



## QUALITY MANAGEMENT / QUALITY IMPROVEMENT POLICY

Policy number		Version 2	2
Drafted by	Stacey Bayliss	Approved by MC on	22.12.2017
Responsible person	Management Team	Scheduled review date	Dec 2019

<b>Applies to:</b> All	
<b>Specific responsibility:</b> Manager & Management Committee	
<b>Policy context:</b>	
Standards or other external requirements	NSW Disability Service Standards Third Party Verification
Legislation or other requirements	Occupational Health & Safety legislation Anti-discrimination legislation, including that relating to equal opportunity, racial vilification and disability discrimination Taxation legislation Privacy legislation
Contractual obligations	NDIS Service Agreements

### POLICY STATEMENT

Quality management and quality improvement refers to the action taken by this organisation to ensure the organisation delivers the best possible supports, services and outcomes for children and families.

Early Connections – Coffs Coast is committed to the implementation of a *Quality Management System* in which we undertake regular reviews against measurable outcomes to identify areas for improvement. This *Quality Management System* is a continuous cycle of improvement and will ensure ongoing compliance with all governance requirements, statutory requirements and standards.

Early Connections – Coffs Coast aims to:

- develop effective and efficient internal systems to review, refine and continuously improve service delivery across the whole organisation and thereby improve outcomes for children and families.



- give assurance to service users, funding bodies and other stakeholders about the quality of service provision.
- support individuals to make decisions about the supports and service they receive.

### **ROLES AND RESPONSIBILITIES**

The Management Committee and the Management team has the overall responsibility for the development and implementation of a Quality Management System. This includes coordination of ongoing data analysis, surveys, reviews and self-assessments undertaken by stakeholders, service users, clients, team members and Management Committee members. All information is collated in a *Quality Management - Quality Improvement Register* – which generates reports for the Management on a monthly basis.

### **PROCEDURES**

Early Connections – Coffs Coast implements a continuous cycle of improvement that includes the following key processes:

#### **1. Self-assessment and review of current practices and performance.**

The Early Connections – Coffs Coast team and management will review and self-assess against NSW Disability Service Standards and other best practice measures at:

- ✓ Regular staff meetings
- ✓ Staff Performance Appraisals- including identified training plans
- ✓ Case discussions and reviews of individual programs.
- ✓ Management Committee meetings and self- reviews

Use is made of designated tools and best practice guides such as the ADHC Standards In Action and Key Performance Indicators, Focus on Early Childhood Inclusion Tool and Person Centred Approach Guide.

#### **2. Feedback from service users and other stakeholders**

Feedback will be sought in a variety of ways including:

- ✓ Regular Surveys (Incorporating the ADHC Key Performance Indicators) – both Service Users and other Stakeholders.
- ✓ Evaluation surveys of service users in each program area. (ECIP, Group Workshops /



Play Sessions / Induction / NDIS)

- ✓ A well promoted Complaints Handling Policy and Procedure
- ✓ Feedback requested from complainants at the end of the complaint review process
- ✓ Feedback from the Complaints and Feedback Forms
- ✓ Data and feedback from all surveys and questionnaires will be collated and the results made available to Service Users and Stakeholders – (eg Newsletters)

### **3. Identification of improvements to be made.**

Early Connections – Coffs Coast will use the data collected to identify areas for improvement. The Management team, with input from the whole team, will develop an ongoing cycle of review and improvement for implementing the changes and incorporating them into the organisation and the program.

Complaints will be dealt with in the manner stipulated in that policy and a record kept of all resolutions / outcomes in the Quality Improvement data base.

**The Quality Management – Quality Improvement Register** (data base) will include the following:

- Complaints
- Compliments
- WHS – people and building / workplace environment
- Accidents / Incidents / Near misses
- Fire Drills / Emergency Evacuations
- Annual Compliance Calendar – ATO payments and reporting / ADHC reporting / ISP reporting / Superannuation payment schedule / Insurance team training schedule / WHS Audits / Clint surveys / staff file reviews / staff appraisal calendar / WWCC / National police Check / Drivers Licence / Car Registration / First Aid Kit Checks / Policy review
- Risk Assessment / Risk Management

### **4. Policy Review and Improvement**

The Policies of the Organisation are reviewed regularly (at least every 2 years) and as the need arise. Any feedback, proposals or suggestions to review specific policies or create new policy are accepted at all times from clients, members of staff and members of the organisation .



Policies are reviewed initially by the Management team / Management Committee and any changes are discussed at staff and Committee meetings. Families are informed via the emails, social media, website and Newsletter of which policies are currently being updated and invited to obtain a copy. Any interested person is encouraged to comment and make suggestions. The policy is then considered again by Committee in the light of comment received and the final version is inserted in the Policy and Procedures manual. Policies are marked with the date of the last review and the superseded policy is retained on file. Information on the policy review process is disseminated to through the Centre newsletter and on the website.

**5. Making the improvements.**

The Quality Management - Quality Improvement data base will include timeframes for implementation to assist EC-CC to track progress over time. The Management Team will produce a report each month that will track opportunities for improvement. The report will be tabled and discussed as an ongoing agenda item at all Management Committee meetings and Team Meetings. Service users and stakeholders will be notified of positive outcomes, organisational changes and improvements in newsletters, via email, on the website and foyer display boards.

**6. Ongoing monitoring and continuous improvement.**

Progress within the Quality Management - Quality Improvement Register will be monitored and reported during the team planning day at the beginning of each term.

The management team will produce monthly reports from the Quality Management - Quality Improvement Register. The data from this report will focus on implemented improvements, actions achieved, work in progress. Data analysis will be conducted by the management team annually to detected patterns / reoccurrence / risks / improvements.

<u>QUALITY MANAGEMENT - QUALITY IMPROVEMENT</u> <u>FLOW CHART</u>	
<b>STEP 1</b>  	All relevant data is collected by Management and recorded in the Quality Management - Quality Improvement Register including - <ul style="list-style-type: none"> <li>• Complaints</li> <li>• Compliments / Feedback</li> <li>• WHS – people and building / workplace environment</li> <li>• Accidents / Incidents / Near misses</li> <li>• Fire Drills / Emergency / Evacuations</li> <li>• Annual Compliance Calendar</li> <li>• Risk Assessment / Risk Management</li> </ul>



## DOCUMENTATION

Documents related to this policy	
Related policies	Service Evaluation Policy Complaints Handling Policy Staff Appraisal Policy
Forms, record keeping or other organisational documents	Service Users Survey Stakeholders Survey Compliments and Complaints Form Staff Appraisal Proforma Management Committee Review

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Every 2 years	Management Team	Management Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1			



# Early CONNECTIONS™

COFFS COAST

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Management Committee:

Signed:

Name: Jan Newland - President

Date: 22.12.2017