

Standards & Performance Pathways MHCC Quality Portal

The system you need to manage quality, risk and compliance.

The Mental Health Coordinating Council NSW has teamed up with BNG Online to deliver a tailored version of Standards & Performance Pathways (SPP), Australia's leading online solution for accreditation, standards compliance and quality management, as well as for managing risk and performance.

The MHCC Quality Portal includes **over 40 sets of community services and health standards**, including the National Standards for Mental Health and the National Standards for Disability Services.

The MHCC Quality Portal helps you promote a culture of quality management and improvement that involves all team members in your organisation.

The screenshot shows an assessment titled 'Assessment: Governance Foundations' which is 'Underway' at 63% completion. It features two questions: 'Does the organisation operate its governance in accordance with its legal framework?' (with 'Yes' selected) and 'Are policies and procedures in place that describe the governing body's responsibilities and processes?' (with 'No' selected). An 'Action Needed' section lists tasks like 'Develop and implement governance policies and procedures' and provides links to policy templates for 'Governing Body Meetings', 'Board role and responsibilities', and 'Policy Governance'.

Key features



Easy-to-follow online assessments

Standards are translated into a series of easy-to-follow assessments. As you answer the questions, SPP identifies any further tasks that are needed to achieve compliance.



Standards are cross-mapped

Your assessment results are shared across standards where there is a match. If you do assessments on 'Governance', for example, they automatically carry across to governance standards in other sets of standards.



Document Library

Upload your evidence documents as you go through assessments (or link to evidence you've already uploaded). Documents are easy to manage and update from the service's library.



Automatic Action Plan

Need a plan that pulls together all the work required to achieve compliance? SPP automatically generates an action plan to view online or download as a spreadsheet.



Download templates and guides

Access over 200 good practice policy templates, pro formas, and guides covering all aspects of running your organisation. Simply browse/search, download and customise for your service.



Great workflow management tools

Productivity tools that help manage and complete actions: add staff/team members as users, assign them actions, and set weekly reminder emails so nothing slips through the net.



Track your progress

Graphs show your service's progress against a particular standard and how it compares to industry benchmarks. A great tool for reporting to boards or stakeholders.



Ready for accreditors/reviewers

Grant special read-only access to accreditors, reviewers and auditors so they can conduct desk audits, complete on-site assessments and verify evidence for accreditation.

15% Discount to MHCC Members

Take a free two-week trial: spp.ngoservicesonline.com.au/portal/mhcc