

Quality Improvement Policy

Purpose

The purpose of this policy is to define how Early Start Australia (ESA) will ensure the quality of its services, safeguard to ensure high standards, improve systems and processes, and create an environment in which excellence in service provision will flourish.

Scope

This policy applies to all ESA staff.

Principles

ESA will:

- Maintain an effective quality management system which encourages excellence;
- Work to improve client satisfaction and outcomes; and business performance, through quality improvement;
- Ensure availability of business documentation that communicates required standards (and monitor compliance with this); and
- Undertake improvement processes through all levels of the organisation.

Policy Statement

Quality improvement in all activities is essential for ESA’s continued success. ESA undertakes ongoing quality control and evaluation of operations and services to confirm that we are meeting expected standards across clients, community, and regulators.

Quality at ESA is practically tracked in our online quality management system – LOGIQC-QMS.

As a group member of APM, ESA also participates in APM quality processes, including attendance at APM Clinical and Quality Meetings.

We will:

- Involve staff, people who receive services, and other stakeholders in service quality and effectiveness review processes;
- Maintain documentation and reporting processes to track quality improvement;
- Ensure services are regularly reviewed and measured for quality and effectiveness;
- Ensure people with disability/families are involved in all decision-making processes that affect them;
- Report internally on progress and performance, using key performance indicators;
- Establish appropriate strategies to identify, action and monitor quality improvement; and
- Ensure organisational accountability for safety and quality in client services.

Internal Audit and Quality Improvement

Outcomes identified because of internal audit may lead to quality improvements. Refer to the Internal Audit Policy. Internal audit outcomes are discussed at the weekly Clinical Compliance Quality meeting.

Feedback and Incidents and Quality Improvement

Feedback (including complaints) and incidents are actively monitored and the information used to inform quality improvement. This includes data captured as part of the Net Promoter Score feedback actively sought from clients. Feedback and incidents are discussed at the weekly Feedback and Incidents meeting.

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Refer to the Consumer Engagement Policy; Complaints and Feedback Policy; and Incident Management Policy.

Capture of Other Quality Improvements

ESA uses a range of mechanisms to capture quality improvements. Staff may submit details of local quality improvements completed at their clinics; may make suggestions by the “Ideas Box”; and / or may participate in a formal ESA project. Each of these quality improvements is tracked within LOGIQC-QMS and discussed at the National Continuous Improvement and Projects Meeting.

National Continuous Improvement and Projects Meeting

This meeting attended by the General Manager, Director of Business Services, Regional Managers, and Quality Team members is the culmination of all quality improvement activities at ESA. A comprehensive agenda is provided which outlines audit, feedback, incident, ideas box, and project data and tracks progress in relation to the improvements underway.

Roles and Responsibilities

All staff are responsible to contributing to service quality.

Compliance

ESA will make every endeavour to support team members to comply with this policy. Where staff are found to be non-compliant, ESA will take appropriate management action which may include:

- Counselling;
- Further training and development;
- Demotion;
- Suspension;
- Warning;
- Referral to appropriate legal and regulatory bodies as appropriate;
- Termination of employment (with or without notice or any payment); or
- Termination of engagement (in the case of contractors)

Associated Documents

Complaints and Feedback Policy
 Incident Management Policy and Procedure
 Safe Environment for Participants Policy and Procedure
 Risk Management Policy and Framework
 Staff Complaints, Grievance and Dispute Policy
 Internal Audit Policy
 Consumer Engagement Policy

This document references and is compliant with:

- National Standards for Disability Services
- National Disability Insurance Scheme Practice Standards and Quality Indicators (January 2020)

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