

# QIC Health and Community Services Standards (7th Edition)

## 1. Governance

1	Related HL Dimensions
1.1 Strategy and Planning	1.7, 5.2, 5.3, 6.1
1.2 Organisational Accountability	6.3
1.3 Service agreements and partnerships	1.4
1.4 Collaboration an strategic positioning	3.1, 6.8, 6.9
1.5 Financial Management	
1.6 Risk Management	4.2
1.8 Quality Management	2.1, 5.2, 6.6
1.9 Feedback Management	1.5, 1.6, 1.7, 5.2, 6.4

## 2. Management Systems

2	Related HL Dimensions
2.1 Management Systems	2.1, 2.2, 2.7, 5.2
2.2 Human Resources	1.7, 2.1, 5.2
2.3 Information Management	1.4, 2.2, 5.2
2.4 Knowledge Management	2.2, 3.1, 3.4, 5.2, 6.8, 6.9
2.5 Assets and physical resources	
2.6 Work health and safety	

## 3. Consumer and Community Engagement

3	Related HL Dimensions:
3.1 Community needs assessment and planning	1.5, 1.7, 3.5, 3.6
3.2 Consumer and Community Involvement	1.5, 1.6, 1.7, 2.7, 3.1, 3.4, 3.6, 3.7, 4.5, 6.4, 6.8, 6.9
3.3 Community and professional capacity building	3.1, 3.4, 6.8, 6.9

## 4. Diversity and cultural appropriateness

4	Related HL Dimensions:
4.1 Ensuring diversity and cultural appropriateness	1.5, 1.7, 2.1, 2.7, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7, 5.1, 5.3, 6.8, 6.9

## 5. Service delivery

5	Related HL Dimensions:
5.1 Service and program management, coordination and evaluation	1.1, 1.2, 2.1, 4.5, 5.1, 5.2, 5.3
5.2 Focusing on positive outcomes	1.1, 1.2, 1.3, 2.1, 2.2, 2.3, 3.2, 4.1, 4.2, 4.3, 4.4, 4.5, 5.1, 5.2, 5.3