 2009

Bendigo Community Health Services (BCHS) will be undertaking its fourth accreditation review under the QICSA process as endorsed by the Quality Improvement Council of Australia (QIC). QICSA Accreditation certifies that the organisation has met the relevant Standards and is participating in the QICSA Program to build continuous quality improvement. Standards are statements around which judgments of good practice are structured.

BCHS has been delivering services in regard to the following Standards:

1. Health & Community Services CORE Standards (17 Standards)
2. Primary Health Care Service Standards (4 Standards)

In addition to these Standards, BCHS will also be seeking accreditation in

- Home and Community Care (21 Standards)
- Alcohol, Tobacco and Other Drugs (17 Standards)

In conjunction with the Department of Human Services, BCHS undertook self analysis during 2008 of our Child and Family Services programs. The identified gaps in service planning/documentation were developed into a Work Plan. This Work Plan will also be reported against during the QICSA Review.

The QICSA accreditation process involves:

- A documented organisational self assessment against QICSA industry standards, which relate to practice. The self assessment will need to involve staff, consumer and stakeholder feedback;
- An internal analysis of gaps in documentation, systems and processes;
- Action planning and improvement work such as identifying staff training requirements at all levels; policy, procedure, systems and practice improvements;
- External assessment against QICSA requirements at the end of August 2009, by a team of external reviews.



A Quality Reference Group has been brought into fruition to provide support under the leadership of the Executive Sponsors.

For further information, contacts or resources, contact Deborah Mellor, Quality Worker, Planning, Quality & Development Team deborahmellor@bchs.com.au or 5434 4360.