



## **QUALITY ASSURANCE POLICY**

### **1. PURPOSE**

Lift Up Voices is committed to providing a high quality service that is responsive to the diverse and changing needs of our target population. Lift Up Voices operates through the implementation of a Quality Management System (QMS) to ensure the highest quality of services for people with a disability.

This policy defines the Quality Management System and identifies guiding principles and key features of our system. An effective Quality Management System provides:

- A strong foundation for people using disability services and supports to achieve the best outcomes;
- The ability to evaluate the success of services and supports by the extend to which service users make progress on their goals;
- Alignment with the requirements of national and state disability reforms;
- Use of a robust evidence base, accountable practices and systematic approach to assess quality;
- Safeguards and assistance to make relevant and appropriate decisions that are in the best interests of the individual;
- Facilitation of continuous improvement and capacity building in our organisation;
- Efficient resolution of issues affecting the delivery of quality supports and services.

### **2. SCOPE**

This policy applies to the Directors, staff members and volunteers of Lift Up Voices.

### **3. PRINCIPLES**

The principles for applying the Quality Management System adopt the quality management principles described in the National Standards for Disability Services. Lift Up Voices is dedicated to:

- Honouring our Vision, Mission and Values;
- Maintaining a culture of person-centred active support;
- Understanding client and customer needs and wants to improve service quality;
- Compliance with NDIS Quality and Safeguards Commission standards and other legislation, regulations and standards;
- Implementation of a Quality Management System with measurable quality objectives;
- Commitment to continuous improvement of our Quality Management System and organisation.
- Improving and maintaining a high market profile as an organisation committed to providing a high standard of service and customer satisfaction

<b>Date Adopted:</b>	21.01.21	<b>Next Review Date:</b>	2022	<b>Version:</b>	02	Page 1 of 4
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## 4. DEFINITIONS

**Continuous Improvement:** the process of seeking feedback from our clients and other stakeholders and other forms of data to ensure that we are constantly learning and seeking to improve our systems, services and practices.

**Person centered approach:** a way of supporting and working with people with a disability that keeps the person at the centre of decision making across planning, funding and support and service arrangements.

**Individual outcome(s):** the difference or differences for an individual as a result of their involvement in a service or activity.

**Individual:** the person with a disability.

### Quality Services

The National Standards for Disability Services describe the following characteristics of a quality service:

- Sound governance and management in all aspects of service planning, development and provision;
- Clear communication to staff, people with a disability and other stakeholders;
- Continuous improvement and evidence based practice;
- A range of methods for including people with a disability and people important to them in planning, delivery and review at the individual, service and organisational levels;
- Compliance with workplace related legislation and regulation.

**Quality Management System:** the coordinated activities which direct an organisation with regard to quality and reflects the individual's contact and interaction with the disability system.

**Safeguards:** the supports and mechanisms that promote, enhance and protect individuals:

- Human rights;
- Decision making, choice and control;
- Safety and wellbeing;
- Citizenship and quality of life.

## 4. PROCEDURE

### 4.1 Key Objectives

This policy has a number of objectives and guidelines to facilitate its implementation. The Quality Management System allows for flexibility as contexts change, while retaining its key principles.

Lift Up Voices' Quality Management System has seven key objectives

1. Supporting people with a disability to enrich their lives
2. High levels of client and customer satisfaction

<b>Date Adopted:</b>	21.01.21	<b>Next Review Date:</b>	2022	<b>Version:</b>	02	Page 2 of 4
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3. Best-practice workforce development
4. Consistent and proportional risk management
5. Transparent safeguarding systems
6. Responsive management of feedback and complaints
7. Effective continuous improvement systems

#### **4.2 Service Management**

- Financial reporting and accountability
- Internal and External Audits
- Complaints and Incident Management
- Strategic Risk Management
- Strong and effective leadership

#### **4.3 Service Delivery**

- Participant and/or Family/Advocate involvement in all aspects of their Service delivery as requested
- Effective feedback and complaints processes
- Client voice – provision of channels and empowerment of participants to speak up about issues important to them

#### **4.4 Document Control**

- Policy and Procedure development and review
- Relevant registers
- Workplace Practices developed and reviewed as required
- Staff resources reviewed annually

#### **4.5 Legislative Compliance**

- Access to electronic and/or hard copy of relevant legislation

#### **4.6 Staffing**

- Recruitment processes
- Position descriptions (Roles and Responsibilities)
- Terms and Conditions of Employment
- Induction processes
- Staff performance plans and reviews
- Staff training, supervision and support
- Mandatory staff safety checks

<b>Date Adopted:</b>	21.01.21	<b>Next Review Date:</b>	2022	<b>Version:</b>	02	Page 3 of 4
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## 5. RESPONSIBILITIES

### Directors

- Oversee the Quality Management System and drive a culture focused on continuous improvement
- Achieve and maintain best practice standards against ISO 9001:2015
- Promote teamwork and problem solving by involving and empowering staff members and participants in identifying and implementing quality improvements
- Ensure an Internal Audit is conducted prior to the External Audit as per the *Quality Assurance – Internal Audit Policy*
- Ensure training is provided to staff regarding meeting the Quality Standards
- Implement continuous improvement strategies to ensure our services reflect our mission goals
- Evaluate performance including customer satisfaction and feedback through monitoring and performance indicators such as end of term surveys and questionnaires
- Utilise systematic use of qualitative and quantitative feedback as a basis for identifying and prioritising improvement opportunities

### All Staff, Contractors, Volunteers

- Work under the direction of the Director to ensure the Service meets its obligations under the Quality Management System
- Listen to and engage with clients and interested parties to understand needs and expectations
- Ensure the work environment leads to the delivery of high quality products and services to satisfy customer needs and requirements
- Assist in maintaining continuous improvement

## 6. REVIEW

This policy will be reviewed on a 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.

### RELATED POLICIES

Clearances for Staff and Volunteers Policy  
Code of Conduct Policy & Code of Conduct Staff Commitment  
Compliments, Complaints and Feedback Policy  
Continuous Improvement Policy  
Quality Assurance – Internal Audit Policy

### SUPPORTING DOCUMENTS

Continuous Improvement Plan, Continuous Improvement Register

### RELEVANT LEGISLATION OR STANDARDS

Disability Services Act 1993  
Disability Services Regulations (2004)  
NDIS Practice Standards and Quality Indicators (2020)  
National Disability Insurance Scheme Act 2013  
National Disability Insurance Scheme Rules & Terms of Business

<b>Date Adopted:</b>	21.01.21	<b>Next Review Date:</b>	2022	<b>Version:</b>	02	Page 4 of 4
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