

Core Module Manual

Full Care Lifetime

QUALITY MANAGEMENT POLICY

The Quality Management System has been established to provide focus and direction within an Full Care Lifetime 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 organisational structure with clear responsibilities and accountabilities; and
- There is continuous improvement.

The Quality Management Policy supports the development of a quality culture in which all staff assume responsibility for quality and engage in quality management at all levels and areas of the organisation.

It is the responsibility of Director to manage the Quality Management System and to undertake appropriate measures. It is the responsibility of staff engaged in service delivery to follow our quality policies.

POLICY

Full Care Lifetime recognises the importance of managing a quality system. This policy will give an overview of the systems. (Refer to the policy for the details of the process and the detail of each policy listed). 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.

Full Care Lifetime's Quality Management System includes:

- Using data gained from complaints and feedback to improve services and procedures (Complaints and Feedback Policy).
- 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.
- 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, and registers.
- Participants are to access to quality services and be able to have input via Complaints and Feedback.
- An internal audit schedule has been devised to ensure that our organisation continues to:
 - Reviewing legislation that directly affects service provision
 - Auditing and reviewing policies and procedures to meet National Disability Insurance Standards, Rules and Guidelines.
- Internal Audit has been scheduled every six months and schedule is updated in the internal schedule management system
- Service delivery to meet best-practice standards, including evidence-based, person-centred support plans designed for the individual participant.

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

Monitoring the quality plan

Full Care Lifetime will hold regular managerial meetings with relevant stakeholders (may include, but not limited to, managerial staff, staff representative, accountant or bookkeeper, community members).

Monitoring strategies include a review of the following data:

- Participant's risks
- Environmental risks
- Working with participant's risks (work health safety)
- Feedback from participants, staff and community
- Complaints from participants, staff and community
- Incidents (both non-reportable and reportable)
- Accident information
- Compliance changes (including legal)
- Internal and external audit report and outcomes
- Human resources (requirements, vacancies, potential adjustments)
- Financial (NDIS income, outgoings)
- Technology issues
- Continuous Improvement Register (new and ongoing)
- Building maintenance and safety issues
- Any other ad-hoc matter

Managerial meetings will use an agenda which will include the following items:

- Financial report
- Director's report
- Ratification of executive decisions
- Budgeting and compliance
- Organisational risk management
- Continuous Improvement
- Complaints, compliments, concerns from interested parties
- Human Resources (issues, people, planning)
- Work health safety risk management
- Internal and external audit reports and outcomes
- Information management
- Incidents (if applicable)
- General business
- Any other ad-hoc matter

Review

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1. Management meetings and input from various sources are used to determine any adjustment to the:
 - strategic or business plans
 - policies and procedures
 - current practices.
2. Review the Continuous Improvement Register to:
 - sign off actions
 - reallocate responsibilities, if required.

Update

After monitoring and reviewing current information, the Director or their delegate will:

- ensure that staff are trained in new practices
- record training in staff files
- adjust policies and procedures and implement versioning control
- inform participants of changes.