

P022 – Quality Policy and Procedure

1. Policy Statement

District 360 Mission is to enrich the lives of people with disability by creating choice, opportunities, and skills for life. District 360 is committed to quality in the fulfillment of our Mission and our Vision of excellence in supporting people living with a disability.

District 360 is committed to meeting legislative and regulatory requirements as well as our own quality objectives through implementation of our Quality Management System (QMS).

2. Principles

- Honouring our Vision, Mission and Values and the District 360 way
- Maintaining our culture of person-centred active support
- Understanding participant and customer needs and wants to improve and tailor service delivery
- Meet the National Disability Insurance Scheme (NDIS) Quality and Safeguarding Standards
- Compliance with legislation, regulations and standards
- Implementation of a QMS with measurable quality objectives
- Commitment to continuous improvement of our QMS and organisation

3. Key objectives

- Supporting people with disability to enrich their lives
- High levels of participant and customer satisfaction
- Best-practice workforce development
- Consistent and proportional risk management
- Transparent safeguarding systems
- Responsive management to feedback and complaints
- Effective continuous improvement systems

District 360 Supports' quality policy and QMS comply with the requirements of ISO 9001:2015 and NDIS Quality and Safeguarding Standards. We strive to improve our QMS through our Values of honesty and innovation, and our commitment to continuous improvement.

4. Procedure – Managing quality improvement

The quality improvement cycle is made up for four steps to improve the quality of a service, an area of a process. This is an ongoing process which can be followed once or repeated to achieve improvements. Please refer to Continuous Improvement Policy and Procedures.

a. Plan – the change

To plan a change:

- Identify the area in need of change
- Review and interpret relevant information
- Define the process that relate to area identified for change
- Document the goals and objectives of the change

This may involve:

- Understand how the change could affect related processes
- Knowing how long the change will take to implement
- Understand what will happen if there are unexpected problems

b. Do – Implement the change

- Carry out the change as planned. Be sure to document the activities of implementation.

c. Check – monitor and review

To monitor and review the change

- Monitor the progress of the change – is it effective according to your plan?
- Record observation and results (both planned and unexpected) and compare with original goals, measures, and objectives
- Review the results – what was achieved? What was learned?

The step is an ongoing step throughout the improvement cycle.

d. Act – review and plan

What have you learned from the change? Adopt the change? Abandon it? Retry the change cycle?

What did the information collected tell you about the change? Was it effective?

What can be done to improve or refine the change?

What lessons have you learned? Can these be applied elsewhere? How can these lessons be communicated?

If the planned improvements are not as hoped, this cycle can be restarted.

Restart the quality improvement cycle?

5. Relevant legislation.

- The National Disability Insurance Scheme Act 2013 (NDIS Act)
- NDIS Practice Standards
- WA Disability Services Act 1993
- VIC Disability Amendment Act 2017

6. More information

If you have a query about this policy or need more information, please contact the management team at info@district360.com.au

7. Review details

Approval Authority	Tanya Johnston
Responsible Officer	Vi Nguyen
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** Unless otherwise indicated, this procedure will still apply beyond the review date.*

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