

Quality Policy

Purpose

The purpose of this policy is to define how Early Start Australia (ESA) will ensure the quality of its services, safeguard its 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.

Policy Statement

We will:

- Involve staff, people who receive services, and other stakeholders in service review processes;
- Involve people with disability in decision-making processes that affect them;
- Establish documentation and reporting processes to track quality improvement (including documenting a Quality Improvement Plan, activities and outcomes);
- Gather information on performance by reviewing complaints, feedback, and incidents and use this information to inform quality improvement;
- Report internally on progress and performance, using key indicators;
- Review services for quality and effectiveness;
- Focus on strengthening service delivery and improving individual outcomes for clients;
- Ensure access to (and monitor compliance with) suitable policy and procedures to support provision of quality service;
- Establish appropriate strategies to identify, action and monitor quality improvement e.g. via the Clinical Services Committee
- Ensure organisational accountability for safety and quality in client services; and
- Maintain an organisational environment which encourages excellence.

Roles and Responsibilities

All staff are responsible to contributing to service quality.

Associated Documents

Quality Improvement Plan

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

Clinical Services Committee Terms of Reference

This document references and is compliant with:

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



Document Control

Document Name	Quality Policy (formerly known as Quality Management and Continuous Quality Improvement and incorporating the former ESA Corporate Governance Policy)		
Document Owner	National Operations Manager	Version	4
Created	National Operations Manager (September 2018)	Last Reviewed/ Modified	Quality and Compliance Coordinator (January 2021)
Authorised	National Operations Manager (January 2021)	Review Due	Annual (January 2022)
Published Location	ESA Website; and Staff Intranet		