

**POL 0059****Quality Policy**

Responsibilities and Delegations	
The Policy Applies To	Committee of Management Administration Staff Support Workers Program Managers / Program Developers / Assistant Program Managers Senior Management Assistant Executive Director Executive Director
Specific Responsibilities	Administration Staff Support Workers Program Managers / Program Developers / Assistant Program Managers Senior Management Assistant Executive Director Executive Director
Policy Approval	Committee of Management (Aurora Support Services)

Policy Context – this policy relates to :	
Standards	NDIS Practice Standards Core Module 2, Provider Governance and Operation Management – Quality Management
Legislation	<ul style="list-style-type: none">• Australian Human Rights Commission Act 1986• The Equal Opportunity Act 2010• Charter of Human Rights and Responsibilities Act 2006• National Disability Insurance Scheme Act 2013• NDIS Code of Conduct• NDIS Practice Standards• National Disability Services Zero Tolerance Framework and Positive Behaviour Support Principles• NDIS Quality and Safeguards Commission• Disability Act 2006• Australian Human Rights Commission Act 1986
Contractual Obligations	<ul style="list-style-type: none">• NDIS Terms of Business• Aurora Support Services Individual Participant Agreements• Continuity of Support Program Funding Agreement• Department of Environment, Land, Water and Planning
Organisational Related Policies / Procedures	<ul style="list-style-type: none">• Valued Status Policy• Compliments and Complaints Management Policy• Individual Needs Policy• Maintaining an Environment Free From Violence, Abuse, Neglect, Exploitation and Discrimination Policy• Maintaining a Safe Environment Policy• Privacy, Dignity and Confidentiality Policy• Code of Conduct Diagram• Quality Framework Sub Committee (Terms of Reference) Policy• Risk Management Policy• Incident Management Policy• Emergency Management Procedure• Quality Controlled Document Procedure• Risk Management Procedure
Organisational Related Forms / Documents	<ul style="list-style-type: none">• Quality Framework Action Timeline• Quality Improvement Plan• Quality Manual

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This policy relates to all staff, management and contractors of Aurora Support Services and requires to all areas to be compliant.

In order to ensure the services provided to participants are of the highest possible quality, the organisation is committed to delivering service excellence that conforms to best practice standards.

To meet this objective, Aurora Support Services is committed to implementing and maintaining a Quality Management System based on the requirements of :

- National Disability Insurance Scheme Act 2013
- NDIS Code of Conduct
- NDIS Practice Standards

The Quality Management System will set specific, measurable targets / initiatives for improving operational performance and apply to departments and functions having direct responsibility for activities that require improvement.

Facilitation of this commitment is supported by :

- The referencing of the combined disciplines of the NDIS Act 2013, NDIS Code of Conduct and NDIS Practice Standards to develop and maintain the processes required to develop and maintain a quality service delivery
- Fostering good relationships with participants, caregivers, families and friends with effective communication techniques and by encouraging feedback
- Continually improving the effectiveness of the quality management system
- Ensuring all levels of management and staff understand, comply with and apply the intent of this policy
- Ensuring the legal and human rights of participants receiving support, are upheld in all aspects of service planning, provision and delivery / administration
- Where possible and appropriate, providing the opportunity for information and consultation on major policy, service and program changes
- Regularly monitoring and evaluating services and practices ensuring organisational objectives are met (in line with the funded purpose of the service), the NDIS Practice Standards and legislative responsibilities
- Endeavouring to ensure every person employed by Aurora Support Services who delivers services to participants :
 - Has the relevant skills and competencies by adopting a planned human resources management approach to the recruitment selection and employment of staff
 - Receives appropriate and relevant training and support, understands their role and their personal and organisational accountability
- Implementing and monitoring a Compliments and Complaints Management system that supports the opportunity for staff and other persons to raise, pursue and resolve a grievance / complaint / dispute without fear of recrimination, repercussion or retribution

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- Managing resources effectively to maximise funds available to provide services
- To document and measure quality objectives and targets through internal audit and management review to maximise the design, delivery and implementation of a quality service

A sturdy foundation for the Quality System will contain the following areas / manuals :-

Continuous Improvement Register

The Continuous Improvement Register is used to provide useful evidence in support of quality audits and evaluations and is used to identify all continuous improvement activities and their outcomes in a single location.

It includes options to identify the source of opportunities for improvement so Aurora Support Services can see which areas of the service need to be encouraged.

Quality Improvement Plan

The purpose of the Quality Improvement Plan is to help the organisation in evaluating current practices and identifying the practices they can or should improve and to plan future improvements.

The Quality Improvement Plan is focused on providing information to the organisation's staff and should include strategies to address the following areas :

- Assess the operation, policy and practices of the service against the NDIS Practice Standards and regulations
- Identify areas required for improvement
- Contain the service philosophy

Quality Manual

It is important all organisations have a Quality Manual. The manual will describe how the Quality Management System functions and how it is maintained.

The Quality Manual also means important business information is not confined to the inside of people's heads and helps reduce communication problems and is also a set piece of documentation that can be shown to the auditors.

Continuous Improvement

The Operations Director is responsible for reviewing and updating this policy on a two yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

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