mhcc Quality Portal

The smarter, faster way to standards compliance and quality management

The mhcc Quality Portal is a tailored version of Standards & Performance Pathways (SPP), Australia's leading online solution used by over 1,500 community service and healthcare providers for accreditation, standards compliance, and continuous quality management, as well as for managing risk and performance.

Whether you are currently accredited, thinking about transitioning into the NDIS, or wish to self-assess now for standards requirements in the future, the mhcc Quality Portal will help you quickly understand what's needed.

The mhcc Quality Portal also provides comprehensive ongoing compliance and quality improvement support.

Decision Making and Choice — Underway 79%

✓ Does the organisation provide each service user with accessible information about their rights, entitlements and obligations?
- ◉ Yes
- ○ No

⚠ Does the organisation have documented processes for maximising the participation of service users in decision making at individual and service levels?
- ○ Yes
- ◉ No

Action Needed
Ensure that documented processes maximise client participation in decision making.
Policy: Client Participation and Social Inclusion
Policy: Supported Decision-Making

Key features

Easy-to-follow online assessments
Standards are translated into a series of easy-to-follow assessments. Any further tasks that are required to achieve compliance are identified.

Quality & Safeguarding Framework
Self-assess against the requirements of the NDIS Practice Standards, Code of Conduct, Incident Management and Reportable Incidents, and Complaints Management and Resolution.

Document Library
Manage all of your quality and compliance documents in the one place - and link them to your self-assessments as evidence of your compliance.

Gap Analysis
Assessments are cross-mapped, so you can identify gaps between different standards, for example NDIS and National Mental Health.

Hundreds of bespoke resources
Download a wealth of good practice guides and policy templates in the Reading Room, to cover all aspects of running your organisation.

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.

Risk registers and planners
Use or adapt one of our many register templates - for instance Risk or Complaints Management, Continuous Improvement, Internal Audit or WHS - or build your own from scratch.

Ready for reviewers
Generate self-assessment reports with linked evidence, which you can package for reviewers and make available online or offline.

Take a free two-week trial and find out about pricing:
spp.ngoservicesonline.com.au/portal/mhcc

SPP — STANDARDS AND PERFORMANCE PATHWAYS

mhcc — mental health coordinating council

mhcc Quality Portal

Reading Room

Access hundreds of policy templates, good practice guides and information sheets for all aspects of running your organisation.

[policy code or number] — Supported Decision-Making

[policy code or number] — Workplace Health and Safety

[policy code or number] — Incident Management and Procedures

[Insert organisation name] is committed to ensuring that incidents which occur in relation to the provision of services are managed consistently and effectively, and that workers can identify, manage, report and resolve incidents.

The organisation collects and reviews data on incidents in order to inform improvement activities.

[Insert organisation name] regularly reviews its incident management system and processes to ensure that they are:
- Appropriate to the size of the organisation and the classes of supports it provides
- Well documented
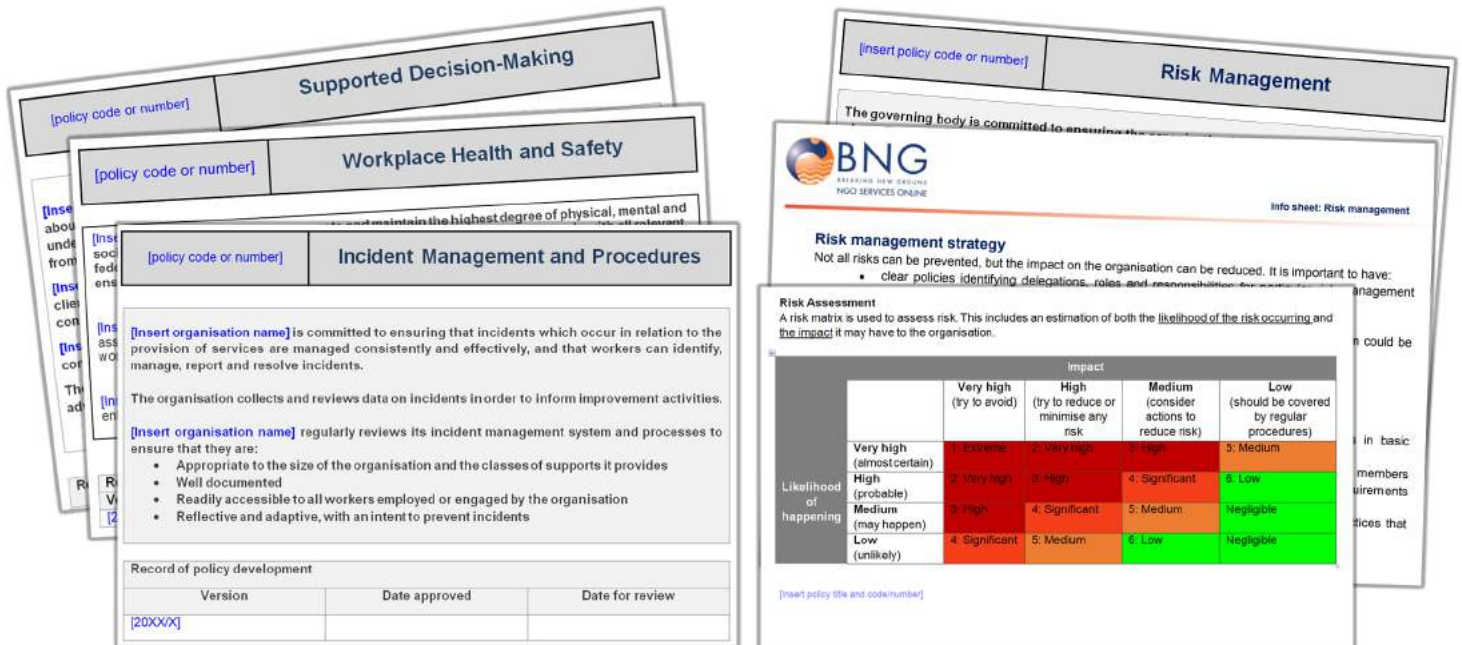- Readily accessible to all workers employed or engaged by the organisation
- Reflective and adaptive, with an intent to prevent incidents

Record of policy development

Version	Date approved	Date for review
[20XX/X]		

[insert policy code or number] — Risk Management

The governing body is committed to ensuring the

BNG — NGO SERVICES ONLINE

Info sheet: Risk management

Risk management strategy
Not all risks can be prevented, but the impact on the organisation can be reduced. It is important to have:
- clear policies identifying delegations, roles and responsibilities

Risk Assessment
A risk matrix is used to assess risk. This includes an estimation of both the likelihood of the risk occurring and the impact it may have to the organisation.

		Impact			
		Very high (try to avoid)	High (try to reduce or minimise any risk)	Medium (consider actions to reduce risk)	Low (should be covered by regular procedures)
Likelihood of happening	Very high (almost certain)	1: Extreme	2: Very high	3: High	5: Medium
	High (probable)	2: Very high	3: High	4: Significant	6: Low
	Medium (may happen)	3: High	4: Significant	5: Medium	Negligible
	Low (unlikely)	4: Significant	5: Medium	6: Low	Negligible

[Insert policy title and code/number]

Risk Registers and Planners

Create and maintain registers or planners for key organisation oversight (Risk Register, Complaints Register, Continuous Improvement Plan, Internal Audit, WHS, etc).

✓ Assign tasks to team members ✓ Automatic email notifications ✓ Link documents

Organisational Risk Register

Risk & Compliance Registers   Organisational Risk Register

⤓ DOWNLOAD 🖨

	Risk Description	Risk Category	Likelihood	Impact of Occurrence	Risk Rating	Timing	Documents	Assigned To / Due Date
✛	Workplace harassment	HR	Possible (3)	Moderate (3)	Moderate (6)	Quarterly review		Unassigned
✛	Adverse publicity	Reputation	Likely (4)	Moderate (3)	Significant (7)	2020	- Risk Mgmt Policy ✕	Unassigned 30/01/2020

For more information visit:
http://spp.ngoservicesonline.com.au/portal/mhcc

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