

ESA Quality Policy

Purpose

Early Start Australia (ESA) is committed to provision of quality services and to building and maintaining a culture of continuous quality improvement. Continuous quality improvement requires a deliberate and sustained effort and a learning culture. This policy ensures ESA maintains high standards, improves systems and processes, adapts to changing needs and demonstrates organisational improvement. ESA will:

- Involve staff, people who receive services and other stakeholders in service review processes
- Document Quality Improvement Plans, activities and outcomes
- Gather information on performance by tracking complaints, feedback, incidents and achievements and use this information to inform quality improvement
- Report internally on progress and performance
- Adhere to Australia quality management principles

Scope

This policy applies to all ESA staff

Principles

ESA's corporate governance body will work with clinic staff to ensure:

- All services provided, and processes and procedures undertaken by staff are the best they can be.
- Services are regularly reviewed and measured for quality and effectiveness.
- Encourage staff and people with disability to provide feedback on how to improve service.
- People with disability are involved in all decision-making processes that affect them.
- A positive attitude, and learning culture of quality improvement across the staff team
- Policy and procedures are implemented and monitored to support provision of quality service.
- Key indicators for quality are identified and monitored.
- Documentation and reporting processes are established that enable the ongoing tracking of quality improvement.

Quality Improvement Plan

Each clinic is responsible for preparation of an individualised Quality Improvement Plan (QIP), with the support and assistance of the Manager Clinical Services and the Quality and Compliance Coordinator. A template for such is available for customisation. At a minimum, the QIP will address any suggested improvements or compliances identified as a result of independent external audit.

Monitoring and Review

ESA reviews quality and safety policies on an annual basis. The National Operations Manager monitors the policy review processes.

The National Operations Manager prepares quarterly reports for senior management and the Clinical Services Committee on quality improvement actions within the organisation.

ESA will establish appropriate strategies to identify, action and monitor quality improvement e.g. via the Clinical Services Committee.

TITLE / ORIGINAL CREATION DATE	ESA Quality Management and Continuous Quality Improvement (created 22 Oct 2018)		
DRAFTED BY	National Operations Manager		
AUTHORISED (ROLE)	National Operations Manager and Clinical Manager	EFFECTIVE DATE	February 2019 Reviewed June 2019
VERSION	V2 (reviewed by Quality and Compliance Coordinator)	REVIEW (FREQUENCY / DATE)	Annual – February 2020

Associated Documents

- Quality Improvement Plan Template
- Complaints Management Policy
- Incident Management Policy

Source:

NDS Standard 6 NSDS Policy Template: Continuous Improvement Policy

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