

Policy

QUALITY

This policy relates to all staff, management and contractors of Aurora Support Services and applies 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 conform 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
- To foster good relationships with participants, caregivers, families and friends with effective communication techniques and by encouraging feedback
- To continually improve 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, provide the opportunity for information and consultation on major policy, service and program changes
- Regular 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 will deliver 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

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- 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
- 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

Review of Policy

This policy will be reviewed 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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