

# QUALITY ASSURANCE POLICY

## INTRODUCTION

NOSS is committed to enhancing the quality of service delivery using a systematic process to improve performance against all areas of the service.

Quality Assurance allows NOSS to constantly review performance against the Disability Services Standards and Service goals and to effect ongoing improvements.

## PROCEDURES

NOSS will:

- document and review regularly all procedures and policies.
- ensure that all employees are aware of and understand all NOSS policies and procedures.
- hold monthly management meetings will be held to discuss service improvement.

### 1. Audits

NOSS will:

- carry out an independent financial audit annually.
- arrange an annual Certification Audit of Bluegum by an independent accredited certification body to ensure it meets all requirements of the Commonwealth Disability Employment Services Standards.
- conduct a self audit against the Quality and Safety Standards Framework as required by the Department of Health and Human Services.
- comply with other audit requirements as required by the funding bodies.

### 2. Internal Audits

- The Office Manager will maintain a schedule of internal audits to ensure that all major processes are audited regularly to ensure compliance with NOSS goals and the Tasmanian Disability Services Standards and Commonwealth Disability Employment Services Standards.
- Audits will include a lead auditor and an interviewer independent of the area being audited.
- Each audit will:
  - > review and document action on non-conformities from previous audits.
  - > review process with particular reference to Standards and NOSS goals and document any non-conformities and/or evidence of compliance.
  - > conduct interviews with crew members, staff members and management.
  - > review client and crew member files and relevant documents and records;
- Audit reports to be completed and circulated to relevant stakeholders.
- Identify actions for improvement.

### **3. Feedback**

NOSS encourages all stakeholders to contribute to the continuous improvement of the Service by forwarding any suggestions for improvement to the office.

NOSS will obtain feedback annually from all stakeholders including:

- clients and crew members (or their advocates)
- employees
- Management
- Bluegum customers

NOSS will analyse feedback and identify actions for improvement.

### **4. Service Planning**

- Board of Governance will develop a triennial Strategic Plan with input from clients, crew members, employees and Management.
- Strategic Plan will be reviewed annually
- The Workcrew Manager will develop an annual Bluegum Business Plan with input from Bluegum crew members and staff.

### **5. Risk Management**

Risk Management Plan will be reviewed in accordance with Risk Management Policy and identify actions for improvement.

### **6. Quality Assurance Database (QAD)**

- Actions for improvement will be identified as a result of:
  - > Complaints
  - > Incidents
  - > Suggestions for Service improvement
  - > Risk Management Plan review
  - > Strategic and Business Plans
  - > Internal and other Audits
  - > Analysis of Feedback
  - > Board, Management, Staff and other meetings.
- Improvement Requests will be entered on the Quality Assurance Database (QAD) including details of action required, responsible person and completion date:
- Monthly reports of all outstanding action will be printed and distributed to each responsible person for resolution.
- Monthly management meetings (Community Access and Bluegum) will include:
  - > Monitoring the progress of previous QAD items
  - > Discussing new QAD items
  - > Developing and implementing plans for improvement.
- Policies will be amended when necessary.
- All relevant stakeholders will be informed of improvements.