



# QUALITY MANAGEMENT POLICY

Wide Bay Respite Services

# Wide Bay Respite Services

*Supporting the caring roles of families*



## Quality Management Policy

### PURPOSE

The Quality Management System has been established to provide focus and direction within Wide Bay Respite to have a positive impact on operational effectiveness resulting in a high-quality service. The policy is developed to ensure:

The alignment of people and resources is guided by the Mission and Vision;

The alignment of the planning, quality and risk management systems, and their integration into all areas of our operations;

There is a clear focus on the stakeholders, foster collaboration, exchange of 'best practice' and critical self-evaluation;

A whole-of-service approach that reflects our governance and organizational structure with clear responsibilities and accountabilities; and

There is continuous improvement.

### SCOPE

Wide Bay Respite supports the development of a quality culture in which all Support staff assume responsibility for quality and engage in quality management at all levels and areas of the organisation.

It is the responsibility of the Manager to manage the Quality Management System and to undertake appropriate measures.

It is the responsibility of support staff engaged in service delivery to follow our quality policies.

### POLICY

Wide Bay Respite recognises the importance of managing a quality system. The Quality Management System is designed to support service delivery and ensure that the service meets the requirements under the NDIS Quality Standards and Practice Indicators.

Wide Bay Respite's Quality Management System includes:

Using data gained from complaints and feedback to improve services and procedures (Complaints and Feedback Policy).

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

Complaints and Feedback Policy and Procedure.

Risk Management Policy and Procedure.

Incident Report Policy.

Continuous Improvement Policy.

Reporting all relevant improvements from the Continuous Improvement Register into management and Corporate Governance processes to inform the management of the service.

Risks highlighted through the Risk Management Policy will be used to reduce hazards and improve practices.

Human resources to include training staff in providing quality support to meet the individual needs of participants, including the register – qualifications, checks, registers.

Participants are to access to quality services and be able to have input via Complaints and Feedback.

Reviewing legislation that directly affects service provision

Reviewing policies and procedures to meet National Disability Insurance Standards, Rules and Guidelines.

Service delivery to meet best-practice standards, including evidence-based, person-centred support plans designed for the individual participant.

Review of policies and procedures combined with feedback strategies allow for quality management of services.

Ratified by the Board of Management:

Date ...../...../.....

Circulated to staff:

Date ...../...../.....

To be reviewed:

Date ...../...../.....

Signed .....

Manager

Signed .....

President