

What Our Members Say:

"The QAIHC Business Quality Centre team provide a prompt professional service for all our accounting and payroll needs."

— **CRAICCHS**

"[The BQC] HR team has supported us with practical advice, policies and tools that strengthen our workforce and ensure we are meeting compliance requirements. [BQC's] IT services have enhanced our systems, security, and day-to-day operations... Their expertise, responsiveness, and commitment have made a significant difference to our capacity and growth."

— **Manngoor Dja (NCACCH)**

"The training style used by Melita is very practical... relatable and supportive. This is the first time I've encountered someone with such a strong understanding of accreditation standards in ACCHOs."

— **Wuchopperen**

"Melita and Diane provided a high level of professionalism, expertise, and support throughout the week. Their approach was inclusive and engaging... significantly enhanced staff confidence, preparedness, and understanding of the accreditation process."

— **TAIHS**

Who We Are

- **Established by QAIHC in 2011.**
- **Providing Finance, Payroll, Bookkeeping, HR, ICT & Accreditation services to Aboriginal Community Controlled Health Organisations (ACCHOs).**
- **Currently servicing more than 50% of QAIHC's member organisations.**

Contact:

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A QAIHC Initiative

Reliable, professional, community-focused quality business services for the Aboriginal Community Controlled Health Sector.



Meet Your BQC Team



Jason Dalton – Sector Support (BQC) Manager



Ron Nelson – Human Resources Business Partner



Cathy Archer, Susan Carrigan, Becky Raval & Mita Sutoyo – Accounts & Bookkeeping



Melita Parker – Manager Compliance & Quality (Accreditation Specialist)



David Wallace – Business Services Manager



Dean Pratt, Nhoel Marasigan & Chris Graham – IT Team

Our Services

Finance

- Accounting, Bookkeeping, Payroll
- Financial Management advice & support
- Grant acquittals & Board reporting

Human Resources

- Recruitment, contracts, termination support
- Workforce management & development
- HR projects, advice & compliance

ICT

- Managed IT Services Provider
- Technology and business systems consultancy
- Project management, Governance and Cybersecurity strategies

Accreditation & Compliance

- Gap analysis, training & mock audits
 - Support through RACGP, ISO, NSQHS, HSQF & Aged Care
- Customised accreditation pathways

Benefits For Your Organisation

- Access qualified Finance, HR, ICT & Accreditation professionals without the high costs of consultants
- Reduce recruitment challenges – only pay for the services you need
- Improve quality outputs and meet reporting deadlines.
- Boards & CEOs receive accurate, useful, and timely reports.
- Cost savings can be reinvested into frontline services.
- Partner with a professional team with direct industry experience and knowledge.

Our Mission:

“To deliver affordable, professional, and culturally responsive business services that strengthen ACCHOs and the communities they serve.”