

Quality and Compliance Policy

1. Purpose

Inala Community House (ICH) is committed to delivering high quality services to the community which are compliant with all legislative, regulatory and funding requirements.

This policy also aims to set the standard for quality and compliance expectations within the organisation. This promotes a comprehensive planned process which monitors, reviews and continuously seeks to improve the operations of ICH.

This policy should be read in conjunction with all Inala Community House policies, procedures and any relevant legislation. Services may also have policies and procedures which operate pursuant to this policy.

2. Scope

This policy applies to all Board members and staff of ICH. This policy is also expected of volunteers and contractors engaged to deliver services on behalf of ICH as a condition of their involvement with Inala Community House. For the purposes of this policy, these persons shall be referred to as workers.

3. Definitions

Quality management: for the purpose of this policy, quality management refers to pursuing excellence in the services delivered and in the operation of the organisation. It describes a process which includes planning, implementation, evaluation and refinement which enables ICH to drive quality services and operations.

Compliance: is adherence to all legislative, regulatory and funding requirements. Ensuring compliance forms part of the quality management system.

Continuous Improvement: refers to an ongoing process of consistently evaluating opportunities to improve within the organisation. By implementing a quality management system which includes continuous improvement, ICH can provide a higher level of service to all stakeholders.

4. Policy

ICH is committed to fostering a culture which drives quality and compliance. ICH recognises that this type of culture is essential to best meeting the needs of service users and the community. It is also a critical aspect of maintaining a good reputation and building trust within the community and with funding bodies.

4.1 Quality Management System

ICH's commitment to delivering high-quality services is embedded within the mission, vision, values and strategic goals of the organisation.

To facilitate a quality driven culture, ICH seeks to implement a strong quality management system. This system focuses on monitoring, reviewing and continually seeks opportunities to improve upon the services and operations of the organisation.

ICH has processes which seek to achieve this commitment including:

- Undertaking consultation (as relevant) and working proactively with stakeholders
- Having appropriate and effective feedback mechanisms for workers, service users and other stakeholders
- Ensuring policies and procedures comply with legislative and regulatory requirements
- Regular monitoring of funding requirements
- Regular communication with funding and other professional bodies
- Efficient management, planning and resources
- Strategic planning which includes planning, monitoring and review
- Internal audit processes which aim to ensure quality and compliance
- Promoting the professional responsibility of each individual within the organisation by incorporating the principles of quality management including continuous improvement in all aspects of their role
- Performance management and development systems for all staff
- Evaluating all new and existing initiatives, policies, procedures and processes to ensure consistency and alignment with ICH's mission, vision, values and strategic planning.

A key focus of ICH is to ensure continuous improvement processes are embedded within the organisation. Continuous improvement focuses on all aspects of the organisation. This process involves critical and timely reviews and evaluation. Planned internal and external reviews promote the continuing updates of policies, procedures and processes to ensure their ongoing suitability and adequacy. Continuous improvement can be recognised through multiple avenues such as:

- Feedback or complaints
- Internal or external audits
- Incidents
- Changes in the internal or external environment (e.g. funding obligations/legislation)

Continuous improvement is based on the following stages:

1. Identifying opportunities for improvement from multiple sources (as mentioned above)
2. Planning improvements by referencing, where appropriate, strategic plans, the budget, service plans and risk management planning, etc.
3. Executing the plan through key policies, procedures, & processes, budget expenditure, delegations, communication with stakeholders, etc.
4. Reviewing how the changes are working by self-review, seeking feedback, surveys, meetings, etc.

5. Refining and improving as needed
6. Repeating the process

ICH is required to comply with several mandatory audits. The purpose of these audits is to ensure both quality and compliance. ICH seeks to regard these audits as a 'starting point' from which the organisation builds and excels in providing quality services.

4.2 Reporting

ICH has an open-door policy for reporting issues relating to quality or compliance. All workers are encouraged to report any concerns to a senior worker. Reports can be made anonymously however enough information must be included to support an investigation. Workers will not face adverse consequences as a result of making a report. Where appropriate, a worker's identity will be kept as confidential except where disclosure is required or authorised by law, or with the consent of the worker.

Any person who engages in detrimental conduct may be subject to disciplinary action up to and including termination. They may also be subject to civil and criminal penalties.

4.3 Responsibilities

All workers are responsible for:

- Contributing to a culture of quality through compliance with all policies, procedures, standards and legislation
- Actively identifying opportunities to improve upon the organisational processes or systems

The Management Team are responsible for:

- Driving quality and compliance within their teams and services
- Looking for opportunities to continuously improve
- Recording continuous improvement measures
- Reporting on quality and compliance matters to the CEO and Board of Directors
- Encouraging an open-door policy where people can report quality or compliance issues without fear of retribution
- Maintaining confidentiality where required, which may include the reporter's identity

The Board of Directors or the CEO will:

- Determine if any reports are whistleblowing reports

5. Review

This policy shall be reviewed every 3 years.

This policy remains in effect unless otherwise determined by resolution of the Board of Directors.

6. Related Documents

Policy

ICH Code of Conduct Policy
ICH Anti-Bullying Policy
ICH Anti-Discrimination Policy
ICH Governance Whistleblowing Policy

Legislation

Child Protection Act 1999
National Disability Insurance Scheme Act 2013 and Rules
Education and Care Services National Law and Regulations

Other Documents

NDIS Practice Standards
HSQF Standards
FDC National Quality Standards