Standards & Performance Pathways Newsletter

Thank you!

We'd just like to recognise the hugely important services you provide to our community and say "Thank you" for everything you do for your clients, participants and consumers.

Our goal is to support your mission. We want to help you save time and resources, and streamline your compliance and quality management work so that you can dedicate more time and resources to helping those in need.

It's hard to stay on top of new and changing standards requirements. In case you've missed any of our recent updates over the last few months, this newsletter summarises recent key developments, which will be particularly relevant to services in the following sectors:

- Aged care
- Disability services
- Early childhood education
- Home care
- Services under the Human Service Quality Framework in Qld
- Primary and community health services
- Sexual violence services
- Services who give clients financial advice
- …and others!

Read on to find out more.

SPP
STANDARDS & PERFORMANCE PATHWAYS

New and updated Standards

We've added a whole range of new Standards, as well as updated a number of others. Click on the images below to learn more.

NDIS Practice Standards

Updated to incorporate all of the new November 2021 changes, plus we've built a stand-alone module for those who want to track every NDIS requirement separately from other standards, and make qualitative comments.

Australian Community Industry Standards 4.0

New self-assessment to address the new version of the Standards that supersedes ACIS (2018).

RACGP (5th edition)

Updated for latest infection control and emergency and disaster management procedures.

Aged Care Facilities COVID-19 modules

Updated to reflect Department of Health's amendments.

Human Services Quality Standards (HSQS) Common Requirements (V8.0)

Updated to reflect new version of the Standards.

ACNC External Conduct Standards

New Standards added that apply to charities who conduct activities overseas.

National Catholic Safeguarding Standards 2nd Edition

New self-assessment to reflect the 2nd Edition of the Standards, which now also promote the safety of adults at risk, as well as children.

National Safety and Quality Primary and Community Healthcare Standards

New Standard based on NSQHS, for services that deliver care in a primary and/or community setting.

Better Care Better Services Standards (WA)

New stand-alone self-assessment for these Standards.

National Standards for Disability Services Unmapped

New stand-alone self-assessment developed in response to requests from providers.

QIC Health and Community Service Standards 7th Ed. V1.1

Updated to address new requirements around infection prevention and control, approach to consumer outcomes, and incident and risk management.

ACECQA National Quality Standards - Unmapped

We've added the two Approved Learning Frameworks – "Belonging, Being and Becoming" and "My Time, Our Place".

Financial Counselling Australia Agency Practice Standards

New stand-alone self-assessment developed in response to requests from providers.

WHS Performance Standards for Self-Insured Employers in South Australia

New stand-alone self-assessment developed in response to requests from providers.

NSQHS Standards (2nd edition)

New unmapped version of these Standards for providers who want to focus solely on NSQHS.

NASASV's Standards for Practice Against Sexual Violence

Seven new self-assessments, one for each Standard, to address NASASV's National Standards.

Standards pipeline

We're currently working on a number of new Standards, and closely monitoring a number of others for updates.

ORIC's Healthy Corporation's checklist

In response to requests from providers, we are building a self-assessment for these Standards.

ISO 45001: 2018 - Occupational Health and Safety Management Systems

In response to requests from providers, we are building an unmapped self-assessment for ISO45001.

Resources and Templates

We have hundreds of policy templates, information sheets and good practice guides in our **Reading Room**, designed to help you quickly put in place policies and procedures that reflect your organisation's approach to how you deliver services.

Search by topic - for example "Child safe", "risk", or "emergency". Or for a number of standards, you can also search by standard – for example "ASES1.1", "HSS2" or "NDIS1.3".

Take a look at this guide for more information on the ways you can search.

'Stay up-to-speed on sector developments through our regular blog posts'

Recent blog posts

Here's a selection of recent posts addressing some topical issues:

GENERAL

NASASV's National Standards now live in SPP

9th May 2022

The Third Edition of NASASV's National Standards were developed throughout 2020-21. Self-assessments for the Standards are now live in SPP.

GENERAL

Lessons from the pandemic: how Standards have evolved

2nd March 2022

A number of Standards have been updated in response to Covid-19, we summarise the core themes that have emerged across the different major Standards.

DISABILITY

Conducting NDIS Practice Reviews

16th February 2022

The NDIS Commission recommends that all providers undertake Practice Reviews as part of the continuous improvement process.

GENERAL

2021 – that's a wrap!

20th December 2021

It's been a big year for the care and support sector – read our 2021 wrap-up blog post to reflect on all we have covered together this year.

GENERAL

The new National Safety and Quality Primary and Community Healthcare Standards

26th November 2021

A new nationally consistent, consumer-centred set of safety and quality standards. Find out if these standards are for you.

Multi-Service Accounts (MSAs) - recent examples of how they can help

The Multi-Service Account (MSA) is an enterprise version of SPP.

MSA's allow you to centrally monitor quality, risk and standards compliance at each outlet or service delivery level.
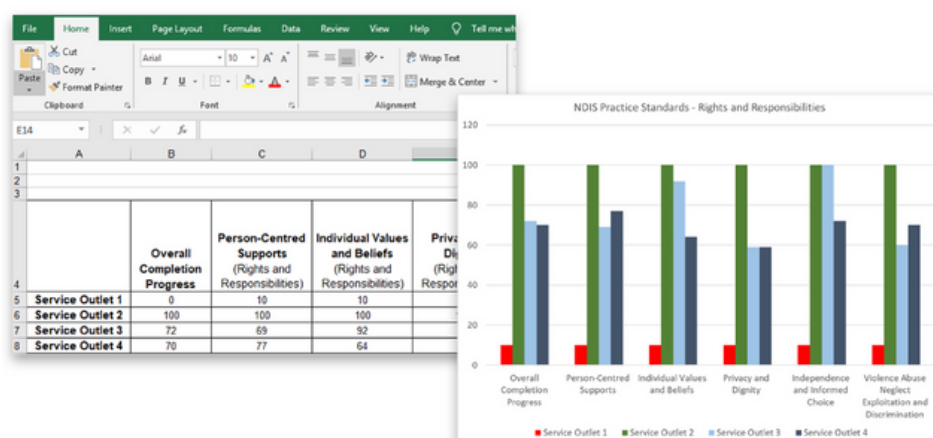
We've worked closely with a number of providers to tailor compliance and risk management solutions which better meet their specific needs.

Examples of tailored solutions include:

- **Tailored portal** – bespoke version of SPP with featured relevant standards, organisation-specific modules (eg for internal audit or "first line of defence") and access to internal resources.

- **Aggregated Reporting** – monitor compliance across multiple sites by generating an aggregated report which captures detailed question-level data (including commentary) for each site.

- **Tailored NDIS modules**– helping providers to capture both corporate level and service level compliance.

- **ACQS internal site review modules** – we've worked closely with a large aged care provider who wished to focus on areas of non-conformance.

We're always happy to discuss how SPP can be tailored to your organisation's needs. Just let us know what you are trying to achieve, and we'll see if we can help.

'Streamline management by monitoring multiple services within one account'