

Quality Standards and Resources

If you are a government agency or other funding entity, our experienced team will develop quality standards and other resources for your sector, service or program, at the same time ensuring relevance, compatibility with your quality systems and jurisdiction, and attention to streamlined compliance.

We also partner with specialised suppliers to bring you time saving assessment tools such as electronic dashboard reporting.

Selected Quality Resources Developed by QMS

*Accreditation Guidelines for NSW Sexual Health Services
NSW Problem Gambling Treatment Services Standards
Women's Health Centre Standards (NSW)
SA Psychosocial Rehabilitation Support Service Standards
Lifeline Australia National Service Standards*

Quality Professional Development

Our courses will build an understanding of quality in your work environment and enhance your career at whatever level you work.

Introductory

Attend our FREE presentations on 'Improving Quality Outcomes with QMS' to learn about quality improvement processes, standards interpretation and the development of quality systems.

QIC courses

Attend our QIC program courses and become a QMS reviewer. In this role you will enhance quality awareness across the sector while enriching your own knowledge and experience.

"I see myself as being formed by the reviewed organisation as well as forming it through recommendations for improvement. As I move between organisations I can help seed ideas through the review process."

Kristin Dawson, QMS course alumnus and qualified QMS reviewer.

Special courses

We also provide courses in HACCC National Service Standards appraisal, SA Service Excellency Program validation, and courses tailored to the implementation of quality standards developed by QMS.



www.qms.org.au

Contact a QMS consultant to discuss your quality requirements and to receive our newsletter Quality Bound.

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QMS is accredited by the International Society for Quality in Health Care Inc

"The QMS team worked hard, conducted meetings with staff, management, executive members and stakeholders without bias, and were thorough, thoughtful and competent in their task."

Owen Brannigan, manager policy planning and quality, area drug and alcohol services, NSW Health Northern Sydney Central Coast.



Helping Health and Community Services Achieve Quality Outcomes



"We have been very happy with QMS. They use reviewers with experience and they spend time establishing relationships. I also liked the fact that the QMS contract is all up front, you know what you're signing up for and the expectations are clear on both sides."

Scott Wilson, CEO, SA Aboriginal Drug and Alcohol Council

At Your Service Coast to Coast

QMS is an established, nationwide, independent, not-for-profit provider of quality services. We offer a uniquely skilled, collaborative and supportive approach to helping health and community services sustain quality outcomes for their clients, their communities and their staff.

Service providers

We can help you whether you are

- A single or multi service provider
- Operate from one or more sites
- Are not-for-profit, public, local government or private.

Size is no obstacle – whether your workforce numbers two or two thousand, we have the expertise you need.

Government agencies and other funding entities

We can help you achieve a common standard of quality among the non-government organisations you fund and/or among the centres that deliver your services directly. Clients include NSW Health, the NSW Department of Community Services, the NSW Responsible Gambling Fund, the SA Department of Health, the SA Department of Families and Communities and the Tasmanian Department of Health and Human Services.

Make a Choice

Chose from our services in quality organisations and services, streamlined compliance and accreditation, quality standards and resources, and quality professional development.

“(The QIC accreditation review) has been a very useful process. In-depth and thorough, (it) has encouraged a long-lasting focus on improving and maintaining quality standards in everything we do.”

Participant in the NSW Health Quality Improvement Program for Non-Government Organisations.

Quality Organisations and Services

Ensure continuous improvement in the quality of everything you do – your governance and administration, your services and program delivery, and your external relationships – by participating in the Quality Improvement Council (QIC) Standards and Accreditation Program. Focussing on staff and client involvement, the program is based on a continuous cycle of internal and external reviews against standards (modules) developed and regularly refined by QIC, a nationally recognised, independent body specialising in health and community standards and accreditation for which QMS is a licensed provider.

Pathways

You can participate in the program via a choice of pathways.

QIC accreditation

Complete the review cycle and receive QIC accreditation, renewable every three years. A shining achievement that will bring credit to your staff and affirm your quality in the eyes of your clients, stakeholders and funders.

Service Development Certification

Delivers all the benefits of the review cycle without the pressure of meeting the QIC criteria for accreditation. A good choice if this is your first time with the program. Completion is rewarded with a QMS Certificate of Quality with the option to continue towards full accreditation.

Incremental Review

Undertake the review cycle in stages planned with you at the outset. A boon if you need time to bring your systems up to speed.

Small Organisation Review Model

Use the SOR model if you have very few full-time equivalent staff and/or volunteers, typically seven or less. Successful completion is still rewarded with QIC accreditation or QMS service development certification.

Self assessments

Assess your capabilities before you participate in the program. Choose between a Developmental Audit to identify your strengths and weaknesses and develop a plan for your future sustainability; a Self Assessment Questionnaire to snapshot your capabilities; or a Quality Quiz to rate your capabilities against indicators.

Streamlined Compliance and Accreditation

Like many providers of health and community services, you are probably required to comply with standards prescribed by governments relating to the services and programs you deliver. We partner with government agencies to negotiate streamlined solutions to the burden of multiple compliance that align with your QIC accreditation and save you time, resources and paperwork.

Streamlined Compliance and Accreditation

Integration

A provider of problem gambling treatment services (PGTS) in NSW has to comply with the NSW PGTS standards. The standards have been integrated into the QIC modules, enabling the provider's compliance and accreditation to take place using the same review process.

Equivalence

A provider of mental health services has to comply with the National Standards for Mental Health Services (NSMNS). The provider meets the requirements set down in the QIC module for mental health, which is deemed equivalent to complying with the NSMHS.

Concurrence

A provider of home and community care has to comply with the HACC National Service Standards. While being appraised for compliance, the provider is also reviewed for their QIC accreditation, using an innovative concurrent process developed by QMS.

