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**Quality Management Policy and Procedure**

**Purpose**

This policy outlines the management system that ensures CAPS is providing high quality service and support. The quality management system ensures that the organisation and its employees act in accordance with the CAPS mission, all procedures and other management systems are of up to date, collaboration is promoted with all participants, staff and other providers, organizational structures outline responsibilities, and there is a continuous improvement or all systems and operations.

**Scope**

All staff are responsible for the quality of support delivery.

**Policy**

CAPS will ensure that it delivers high quality services and supports that are in line with the NDIS Quality Standards and Practice Indicators.

The Quality management system includes the use of:

* Data from complaints and feedback
* Management systems that determine areas of improvement with input from:
  + Complaints and Feedback Policy and Procedure
  + Risk Management Policy and Procedure
  + Reportable Incident, Accident and Emergency Policy and Procedure
  + Continuous Improvement Policy and Procedure
* A Continuous Improvement Register to identify necessary improvements
* A Risk Management Policy and Procedure and related documents that assist in reducing risk and improving practices
* The training of staff to ensure the delivery of high-quality supports that meet participant needs
* Internal audits to ensure the organisation meets NDIS Standards, Rules and Guidelines
* Service delivery that meets best-practice standards
* Reviews of policy and procedures that incorporate the results of feedback and complaints

**Quality Plan**

Monitoring the quality plan

* Continuous collaboration with participants, employees and other relevant parties
* Regular reviews of:
  + Participant risks
  + Environmental risks
  + Business risks
  + Work Health Safety risks
  + Feedback and complaints
  + Incidents
  + Near misses
  + Compliance changes
  + Human resources
  + Finances
  + IT issues
  + Continuous Improvement Register
* Regular meetings with managerial staff will discuss:
  + Finance reports
  + Results of prior decisions
  + Funding
  + Business Risk management
  + Continuous improvement
  + Feedback and complaints
  + Human resources
  + Work Health Safety risk management
  + Information management
  + Incidents
  + General business

Review

1. Meetings and other relevant input will be used in decision on adjustments made to:
   1. Operational plans
   2. Policies and procedures
   3. Practices
2. Continuous Improvement Register will be reviewed to:
   1. Authorize actions
   2. Alter individuals’ responsibilities

Update

After reviewing information CAPS will:

* Ensure staffs training is up to date and record all training in their personal files
* Make necessary alterations to policies and procedures and distribute the updated versions
* Inform participants of any changes that may affect them