

DHS Quality Portal

Streamlining your compliance



Discover the DHS Quality Portal

The DHS Quality Portal has been tailored to support providers to work through standards and quality accreditation, link evidence to the standards and track compliance.

Hosting hundreds of resources, best practice policy templates, pro formas, evidence guides and interactive self-assessments, the Quality Portal sets the standard for compliance management.

Providers who use the Quality Portal **save up to 80%** of the time they spent on quality improvement and compliance reporting.



**Easy-to-follow
online
assessments**



**Australian
Service
Excellence
Standards**



**Create CQI
Plans**



**Standards
are cross-
mapped**



**Hundreds of
bespoke
resources**



**Ready for
reviewers**

Read on to find out more!

'A suite of features to guide you through the compliance process'



Easy-to-follow online assessments



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

Quality and Accreditation Standards



Self-assess against the Australian Service Excellence Standards as well as more than 70 different community service and health service standards.

Manage and link evidence



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

Standards are cross-mapped



Assessments are cross-mapped, so you can address common requirements - as well as generate compliance reports - for different standards (such as ASES, NDIS and ACQS).

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.



'Work towards delivering a gold standard in quality care'



Templates and resources



Download a wealth of policy templates and information sheets in the Reading Room, to cover all aspects of running your organisation. This includes resources covering topics such as:

- Quality management
- Organisational governance
- Client rights and wellbeing
- Cultural diversity
- Workplace health and safety
- Volunteer involvement
- Staff recruitment, induction and training
- Performance management
- Complaints management
- Risk management
- Client participation and social inclusion
- Child safety
- Privacy
- Cybersecurity
- Conflict of interest
- Service scope and planning

Risk registers and planners



Use our templates for ongoing risk management and quality assurance - for instance, complaints, incidents and quality improvement.

Ready for reviewers



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

For more information:

Email the service excellence team on serviceexcellence@sa.gov.au

