18. Quality Management Policy and Procedure

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Purpose

The quality management system has been established to provide focus and direction within Australian Quality Care to have a positive impact on operational effectiveness, resulting in a high-quality service. The policy is developed to ensure:

- Alignment of people and resources with our mission and vision

- Alignment of planning, quality and risk management systems and the integration of these systems into all areas of operations

- Focusing on our stakeholders to foster collaboration, exchange of 'best practice' information and allow us to conduct critical self-evaluation

- Providing a whole-of-service approach, reflecting our governance and organisational structure which clearly outlines responsibilities and accountabilities

- Continuous improvement.

Scope

This Quality Management Policy and Procedure supports the development of a culture in which all Staff assume responsibility for quality work performances, while engaging with high performing management at all levels and within areas of the organisation.

It is the responsibility of Board to oversee the quality management system and to implement appropriate strategies. It is the responsibility of Staff engaged in service delivery to follow our quality management policies.

Policy

Australian Quality Care recognises the importance of implementing and maintaining a quality system (outlined below is an overview of our system). The quality management system is designed to support our service delivery and ensure that all services meet the requirements of the NDIS Quality Standards and Practice Indicators.

Australian Quality Care's quality management system includes:

- Using data gained from complaints/feedback to improve services and procedures (see 'Complaints and Feedback Policy and Procedure')

- Managing the continuous improvement system to determine areas of improvement, including input from:

- ○ 'Complaints and Feedback Policy and Procedure'
  - ○ 'Risk Management Policy and Procedure'
  - ○ 'Reportable Incident, Accident and Emergency Policy and Procedure'
  - ○ 'Continuous Improvement Policy and Procedure'
- Incorporating all relevant improvements identified in the Continuous Improvement Register into management and corporate governance processes
- Highlighting risks through the 'Risk Management Policy and Procedure' to reduce hazards and improve practices
- Managing human resources; including training Staff on how to deliver quality support to meet the individual needs of participants
- Providing participants access to quality services and allowing them to have input via complaints and feedback
- Devising and implementing an internal audit schedule to ensure our organisation continues to:
  - ○ Review legislation that directly affects service provision
  - ○ Audit and review policies and procedures to meet National Disability Insurance Standards, Rules and Guidelines
- Delivering services that meet best-practice standards; including evidence-based, person-centred support plans designed for individual participants
- Reviewing policies and procedures, in conjunction with our feedback strategies, to allow for quality management of all services.

Related documents

- Actions from environmental assessments and all other Australian Quality Care risks assessments

- Complaints and Feedback Form

- Complaints and Feedback Policy and Procedure

- Continuous Improvement Policy and Procedure

- Corporate Governance Policy and Procedure

- Documentation including meetings and memos

- Hazard Report Form

- Internal Audit Schedule

- Maintenance of current registrations and insurances

- Policies, procedures and work instructions

- Position descriptions

- Reportable Incident, Accident and Emergency Policy and Procedure

- Risk Assessment Form

- Risk Management Policy and Procedure

- Service Agreement

- Strategic Plan

References

- [NDIS Act 2013](#)

- [NDIS Practice Standards and Quality Indicators 2020 - Version 3](#)

- [Privacy Act (1988)](#)

- [Work Health and Safety Act 2011 (QLD)](#)