



Thinking about how to manage your quality systems and get the best outcome for your clients and staff?

Contact QMS for a personalised assessment of your needs and we will tailor a quality solution that will:

- ✓ Focus on clients
- ✓ Support management goals
- ✓ Match your resources
- ✓ Fit your organisational culture
- ✓ Manage multiple demands for accountability and compliance

"It was an extremely powerful process for all involved with Gugan Galwan...I would like to strongly urge any organisation that is required to undertake the Quality Management process to engage the services of QMS. Well done, thanks for the experience"

Kim Davidson, Director, Gugan Gulwan Youth Aboriginal Corporation.

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



Quality Management Services

Quality Excellence and Accreditation for Health and Community Services



"We found the QMS team very easy to work with. They were flexible in every way, graciously working within our time limitations. The team were experienced, knowledgeable and up to date with activities across the sector."

Tracy Wilkinson, Operations Manager, Orange AMS



Quality Management Services

Building Excellence Nationally

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

Our services are:

• Holistic

Our quality processes focus on the whole of your organisation with an emphasis on quality outcomes for clients.

• Flexible

QMS understands that your organisation has unique requirements. QMS works in a collaborative manner that supports your needs. QMS is experienced in providing support to a variety of service types and delivery models.

• Trusted

QMS has been entrusted with the development of accreditation guidelines, service standards and resources by a variety of services within the health and community sector.

• Experienced

QMS has been involved in the health and community sector for over 20 years. QMS has designed quality frameworks and developed standards. Our trainers and reviewers are handpicked for their experience and sector knowledge ensuring that they know your business.

• Respectful

QMS understands the unique nature and circumstances of every organisation. Our staff and reviewers strive to be open and supportive of an organisation's specific needs.

• Competitive

QMS is not-for-profit ensuring that our products are competitively priced.



Quality Organisations and Services

There are a range of approaches that Quality Management Services (QMS) uses to promote an embedded Quality Improvement (QI) culture within organisations leading to improved service delivery and client outcomes. Each of these approaches has been developed in response to the individual needs and capacity of organisations within the sector.

QMS considers that quality is the result of a way of working rather than a single event or set of events.

"The Draft Review Report was concise, readable and descriptive and reflected the organisation's key achievements and areas for development well"

Betty Green , Liverpool Women's Health Centre

Pathways to Excellence

QMS recognises that there are many paths to excellence and will work with your organisation to identify the most appropriate pathway for you.

This will be determined by your size (by staff and geographical spread), previous quality improvement experience, capacity to devote the required staff and resources to each stage of your pathway, and the types of programs and services you provide.

Each pathway supports the assessment of organisational performance against a variety of quality indicators. While each pathway is different, the four key features that form the basis of these pathways are:

- internal review, supporting organisational reflection and self-assessment
- external evaluation
- feedback and validation
- taking action to address areas for improvement

The cyclic nature of many of the pathways also reflects the fact that they are underpinned by continuous quality improvement (CQI).

