

3.8	QUALITY MANAGEMENT AND CONTINUOUS QUALITY IMPROVEMENT
-----	---

Applies to: Management Committee, Staff
Specific responsibility: Management Committee, HECIS Co-ordinator

Version: 1
Date approved: 5.8.14
Next review date: Aug 21

Policy context: This policy relates to	
Standards or other external requirements	
Legislation or other requirements	
Contractual obligations	

POLICY STATEMENT

HECIS is committed to quality management and to building and maintaining a culture of continuous quality improvement.

HECIS will:

- involve staff, child care centre staff and people who receive service and other stakeholders in service review processes;
- document improvement plans, activities and outcomes;
- gather information on performance by tracking complaints, incidents and achievements and use this information to inform continuous improvement;
- report internally on progress and performance;
- develop a culture of continuous improvement.
- adhere to the joint Australian/New Zealand national quality management standard principles (ISO 9001:2015)

Quality management principles

ISO 9001: 2015 quality management principles:

Principle 1: Customer focus: Organisations depend on their customers and therefore should understand current and future customer needs, should meet customer requirements and strive to exceed customer expectations.

Principle 2: Leadership: Leaders establish unity of purpose and direction of the organisation. They should create and maintain the internal environment in which people can become fully involved in achieving the organisation's objectives.

Principle 3: Involvement of people: People at all levels are the essence of an organisation and their full involvement enables their abilities to be used for the organisation's benefit.

Principle 4: Process approach: A desired result is achieved more efficiently when activities and related resources are managed as a process.

Principle 5: System approach to management: Identifying, understanding and managing interrelated processes as a system contributes to the organisation's effectiveness and efficiency in achieving its objectives.

Principle 6: Continual improvement: Continual improvement of the organisation's overall performance should be a permanent objective of the organisation.

Principle 7: Factual approach to decision making: Effective decisions are based on the analysis of data and information

Principle 8: Mutually beneficial supplier relationships: An organisation and its suppliers are interdependent and a mutually beneficial relationship enhances the ability of both to create value' ¹

PROCEDURES

Corporate governance leadership

HECIS's Management Committee will work with the HECIS Co-Ordinator and staff to:

- foster a positive attitude to quality improvement across the staff team;
- implement policy and procedures for quality management that will provide guidance to staff;
- identify key indicators for quality for the service provider;
- establish documentation and reporting processes that will enable the ongoing tracking of quality improvement.

Participation and feedback

HECIS will have clear policy and procedures for gathering, recording and responding to feedback and complaints.

All service users will be made aware of opportunities to provide service feedback through service quality surveys completed annually and upon exit of the service.

All new families accessing the HECIS service are given a the 'Summary Information booklet' which contains information on providing feedback and/or lodging a complaint (if they desire).

Monitoring and Review

HECIS will review quality and safety policies on an annual basis. The HECIS Co-Ordinator will monitor the policy review processes.

HECIS will establish the following strategies to identify action and monitor quality improvement.

1. The HECIS Co-Ordinator will ensure the agenda for all staff meetings include a review of the quality and safety policies, and staff input will be sought.
2. Policies and procedures for any identified issues will be reviews and amended where appropriate.
3. The HECIS Co-Ordinator will include these identified issues/ reviews in the Co-Ordinators report to the Management Committee at each committee meeting.

¹ International Organization for Standardization (ISO): *Standard 9001:2008 Quality Management Systems*
http://www.iso.org/iso_catalogue/management_and_leadership_standards/quality_management.htm

DOCUMENTATION

Documents related to this policy	
Related policies	
Forms, record keeping or other organisational documents	

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Annually	HECIS Co-Ordinator	Management Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	12.8.15	HECIS Co-Ordinator	Aug 2016
2	28.7.16	HECIS CoOrdinator	Aug 2017
3	14.8.17	HECIS CoOrdinator	Aug 2018
4	31.8.18	HECIS CoOrdinator	Aug 2019
5	20.8.19	HECIS CoOrdinator	Aug 2020
6	15.9.20	HECIS CoOrdinator	Aug 2021

INDEXING

Search topic/s:	
Function/s:	