



Quality Management Policy

PURPOSE AND SCOPE

Quality management system has been established to provide focus and direction within anEasy iCare Pty Ltd to have a positive impact on operational effectiveness resulting in a high-quality service.

It is the responsibility of Manager to manage the quality management system and to undertake appropriate measures.

It is the responsibility of employees engaged in service deliver to follow quality policies.

POLICY

Easy iCare Pty Ltd recognises the importance of managing a quality system. This policy will give an overview of the systems refer to the policy for the details of the process. the detail of each policy listed. Quality Management System in to support service delivery and ensure that the service meets the requirements under NDIS.

Easy iCare Pty Ltd Quality Management System includes:

- Auditing and reviewing legislation that directly affects service provision (Legislative Compliance Policy);
- Auditing and reviewing policies and procedures to meet National Disability Insurance Standards and Guidelines (Legislative Compliance)
- Using data gained from complaints and feedback to improve services and procedures(Complaints and Feedback Policy);
- Managing the continuous improvement system to determine areas of improvement including input from:
 - Complaints and Feedback Policy and Procedure

Document Title	Quality Management Policy	Effective Date	26/8/19
Authorised by	Karl Jenkins (Director)	Review Date	26/2/19
Author/Reviewer	Kerry Bolton (Safety & Compliance Manager)		
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- Risk Management Policy and Procedure
- Incident Reporting Policy and Procedure
- Continuous Improvement Policy and Procedure
- Reporting all relevant improvements from Continuous Improvement Register to the management and into Corporate Governance processes to inform management of the service;
- Risks highlighted through the Risk Management Policy will be used to reduce hazards and improve practices;
- Human resources to include training staff in providing quality support to meet the individual needs of participants including:
 - Employment Register – qualifications, checks, registers
 - Participants are to access to quality services and be able to have input via Complaints and Feedback;
 - Service delivery to meet best-practice standards, evidence-based, person-centred support plans designed for the individual participant. Review of policies and procedures combined with feedback strategies allow for a quality management of services.

PROCEDURE



Identification

Risks are identified through the following mechanisms:

- Hazard data

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- Risk assessments including Environmental and Equipment assessments
- Incident\Accident information
- Staff, participant and visitor feedback and complaints
- Maintenance Log items
- Review of policies and procedures
- Input from staff meetings
- Information from planning days including, Strategic and Operational planning sessions
- Information obtained via education and training
- Internal and external audits

Planning

Easy iCare Pty Ltd have established and maintain a Risk Management Plan. The Plan identifies and addresses:

- Risks to Easy iCare Pty Ltd – Including loss of funding, inability to deliver funded outcomes within budget, embezzlement of funds, lack of suitably qualified staff, extended staff illness, damage to reputation and relationships, changes in compliance requirements and eligibility, decisions by the Manager and loss of data due to natural disasters.
- Risks to staff - Including lack of suitably qualified staff, extended staff illness, staff injury due to WHS risks, changes in training and education compliance requirements, impacts of natural disasters and infection.
- Risks to Participants - including environmental, fire, falls, transport, staff working in Participant's home, changes in consistency of performance of activities, interruptions to service delivery and exit plans (transitioning services to another service provider).

The Risk Management Plan includes the following information:

- The risk,
- Date the risk was identified,

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- Risk rating; possible consequence/s of the risk,
- The actions to eliminate, mitigate or control the risk, and
- Risk review dates; new controls and changes to existing controls.

The Risk Management Plan is reviewed by Manager every two months or more frequently, as required in response to information received via WHS, Audit and Continuous Improvement systems.

Managing Risks

-Controls

Controls are strategies utilised to manage risk and are balanced against the cost and inconvenience of the control. Controls utilised by Easy iCare Pty Ltd include:

- Strategic Plan
- Risk Management Plan
- Staff orientation, education and training
- Actions from Environmental Risk Assessments and all other Easy iCare Pty Ltd risk assessments
- Easy iCare Pty Ltd information systems including meetings and memos
- Policies, procedures and work instructions
- Position descriptions
- Capital Maintenance and equipment budgets and plans
- Maintenance of current registrations and insurances

-Improvement Committee

All risks will be reviewed by Easy iCare Pty Ltd's Manager.

Members of the Improvement Committee are representatives of the Easy iCare Pty Ltd workforce.

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The Committee meets quarterly, and its function is to identify risks through the review of information listed as above (see Procedure - Identification).

Where risks are ongoing, these items are entered in the Risk Management Plan and Continuous Improvement Plan.

Management is charged with ensuring that all actions required to manage risks are undertaken in accordance with nominated timeframes.

-Hazard Identification

Where a hazard or potential hazard is identified, staff must place details of the hazard on the Hazard Form and provide this to the Manager on the same working day

If the consequences of the hazard are assessed as High or Extreme, staff must contact Easy iCare Pty Ltd to inform the Manager immediately or as soon as it is safe to do so.

Manager will take steps to address Extreme or High hazards immediately.

Detailed documentation of action taken must be placed on the Hazard and Risk Assessment forms and where required, on the Continuous Improvement Plan.

All hazard reports are forwarded to the Easy iCare Pty Ltd Improvement Committee for review.

-Monitoring

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Risk management processes and systems are regularly audited as part of our Audit program.

-Reporting

Easy iCare Pty Ltd will use the data gained from the Risk Management process to inform decisions and plans to continuously improve practices. The analysis will be referred to allow changes in services, policies and procedures. This analysis will include but not limited to:

- Complaints and feedback,
- Financial risk,
- Staffing issues,
- Participant satisfaction,
- Risks to participants and staff,
- Changes to legal or compliance requirements,
- Training and education.

RELATED DOCUMENTS

- Hazard Form
- Continuous Improvement Policy
- Compliments, Complaints/Feedback Policy and Form
- Risk Assessment Form
- Strategic Plan
- Risk Management Plan
- Actions from Environmental Risk Assessments and all other Easy iCare Pty Ltd risks assessments
- Documentation, including meetings and memos
- Policies, procedures and work instructions
- Position descriptions

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- Capital Maintenance and equipment budgets and plans
- Maintenance of current registrations and insurances
- Complaints and Feedback Policy and Procedure
- Risk Management Policy and Procedure
- Incident Reporting Policy and Procedure
- Continuous Improvement Policy and Procedure
- Corporate Governance Policy

REFERENCES

- Work Health and Safety Act (2011)
- Privacy Act (1988)
- NDIS (Quality and Safeguards) Commission (2018)
- NDIS Practice Standards and Quality Indicators 2018
- National Disability Insurance Scheme Act (2013)

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