



# Standards & Performance Pathways

Your complete quality and compliance solution

# Discover Standards & Performance Pathways

Standards & Performance Pathways (SPP) is used by over 1700 community, health and human service providers to manage quality, compliance, reporting, risk and continuous improvement in the one place.

SPP sets the standard for compliance management, providing interactive self-assessments for all of the leading health and human services standards, as well as hundreds of best practice policy templates, pro formas, evidence guides and other resources.

Organisations can **save up to 80%** of the time they would otherwise spend on quality improvement and compliance reporting.

# A suite of features



Standards are translated into a series of **easy-to-follow assessments**



Self-assess against all major Australian **health and human service quality standards**



Upload your evidence to the **document library**



Track actions, improvements and risks through interactive **CQI** and **risk registers**



Automatically generate a list of identified gaps and a **quality improvement plan**



Access hundreds of **templates, sample policies and resources** in the Reading Room



Grant special access to **auditors and reviewers** so they can conduct desk audits and verify evidence for accreditation.

# Access a wealth of resources

**Hundreds of templates and resources across key themes such as:**

- ✓ Aged care
- ✓ Disability services
- ✓ Governance and management
- ✓ Human resources
- ✓ Risk and compliance management
- ✓ Service user care and support
- ✓ Incidents, feedback and complaints
- ✓ Continuous quality improvement
- ✓ Child safe practices
- ✓ Board performance

# Multi-Service Accounts (MSAs)

Many of our users have set up Multi-Service Accounts (MSAs) to manage multiple streams and locations from one central account.

From your Corporate Account, you can centrally assess and monitor each service's performance, download aggregated data into Excel and track trend improvements over time.

MSAs are a great option for providers with multiple facilities or service areas. They support quality, risk and compliance management at both the service level and the broader organisational level.



# Testimonials

"Thanks team, I just wanted to pass on the compliments we received from the NDIS auditors. We gave them access to SPP to audit our documents and they were amazed and thrilled with the platform. It made their job so easy. We've been using SPP now for six years, and we are very happy with it."

"I'd just like to say that working with you guys has been nothing short of excellent. Your professionalism, the quality of your product and your amazing customer service have been so completely refreshing!"

## For more information:

Visit [spp.ngoservicesonline.com.au](http://spp.ngoservicesonline.com.au)

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