

# ACIA Quality Portal

Your complete quality and compliance solution



# Discover the ACIA Quality Portal

The ACIA Quality Portal is a tailored version of Standards & Performance Pathways (SPP), Australia's leading online solution used by over 1500 NGOs for their accreditation, standards compliance and continuous quality improvement.

The Quality Portal includes access to self-assessments for all of the main Australian health and community service standards, including ACIS 4.0 and the NDIS Practice Standards.

Organisations that use the Quality Portal can save up to 80% of time spent on quality standards and compliance reporting. Promote a culture of quality management and improvement that involves all team members in your organisation.





## Easy to follow online self-assessments

Standards are translated into a series of easy-to-follow modules, with a suite of templates and resources to guide you through the requirements.



## Australian Community Industry Standard (ACIS 4.0)

Track your compliance with ACIS 4.0 and immediately identify gaps where further work is required.



## Manage and link evidence

Manage all of your quality and compliance documents in one place – and attach them as evidence to demonstrate compliance.



## Following multiple Standards?

Choose our cross-mapped assessments to address common requirements (such as the NDIS Practice Standards) and save time. Or just focus in detail on ACIS 4.0 alone.



## Create quality improvement plans

The Portal's "Action Plan" pulls together all of your outstanding tasks to achieve compliance. Assign tasks and due dates to team members.



# Templates and resources

Download a wealth of policy templates and information sheets in the Reading Room, including resources on the following topics:

The grid contains the following thumbnails:

- Top Left:** BNG logo, "Board or management committee: Good practice - governance and management".
- Top Middle:** "Governing Body or Management Committee: Meeting Template".
- Top Right:** "Client risk assessment" form with fields for client name, phone number, file no, and date of birth.
- Middle Left:** "Worker Screening policy" template with a table for policy code and number.
- Middle Middle:** "Regulated restrictive practices for children and young people" blog post featuring a photo of a woman and a child in a wheelchair.
- Middle Right:** "Incident Management - the key elements for best practice" with a photo of colorful umbrellas.
- Bottom Left:** "NDIS Practice Standards Module 1: High intensity daily personal activities" information sheet.
- Bottom Middle:** "Conflict of Interest (NDIS Providers)" template with a table for policy code and number.
- Bottom Right:** "Standards & Performance Pathways Newsletter" with a red banner and a photo of people.

- ✓ Governance and Management
- ✓ Risk Management
- ✓ Incident Management
- ✓ Human Resources
- ✓ Clinical Governance
- ✓ Supported Decision Making
- ✓ Client Risk Assessment
- ✓ Conflict of Interest





# Risk registers and planners

Use our templates for ongoing reporting or build your own bespoke registers for risk, complaints, incidents, quality improvement and more.



# Ready for reviewers

Generate compliance reports with linked evidence which you can package for reviewers and make available online or offline.



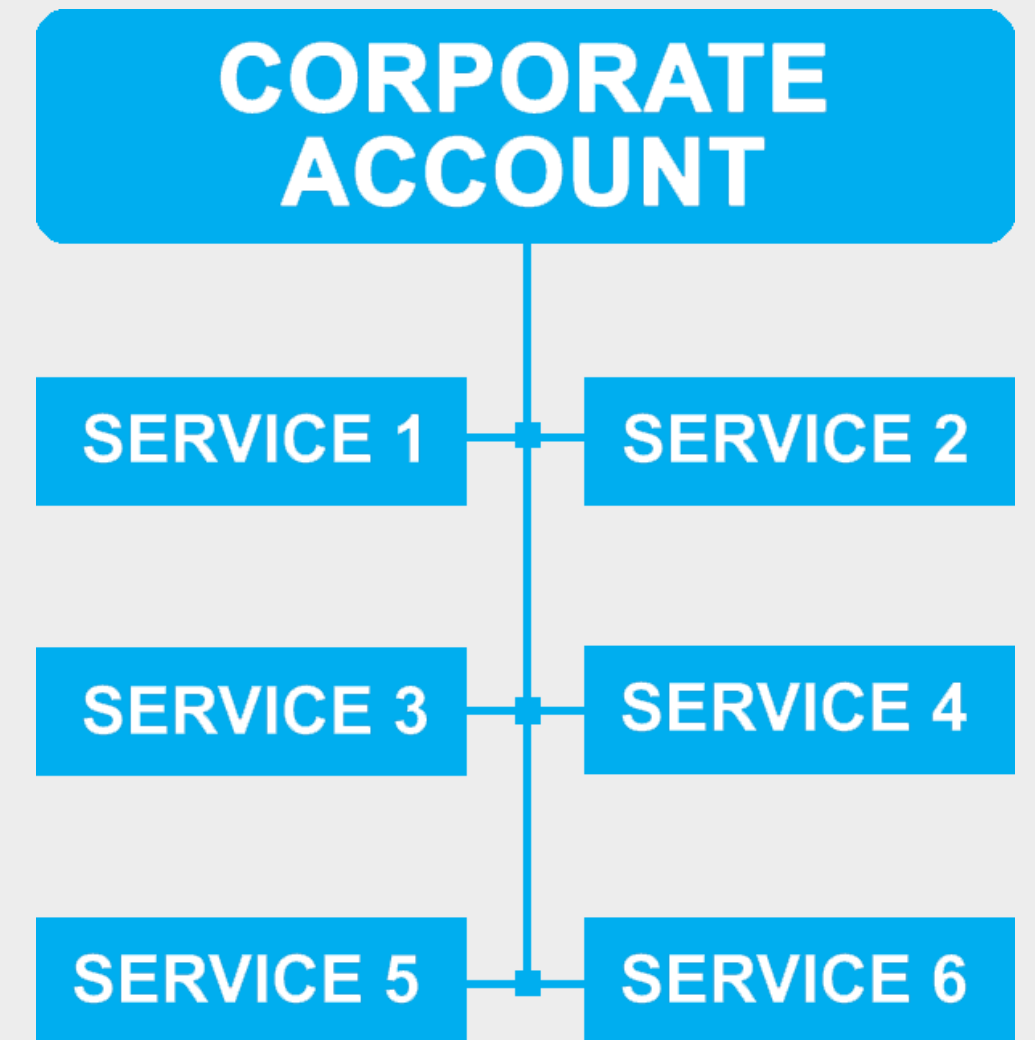


# Multi-Service Accounts (MSAs)

Many of our users who have multiple service streams or locations have set up a Multi-Service Account (MSA) on SPP.

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 way for providers with multiple facilities or different service streams to manage quality, risk and compliance at the management level of each service.





# 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 <https://spp.ngoservicesonline.com.au/portal/acia>

Contact us at [team@bngonline.com.au](mailto:team@bngonline.com.au)

Speak to our team on **02 9569 1704**

