<table>
<thead>
<tr>
<th>Standard</th>
<th>Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Standard One</strong></td>
<td><strong>Criteria for Standard 1</strong></td>
</tr>
</tbody>
</table>
| The Maternal and Child Health Service provides universal access to its services for Victorian children from birth to school age, their mothers and families. | 1. Universal access and participation  
2. Responsive service delivery  
3. Culturally competent service delivery |
| **Standard Two**                              | **Criteria for Standard 2**                            |
| The Maternal and Child Health Service promotes optimal health and development outcomes for children from birth to school age through a focus on the child, mother and family. | 1. Health and wellbeing of the child  
2. Health and wellbeing of the mother  
3. Role of the father  
4. Role of the family  
5. Service delivery based on evidence |
| **Standard Three**                            | **Criteria for Standard 3**                            |
| The Maternal and Child Health Service builds partnerships with families and communities and collaborates and integrates with other services and organisations. | 1. Working with the mother and family  
2. Working with other services and organisations  
3. Working with the community |
| **Standard Four**                             | **Criteria for Standard 4**                            |
| The Maternal and Child Health Service is delivered by a competent and professional workforce. | 1. Workforce  
2. Human resource management and planning  
3. Performance development and continuing education |
| **Standard Five**                             | **Criteria for Standard 5**                            |
| The Maternal and Child Health Service, supported by local government or the governing authority, provides a responsive and accountable service for the child, mother and family through effective governance and management. | 1. Leadership and direction  
2. Accountability  
3. Information systems |
| **Standard Six**                              | **Criteria for Standard 6**                            |
| The Maternal and Child Health Service delivers a quality and safe service. | 1. Improving performance  
2. Safe and accessible environment for the child, mother and family  
3. Safe practice and environment for the Maternal and Child Health workforce  
4. Provision of support for service delivery |
An evidence-based framework

The Maternal and Child Health Program Standards provide an evidence-based framework for the consistent, safe and quality delivery of the Maternal and Child Health Service. The Program Standards support the provision of clinical and corporate governance within the Service, and provide a systematic approach to improving service delivery and safety.

The key elements supported by the Program Standards being:

- accountability
- continuous improvement
- workforce competence
- performance development
- clinical effectiveness
- evidence-based practice
- risk management
- child and family safety
- service delivery
- performance review
- dealing with complaints
- safety of the workforce
- data and information management
- leadership and governance
- community engagement.