

Quality Management Policy & Procedure

POLICY PURPOSE AND SCOPE

The purpose of this policy is to explain the general procedures relating to Quality Management System

The following guidelines are to be adhered to by all managers, supervisors and employees.

POLICY

Quality management principles are a set of fundamental beliefs, norms, rules and values used as a basis for quality management. They are foundations to guide performance improvement. Quality Policy –a statement of our company's commitment to quality and an enunciation of our quality objectives. This is issued by our Director/Managing Director and is to be reviewed annually.

ISO 9001: 2015 Quality Management Principles

Principle 1: Customer focus: The primary focus of quality management is to meet customer requirements and strive to exceed customer expectations.

Principle 2: Leadership: Leaders at all levels establish unity of purpose and direction and create conditions where people are engaged in achieving the organisation's quality objectives.

Principle 3: Engagement of people: Competent, empowered and engaged people at all levels throughout the organisation are essential to enhance its capability to create and deliver value.

Principle 4: Process approach: Consistent and predictable results are achieved more effectively and efficiently when activities are understood and managed as interrelated processes that function as a coherent system.

Principle 5: Improvement: Successful organisations have an ongoing focus on improvement.

Principle 6: Evidence-based decision-making: Decisions based on the analysis and evaluation of data and information are more likely to produce desired results.

Principle 7: Relationship management: For sustained success, an organisation manages its relationships with interested parties, such as suppliers.

General Requirements

The Director will drive the governance and accountability and delegate responsibilities as appropriate to ensure consistency in meeting their customer's needs and expectations and to continually improve the system's effectiveness in delivering a high level of customer service.

NDIS Quality and Safeguarding Framework guides Caddens Care model for quality management.

An internal audit will be conducted every 18th months, between the NDIS commission audit cycle. The schedule for this is kept in the Internal Audit schedule within the CMS.

The NDIS Practice Standards that Caddens Care are assessed against are:

The Core Module, consisting of 24 individual practice standards in 4 divisions:

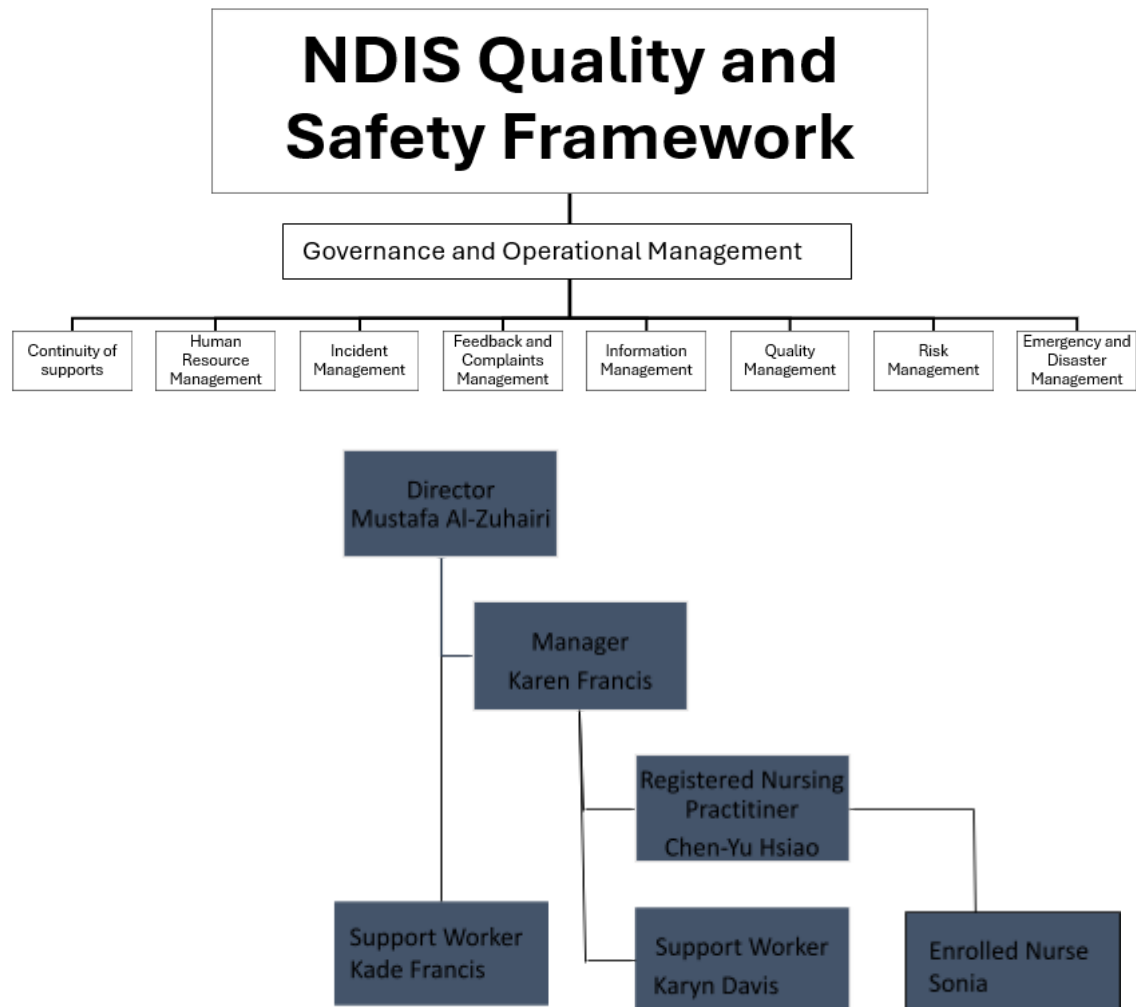
1. Rights and Responsibilities
2. Governance and Operational Management
3. Provision of Supports
4. Support Provision Environment

Module 4.3 Management of Medication

Module 4.4 Mealtime Management

Module 4.5 Management of Waste

Figure 1 Caddens Care Quality Framework



RELATED DOCUMENTS

- Risk Management Policy and Procedure
- Internal Quality Audits
- Position descriptions
- Compliance Management System
- Complaints and Feedback Policy and Procedure
- Incidents, Accidents and Emergencies Policy and Procedure

- Continuous Improvement Policy and Procedure

REFERENCES

- Work Health and Safety Act (2011)
- Privacy Act (1988)
- NDIS (Quality and Safeguards) Commission (2018)
- NDIS Practice Standards and Quality Indicators 2018
- Tools and resources used
- Results of consumer feedback
- National Disability Insurance Scheme Act (2013)