



Quality Management POLICY & PROCEDURE

Policy Version 1.0

Category: Administrative *(Required by Legislation)*

Adopted: December 2021



Quality Management Policy & Procedure

Policy Statement

Winton Shire Council's (WSC) Community Care Services team is committed to a quality management system that aims to improve overall performance and provide Council's Community Care Services a sound basis for sustainable development initiatives.

Council will continue to build on known strengths, champion creative solutions and seek new and sustainable ways to deliver superior outcomes in relation to the care and services provided by our Community Care services team members.

Scope

This WSC Community Care Services (CCS) policy and procedure applies to CCS team members, and the Consumers and/or representatives who have partnered with Council to receive home care and other services.

The governing body is accountable for quality and sets annual objectives for quality during its annual review of our quality management system.

Definitions

Term	Definition
Community Care Services	Includes support services funded by the Department of Communities, Department of Health, National Disability Insurance Scheme (NDIS), Department of Human Services
Consumer	A person who receives approved services from a service provider
Council	Winton Shire Council
NDIS	National Disability Insurance Scheme, provides support to eligible people with intellectual, physical, sensory, cognitive and psychosocial disability

Procedure

General Responsibilities

Management shall ensure that a partnership approach is adopted with all Consumers. Management shall ensure the establishment and delivery of safe care and services to all Consumers, by trained and experienced CCS team members. Management shall ensure that each Consumer is provided safe and effective care and services that:

- Is best practice
- Is tailored to their needs
- Optimises their health and well-being

CCS team members shall follow the requirements of this policy/procedure and Consumer care plans, participate in development opportunities, work to establish partnerships with the Consumer's and deliver safe care and services that address the Consumers current needs, preferences and goals.

Consumers and their representative/s shall support a partnership approach with Council, to provide input into their needs and preferences for the care and services they require.



What is Quality Management

Quality management is the action we take to ensure that the care and services we provide, are the best possible for the Consumer and their representative/s. Quality management involves:

- Listening to Consumers, their representative/s and valuing their feedback.
- Understanding what it is that we do well.
- Identifying where improvements are needed.
- Taking action in order to best meet the needs of the Consumer.

Quality management is also about gathering the information that we need to change and innovate as part of a cycle of continuous improvement.

CCS Quality Management Overview

Council recognises that the disciplines of quality, health, safety, environment and risk management are primary responsibilities of managers and team members, and are key to achieving our goals. The definition, development and implementation of our Quality Management system shall be achieved by considering the issues arising from social, ethical, environmental, political, economic and technological environments we operate in, as well as internal context. Regulations and quality standards, industry reforms as well as changes in the relevant laws will be a focus of these planning activities.

The CCS management team is responsible for:

- Work in partnership with the Consumer, their representative/s and other service providers.
- Encourage, educate and empower team members to engage in quality improvement, risk management programs and innovation through teamwork.
- Develop and document objectives and goals for our core activities and communicate them.
- Review and adapt to relevant industry standards – in particular the Aged Care Quality Standards and the NDIS Practice Standards.
- Quantify and regularly review performance across our core activities, ensuring that we continue to improve the Consumer care and services that we provide.
- Carefully consider feedback from all stakeholders.

Quality Management Process

The basis of our quality management process is a simple cycle of continuous improvement. The CCS team is responsible for:

- Identifying and documenting current practices.
- Collecting and reviewing feedback from participants and other stakeholders.
- Reviewing the results against the Aged Care Quality Standards and NDIS Practice Standards and other indicators.
- Identifying improvements that can be made to better reach or exceed the requirements of the standards, meet needs and achieve results.
- Develop a plan for improvement.
- Implement the plan for improvement.
- Reassess practices and performance – then the cycle commences again.



This cycle of continuous improvement is also referred to as the 'Plan/Do/Check/Act' cycle – explained in the CCS Continuous Improvement Policy/Procedure.

Quality Management System - Principles

The provision of a quality service is the responsibility of all Council employees. CCS team members shall embrace Council values and objectives and commit to continuous improvement and minimisation of risk.

The CCS team shall establish, implement, maintain and continually improve our quality management system, in line with the seven principles of ISO 9001:2015 - Quality Management Systems, and maintain a culture of continuous quality improvement.



Refer also to the CCS Continuous Improvement Policy and Procedure.

Communication

- Council's CCS team members shall have access to this policy/procedure.
- The CCS team shall be provided with opportunities to be involved in the review of this policy/procedure.
- All relevant employees shall be required to read and understand this policy/procedure at the time of their employment/orientation.
- Changes/amendments made to this policy/procedure document shall be communicated to the relevant CCS team members.

Enforcement

The failure of any employee to comply with this policy/procedure in its entirety may lead to:

- Council's performance management process being implemented - which may involve refresher or further training, or
- Modification or termination of employment.



Related Council Documentation

- Aged & Disability Care Admission Policy & Procedure
- Consumer Support Plan / Care Plan
- Consumer Agreement/s
- Feedback and Complaints Policy and Procedure
- In-home Document Folder
- Privacy and Confidentiality Policy
- Referral Policy and Procedure

Legislation, Recognised Authorities and Other Sources

- Anti-Discrimination Act 1991
- Aged Care Quality Standards
- Aged Care Act 1997
- Aged Care Quality and Safety Commission <https://www.agedcarequality.gov.au/>
- Charter of Aged Care rights
<https://www.agedcarequality.gov.au/consumers/consumer-rights>
- Commonwealth Home Support Programme Program Manual 2018-2020
- Human Rights Act 2019 (Queensland)
- ISO 9001:2015 Quality Management Systems
<https://www.iso.org/obp/ui/#iso:std:iso:9001:ed-5:v1:en>
- National Disability Insurance Scheme (NDIS) Practice Standards
- National Disability Services (NDS) Quality Management
<https://www.nds.org.au/images/resources/Quality-Management-1.pdf>
- NDIS Quality and Safeguards Commission <https://www.ndiscommission.gov.au/>
- NDIS Code of Conduct [NDIS Code of Conduct \(NDIS Providers\) | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](https://www.ndiscommission.gov.au/ndis-code-of-conduct)
- Privacy Act 1988 (Federal)

CEO Discretion

Where applicable, the CEO can apply their discretion as to the enforcement of the requirements outlined in this policy and any requests for variations to this policy.

Review of Policy

This policy remains in force until amended or repealed by resolution of Council. This document will be reviewed biannually or as required.

RECORD OF AMENDMENTS and ADOPTIONS			
DATE	REVISION NO	REASON FOR AMENDMENT	ADOPTED BY COUNCIL
December 2021	V1.0	Preparation for Council Adoption	20 January 2022

