



## 2.4 QUALITY MANAGEMENT POLICY AND PROCEDURE

### 1.0 Purpose

To ensure that each participant benefits from a quality management system relevant and proportionate to the size and scale of the provider, which promotes continuous improvement of support delivery.

### 2.0 Scope

The policy applies to:

- ESG Inclusive Homes employees, whether permanent or casual, contractors, volunteers, and stakeholders
- All participants, their families, carers and/or advocates.

### 3.0 Definitions

N/A

### 4.0 Policy

ESG Inclusive Homes quality management system:

- Supports continuous improvement by implementing best practice outcomes, risk-related data, and evidence-informed practice
- Incorporates feedback, compliments, and complaints from participants, ESG Inclusive Homes employees and other stakeholders to improve services and procedures
- Reflects the governance and organisational structure of ESG Inclusive Homes
- Aligns with the mission and vision of ESG Inclusive Homes
- Conducts internal audits relevant to the scope and complexity of supports delivered to ensure continuous quality of services delivered
- Maintains ongoing improvement and revisions of policies and procedures, processes, and services to ensure continual compliance with relevant legislations, obligations, and standards
- Records all relevant improvements in the *Continuous Improvement Register* and implement into the policies and procedures of ESG Inclusive Homes as require; and
- Provides continuous training to all ESG Inclusive Homes employees.

### 4.1 Responsibilities

#### 4.1.1 Responsibilities of the Director and/or Appointed Delegate

- Implement and manage an effective quality management system that supports service delivery and positive outcomes
- Ensure that services and support provided to a participant meets the requirements of NDIS standards and guidelines
- Review organisational objectives and targets to ensure that ESG Inclusive Homes operations are aligned with them; and
- Review feedback, compliments and complaints and provide corrective action in a timely manner.

#### 4.1.2 Responsibilities of All ESG Inclusive Homes Employees

- Ensure that all feedback, compliments, and complaints are reported to the Management Team in a timely manner
- Ensure that all incidents and/or hazards are reported to the Management Team in a timely manner

- Report any improvement opportunities to the Director and/or Management Team; and
- Participate in internal audits, if required.

## 5.0 Procedure

### 5.1 Internal Audit

Internal audits will be conducted bi-annually and annually to ensure ESG Inclusive Homes continually meets NDIS standards, guidelines, and relevant legislation. The individual carrying out an audit of any aspect of ESG Inclusive Homes will be provided with relevant training and be independent of the process being audited.

Internal audit outcomes should be recorded within an *Internal Audit Report*. Any non-conformities should be recorded on the Quality and *Continuous Improvement Register* and be reported to the Director and/or appointed delegate in a timely manner. It is the responsibility of the Director and/or appointed delegate to raise non-conformities in relevant management review meetings where the outcome of the audit should be reviewed, and corrective actions can be implemented.

#### 5.1.2 Regular Internal Activities

The following activities are to be conducted as per the frequency specified on the table below:

Activity	Frequency	Responsible
Fundamental Documentation 1.1 Strategic and Operational Plan 1.2 Participant Handbook 1.3 Service Agreement 1.4 Participant Charter 1.5 NDIS Policy and Procedure Manual	Annually	Director and/or appointed delegate
Marketing and Networking 2.1 Website 2.2 Print Resources	Periodically	Director and/or appointed delegate
Finance and Government 3.1 Price Guide 3.2 Documentation Creation 3.3 Services Promotion 3.4 Financial Management 3.5 Compliance Management	Annually	Director and/or appointed delegate
Employment Procedures 4.1 Employment Management	Annually	Director and/or appointed delegate
Human Resources 5.1 Human Resource Implementation 5.2 Employee Performance Development Review	Annually	Director and/or appointed delegate
Privacy and Confidentiality 6.1 Privacy and Confidentiality Protocols	Annually	Director and/or appointed delegate
Referral Networking 7.1 Referral System 7.2 Networks	Annually	Director and/or appointed delegate
Complaint and Feedback Process 8.1 Complaints and Feedback Information 8.2 Complaints and Feedback Documentation (Provided Forms) 8.3 Feedback, Compliments and	Annually	Director and/or appointed delegate

Complaints Register		
Injury and Abuse Protocols 9.1 Injury and Abuse Protocols	Annually	Director and/or appointed delegate
Risk Management 10.1 Risk Management Observations 10.2 Financial Risk Management 10.3 Risk Management Documentation 10.4 Business Emergency and Disaster Management Plan 10.5 Management Review Meeting	Annually	Director and/or appointed delegate
Assessment, Planning and Review 11.1 Assessment, Planning and Review 11.2 – Assessment, Planning and Review Documents	Annually	Director and/or appointed delegate
Audit Review 12.1 - Audit Review 12.2 – WHS Audits and Inspections	Annually	Director and/or appointed delegate

## 6.0 Related Documents, Legislation, Regulations and Standards

- *Incident Form*
- *Incident Register*
- *Feedback, Compliments and Complaints Form*
- *Risk Assessment Form*
- *Risk Register*
- *Quality and Continuous Improvement Register*
- *Quality and Continuous Improvement Plan*
- *Internal Audit Template*
- *Internal Audit Report*
- *Internal Audit Schedule*
- *Legislative Compliance Register*
- *Meeting Minutes*
- *Incident Management Policy and Procedure*
- [Work Health and Safety Act 2011](#)
- [National Disability Insurance Scheme Act 2013](#)

## 7.0 Policy Review

This *Quality Management Policy and Procedure* will be reviewed on an annual basis to ensure that ESG Inclusive Homes operates in accordance with legal, regulatory and company standards. This process will include a review and evaluation of current practices and service delivery types and locations, relevant policies and procedures, forms and registers and will incorporate all ESG Inclusive Homes employee, participant, and other stakeholder feedback.

ESG Inclusive Homes *Quality and Continuous Improvement Register* will be used to record and monitor progress of any improvements identified and where relevant feed into service planning and delivery processes.

ESG Inclusive Homes may make changes to this *Quality Management Policy and Procedure* at any time to allow for continual improvement, evaluation, and implementation of best practices to improve the effectiveness of its operation.