

## Policy Mapping – H&CSS

### Health & Community Service Standards - 6th Edition Provided by the Quality Improvement Council (QIC)

<b>Section 1 Building quality organisations</b>	
<p><b>1.1 Governance</b></p> <p>The organisation's governance structure builds a collective sense of purpose and direction that enable the organisation's mission, values, goals and service priorities to be identified and met</p>	<ul style="list-style-type: none"> <li>• Governance &amp; Management Policy</li> <li>• Feedback &amp; Complaints Policy</li> </ul>
<p><b>1.2 Management</b></p> <p>The organisation has effective and responsive management systems to enable and coordinate performance of the organisation's mission, values, goals and service priorities.</p>	<ul style="list-style-type: none"> <li>• Governance and Management Policy</li> <li>• Feedback &amp; Complaints Policy</li> <li>• Policy Development &amp; Review Policy</li> </ul>
<p><b>1.3 Human Resources</b></p> <p>Human resources are managed to create an effective and competent service.</p>	<ul style="list-style-type: none"> <li>• Human Resources Policy</li> <li>• Feedback &amp; Complaints Policy</li> </ul>
<p><b>1.4 Physical resources</b></p> <p>The organisation's physical resources are managed to ensure an effective, safe and efficient service.</p>	<ul style="list-style-type: none"> <li>• Facilities and Equipment Policy</li> <li>• Environmental Sustainability Policy</li> </ul>
<p><b>1.5 Financial Management</b></p> <p>The organisation's financial management reflects its goals and supports an efficient and sustainable service.</p>	<ul style="list-style-type: none"> <li>• Financial Management Policy</li> </ul>
<p><b>1.6 Knowledge Management</b></p> <p>Knowledge (including research and the collection, storage and sharing of information) is managed in a systematic, ethical and secure way, and the organisation uses it to inform service review and development.</p>	<ul style="list-style-type: none"> <li>• Information management Policy</li> <li>• Communications Policy</li> <li>• Program Evaluation Policy</li> <li>• Personal Records Policy</li> <li>• Privacy &amp; Confidentiality</li> </ul>

<p>1.7 Risk Assessment &amp; Management</p> <p>The organisation identifies, assesses and manages risks to ensure continuous, safe, responsive and efficient services.</p>	<ul style="list-style-type: none"> <li>• Risk Management Policy</li> <li>• Infection Control Policy</li> <li>• WHS Policy</li> <li>• Emergency &amp; Critical Incident Policy</li> </ul>
<p>1.8 Legal and regulatory compliance</p> <p>The organisation ensures compliance with all relevant laws and regulations.</p>	<ul style="list-style-type: none"> <li>• Legal and regulatory Policy</li> <li>• Personal Records Policy</li> </ul>
<p>1.9 Safety and Quality integration</p> <p>Safety and quality systems are integrated and are managed systematically with clear lines of accountability to ensure continuously improving performance.</p>	<ul style="list-style-type: none"> <li>• WHS Policy</li> <li>• Quality Improvement Policy</li> </ul>
<p><b>Section 2 Providing quality services and programs</b></p>	
<p>2.1 Assessing and planning</p> <p>Assessment and planning are undertaken at individual and community levels to ensure services and programs are responsive to identified needs.</p>	<ul style="list-style-type: none"> <li>• Project Planning Policy</li> <li>• Personal Records Policy</li> <li>• Service Entry Policy</li> <li>• Strategic &amp; Operational Planning</li> <li>• Service Coordination</li> </ul>
<p>2.2 Focusing on positive outcomes</p> <p>Services and programs are provided in an effective, safe and responsive way to ensure positive outcomes for consumers and communities.</p>	<ul style="list-style-type: none"> <li>• Medication Policy</li> <li>• Health and Medical Policy</li> <li>• Advocacy Policy</li> <li>• Duty of Care &amp; Dignity of Risk</li> <li>• Valued Status Policy</li> <li>• Participation Policy</li> <li>• Individual Supports Policy</li> <li>• Family &amp; Carers Policy</li> <li>• Service Exit &amp; Re-Entry Policy</li> <li>• Service Entry Policy</li> <li>• Service Coordination</li> </ul>
<p>2.3 Ensuring cultural safety and appropriateness</p> <p>Services and programs are provided in a culturally safe and appropriate manner.</p>	<ul style="list-style-type: none"> <li>• Diversity Policy</li> <li>• Participation Policy</li> </ul>
<p>2.4 Confirming consumer rights</p> <p>Services and programs are provided in a way that strengthens the rights of consumers, empowers them and is ethical.</p>	<ul style="list-style-type: none"> <li>• Individual Supports Policy</li> <li>• Advocacy Policy</li> <li>• Health and Medical Policy</li> <li>• Duty of Care &amp; Dignity of Risk</li> <li>• Participation Policy</li> <li>• Informed Decision Making Policy</li> </ul>

	<ul style="list-style-type: none"> <li>• Abuse &amp; Neglect Policy</li> </ul>
<p>2.5 Coordinating services and programs</p> <p>Services and programs within the organisation are coordinated.</p>	<ul style="list-style-type: none"> <li>• Integration Policy</li> <li>• Service Coordination Policy</li> </ul>
<p><b><u>Section 3 Sustaining quality external relationships</u></b></p>	
<p>3.1 Service agreements and partnerships</p> <p>The organisation enters into formal service agreements and other less formal partnerships to ensure a continuous and sustainable service.</p>	<ul style="list-style-type: none"> <li>• Integration Policy</li> </ul>
<p>3.2 Collaboration and strategic positioning</p> <p>The organisation collaborates with other organisations and positions itself strategically within the wider service system.</p>	<ul style="list-style-type: none"> <li>• Integration Policy</li> <li>• Strategic &amp; Operational Planning</li> </ul>
<p>3.3 Incorporation and contribution to good practice</p> <p>The organisation demonstrates that it has incorporated and contributes to currently-accepted good practice in its field.</p>	<ul style="list-style-type: none"> <li>• Program Evaluation Policy</li> <li>• Research &amp; Development</li> </ul>
<p>3.4 Community and professional capacity building</p> <p>The organisation works to build the capacity of the community it serves and the professional community to which it belongs.</p>	<ul style="list-style-type: none"> <li>• Promotion &amp; Prevention</li> <li>• Professional &amp; Personal Development</li> </ul>