

Quality Assurance Policy

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Tag:	Quality Assurance	Approved By:	Todd Clarke

Policy Ref

QA0006

Policy

Quality Assurance

Introduction

Yellowbird Wellbeing through its Vision and Values is committed to the culture of corporate compliance and ethical behaviour. Providing quality care and service to those within our business. This commitment can only be fully met through the implementation of a quality assurance program.

Purpose

Yellowbird Wellbeing aims to deliver quality services to all stakeholders, including person/s we support [PWS], families, funding bodies, industry regulators, workers and the communities within the Hunter, Central Coast & Midcoast regions. We strive to improve the quality of our care and service delivery through ongoing monitoring and regular evaluation of our performance. Continuous improvement is a systematic, ongoing effort to raise Yellowbird Wellbeing's performance as measured against various Accreditation Standards.

Policy Statement

Our CEO of Yellowbird Wellbeing is responsible for defining our Quality Policy which is a statement of our business's commitment to meeting PWS requirement, delivering quality services and the continuous improvement of our quality management system effectiveness and business performance. The Quality Policy will state our quality objectives that will be in line with other strategies and objectives for management of the business as a strong, vital organisation. The policy will be reviewed annually by the Executive Director to ensure that it continues to be relevant and effective.

Scope

This policy applies to all workers, services and support provided within Yellowbird Wellbeing.

Policy Context**Quality Management Principles**

The key principles of the Quality Management Framework are:

Principle 1 – Person we support [PWS] focused organisation

Principle 2 – Leadership

Principle 3 – Involvement of people

Principle 4 – Process approach

Principle 5 – System approach to management

Principle 6 – Continual improvement

Principle 7 – Factual approach to decision making

Principle 8 – Mutually beneficial supplier relationships

Procedure**Quality Assurance Manual**

The Quality Manual is prepared and is issued with the approval of the CEO. It is a controlled document and is issued in accordance with QP 3.2: "Document and Data Control". The Quality Manual is an overview of what we will do to meet the requirements of ISO 9001: 2008 and lists which procedures within our system are relevant to each element of the standard.

Quality Procedures

Our Quality Procedures are prepared, issued and are controlled documents in accordance with QP 3.2: "Document and Data Control". Quality Procedures describe in detail how we will satisfy the requirements of ISO 9001: 2008 and they will include an aim, scope, list of references, responsibilities, method and records. Quality Procedures may be reviewed at any time to reflect a change in circumstances or improvements to the system, but in any case they will be reviewed annually.

Quality Work Instructions/Forms

Program Instructions and Forms are prepared and issued and are controlled documents in accordance with QP 3.2: "Document and Data Control". They detail the necessary steps for each quality-related activity in logical sequence so that the activities can be consistently repeated to the standard required in the procedures. Program Instructions will include an aim, scope, list of references, responsibilities, method and records. Program Instructions and Forms will be reviewed and updated as necessary to reflect changing circumstances in order to accurately describe each task.

Quality Plans (including Continuous Improvement Projects)

Quality Plans are prepared and issued by the manager in charge of the specific program/project (which is the subject of the plan), in consultation with the Director. They are controlled documents in accordance with QP 3.2: "Document and Data Control". Quality plans outline the particular actions and considerations that may be needed for a particular project, contract, process or PWS and they are only relevant for the duration of that specific event.

Continuous Improvement

The Quality Framework is not static, but constantly evolving as Yellowbird Wellbeing strives to continuously improve these systems by incorporating the knowledge and experiences of workers and the changing needs of the marketplace. The effectiveness of the Quality Framework will be monitored through the continuous quality improvement program [CQI], policy and objectives; audit results; analysis of data; corrective and preventive action.

Quality Plans will refer to existing Procedures and Instructions but will also address:

- Whether any special controls, processes, equipment, resources or skills will be needed
- Ensuring that all the processes will be in accordance with relevant procedures;
- Checking and verification procedures to be completed at the appropriate stages
- Standards of acceptability must be clearly understood
- Preparation of appropriate quality records which will be maintained as part of the program.
- We will maintain documented Quality Plans as a quality record.

The key features of the Yellowbird Wellbeing Quality Management Framework are:

1. **Commitment:** committed to quality and improvement at all levels of the business. Leadership from all levels of Yellowbird Wellbeing play an active role in verifying the effectiveness and efficiency of the quality framework and ensuring that resulting actions lead to continuous improvement. We ensure that resources essential to the implementation, maintenance and improvement of the quality framework system are identified and made available.
2. **Consultation:** engages with workers, PWS, families and other stakeholders to enhance processes, standards and outcomes.
3. **Communication:** committed to communicating to all stakeholders quality enhancement as a process of monitoring, feedback and action. This may take the form of complaints, suggestions, enquiries, recommendations or requests.
4. **Co-ordination:** co-ordinate planning, evaluation, improvement and reporting activities. Quality objectives are included in both strategic and operational plans.
5. **Risk Management:** an integral part of the planning component of the corporate management cycle and provides a mechanism for Yellowbird Wellbeing to prioritise effectively resources and funds. Systems and processes are regularly reviewed and monitored to ensure they are effective, relevant and correctly implemented.
6. **Evaluation:** ensures that measurements form the basis of making informed decisions. Effective and efficient monitoring, collection, analysis and measurement of data is used to assess our performance and customer satisfaction. The analysis of data ensures fact-based decisions are made to the benefit of all our stakeholders.
7. **Standards:** links outcomes to external standards and engage in comparison. We incorporate the service delivery standards and requirements of specific funding and/or accreditation bodies into the quality framework.
8. **Social Impact:** the long term net benefit to society including: both positive and negative outcomes, and unintended "spill-over effects". Achieving positive social change, improving wellbeing, knowledge, capacity and resilience. Social outcomes include:
 - long term change that occurs as a result of an activity

- net benefit to PWS.

Measuring social impact is a fundamental aspect of our strategic plan and continuous quality improvement program, and will:

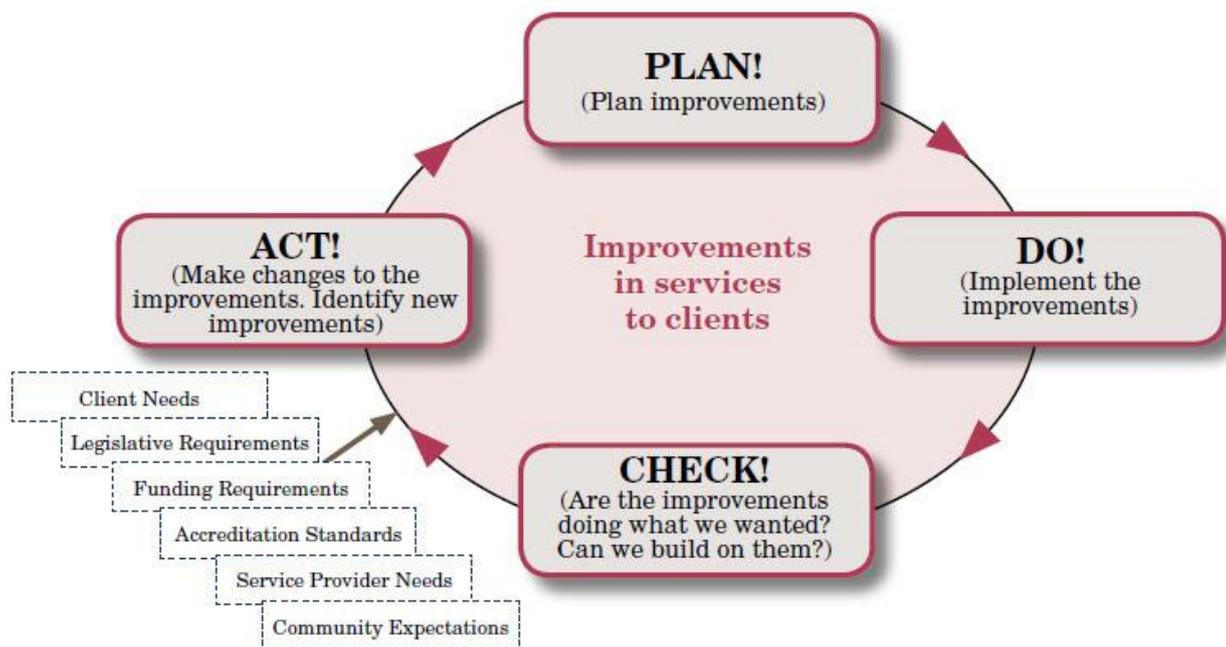
- Assess business performance
- Facilitate business learning
- Inform changes in strategy and operations.

Components of the Quality Framework

The Yellowbird Wellbeing Quality Framework incorporates legislation, rules, policies, procedures and process instructions. Each policy is linked to the legislation or strategic priorities that have given rise to it, and to the policies and/or procedures which prescribe how it will be implemented.

A sound continuous improvement program can demonstrate:

- baseline – the current situation the organisation is trying to change
- planned improvements and the expected benefit to PWS or workers– this includes assigning priorities among improvement activities
- monitoring – systems to monitor a new process or activity during its implementation including through key milestones or interim indicators
- evaluation – systems to monitor a new process or activity once it has been implemented, which should help ensure its sustainability and capture the actual improvements.



Relationship to Standards

Yellowbird Wellbeing acknowledges the following standards in relation to the development of this policy:

<i>NSW Disability Service Standards</i>	<i>National Standards for Mental Health Services</i>
All	All

Responsibilities

The CEO [or delegate] is responsible for the authorisation of the Continuous Quality Improvement Policy. They must oversee the management of this policy within Yellowbird Wellbeing.

All workers are responsible for adhering to the policy and implementing procedures as defined by this policy.

Quality Management COMPLIANCE

Yellowbird Wellbeing's Management will identify workers who will be affected by the policy, and provide information and training as necessary to enable workers to comply with all areas described within this policy.

Compliance with this policy is being measured by:

- 100% of workers complete QA Training within 3 months of their start date;
- 100% of existing workers complete QA Training within 3 months of the implementation of this policy;
- 100% of services and programs complete the CQI program annually;
- 100% of services and programs complete and submit PWS satisfaction and wellbeing measures to management annually.

EVALUATION

The performance indicators for the evaluation of this policy are:

- At least 80% of Yellowbird Wellbeing workers giving a positive rating on how well Yellowbird Wellbeing imbeds QA and Continuous Quality Improvement within the organisation.

REVIEW

This policy will be regularly reviewed as contextual drivers within the various sectors [i.e Disability, Mental Health] continue to evolve. This policy is not intended to be a static document and Yellowbird Wellbeing will make a commitment to its ongoing development.

Yellowbird Wellbeing further supports continuous quality improvement through the Quality Assurance Forum. The forum comprises of workers from across the organisation who meet bi-annually to share their ideas, skills and expertise in quality management and continuous quality improvement.

Definitions

PWS	Person/s we Support or People we Support [client, carers, families etc]
PCP	Person Centred Practice. Person Centred Practice are ways of commissioning, providing and organising services rooted in listening to what people want, to help them live in their communities as they choose.
Worker	Includes any person who carries out work for a 'person conducting a business or undertaking' (PCBU - the new term that includes employers). This term 'worker' includes any person who works as an: employee trainee volunteer outworker apprentice work experience student contractor or sub contractor Workers of a contractor or sub-contractor employee of a labour hire company assigned to work for a PCBU.
Document Control	Involves maintaining a history of the development of document versions, the use of a unique document number for each specific document (controlled documents) and maintaining a list of recipients for distributed copies (distribution list).
Risk Management	The culture, processes and structures that are directed towards realising potential opportunities whilst managing adverse effects (AS/NZS 4360: 2004);
Quality Management System	The organisational structure, procedures, processes and other necessary means for application of quality management.
Quality Management	A way of working within Yellowbird Wellbeing whereby you strive for continuous improvement by monitoring and evaluating your performance and ensuring that all processes are well managed.
Audit	A process of assessment, correction and verification used to check the

	economy, efficiency, effectiveness and equity of an activity or process and to confirm (or otherwise) compliance to a specified standard.
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References

Current issues	<ul style="list-style-type: none"> • None identified
Standards	<ul style="list-style-type: none"> • NSW Disability Service Standards • NSW OOHC Standards • National Standards for Mental health Services • NSW Standards for Homelessness Services • ISO9001-9008
Legislation	<ul style="list-style-type: none"> • Disability Services Act (1993) • NSW Disability Service Standards • National Disability Insurance Scheme Act (2013) • United Nations’ Convention on the Rights of Persons with Disabilities 2006 • Living Life My Way Framework (ADHC) • Anti Discrimination Act 1977(NSW)
Professional guidelines	<ul style="list-style-type: none"> • Quality Assurance Manual
Codes of Ethics	<ul style="list-style-type: none"> • Australian Psychological Association Code of Ethics http://www.psychology.org.au/Assets/Files/Code_Ethics_2007.pdf

Document Changes Record

Dates of Changes	Section altered	Natures of changes made