



QUALITY POLICY AND PROCEDURE

Policy

Intent

OzChild prides itself on its best practice service delivery and adhering to its motto of 'every child deserves the chance to shine'. Quality systems are a whole-of-staff concept and are vital in order in ensuring efficient and effective service delivery. They demonstrate to the community that we are able to meet and exceed their expectations. OzChild is committed to meeting all legislative and registration compliance requirements and actively fosters continuous quality improvement. OzChild's Quality processes exist to also meet the Department of Human Services Registration Standards and other funding body regulations and requirements related to the service being delivered. They have also been developed in line with OzChild's Strategic Plan – 'Strategic Directions 2007-2015'. This policy and procedure is available in an extended format and is in expanded format in the OzChild internal Quality manual. Please contact the Quality Coordinator on (03) 9695 2200 or quality@ozchild.org.au for further information.

Objectives

Within Quality, OzChild will strive to:

- Adhere to any internal and external Registration Standards or compliance frameworks as set by external funding bodies or internal processes, including audit processes both external and internal; OzChild Outreach VCAL will adhere to and support all principles and practice of Australian democracy, such as the elected government, all laws, equal rights, freedom of religion, speech and association, and to openness and tolerance. This also includes meeting all relevant Standards for Registration to provide a senior secondary course such as VCAL.
- Identify the changing needs and expectations of our stakeholders, both internal and external, and to act on feedback gained from stakeholders;
- Provide accessible services in a timely fashion, with cultural sensitivity and by competent, experienced staff;
- Provide an employment environment where continuous improvement and professional development is encouraged;
- Ensure that the requirements of Quality and any Quality Management System are communicated and understood throughout the organisation and accessible to stakeholders;
- Maintain processes and procedures which ensure that any agreed changes are implemented;
- Regularly review the quality objectives and identifying issues of strategic significance for the ongoing consideration by the Board and Executive;

- Develop continuous improvement processes and set Quality aims congruent with OzChild's Strategic Plan 'Strategic Directions 2007 – 2015'.

The Board, CEO, management and staff of OzChild are fully committed to the application of sound governance, good management and the provision of high quality services to clients, funders/benefactors and stakeholders. Consistent high-quality services will ensure all stakeholder expectations are met, and in turn will inform good practice.

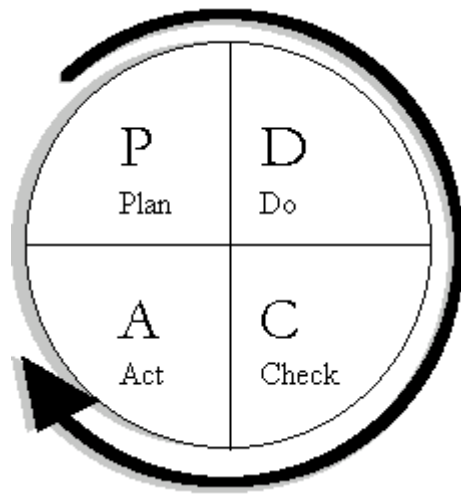
OzChild's success within Quality is measured through (a) client satisfaction, monitored through personal feedback sessions and anonymous client surveys, (b) against compliance with contractual obligations and outcome targets, including audit/review tools and self-assessment and (c) with our community partnerships and good relationship with funding bodies. To this end, quality can be viewed as the 'how' and 'why' of the great work that we do.

Quality can be viewed as:

- D** Described in writing
- I** Integrated into practice
- C** Communicated
- E** Evaluated
- D** Documented

It is a cycle of continuous improvement, auditing/reviewing and actioning of items where improvement is needed.

Any Quality Process must exist as a loop: therefore Oz Child have adopted a **Plan, Do, Check/Reflect, Act** approach:



This concept is applied to processes and other activities, (for example if completing a file audit:

PLAN: purpose of the audit, who is responsible, determine size, reporting etc

DO: Complete the audit

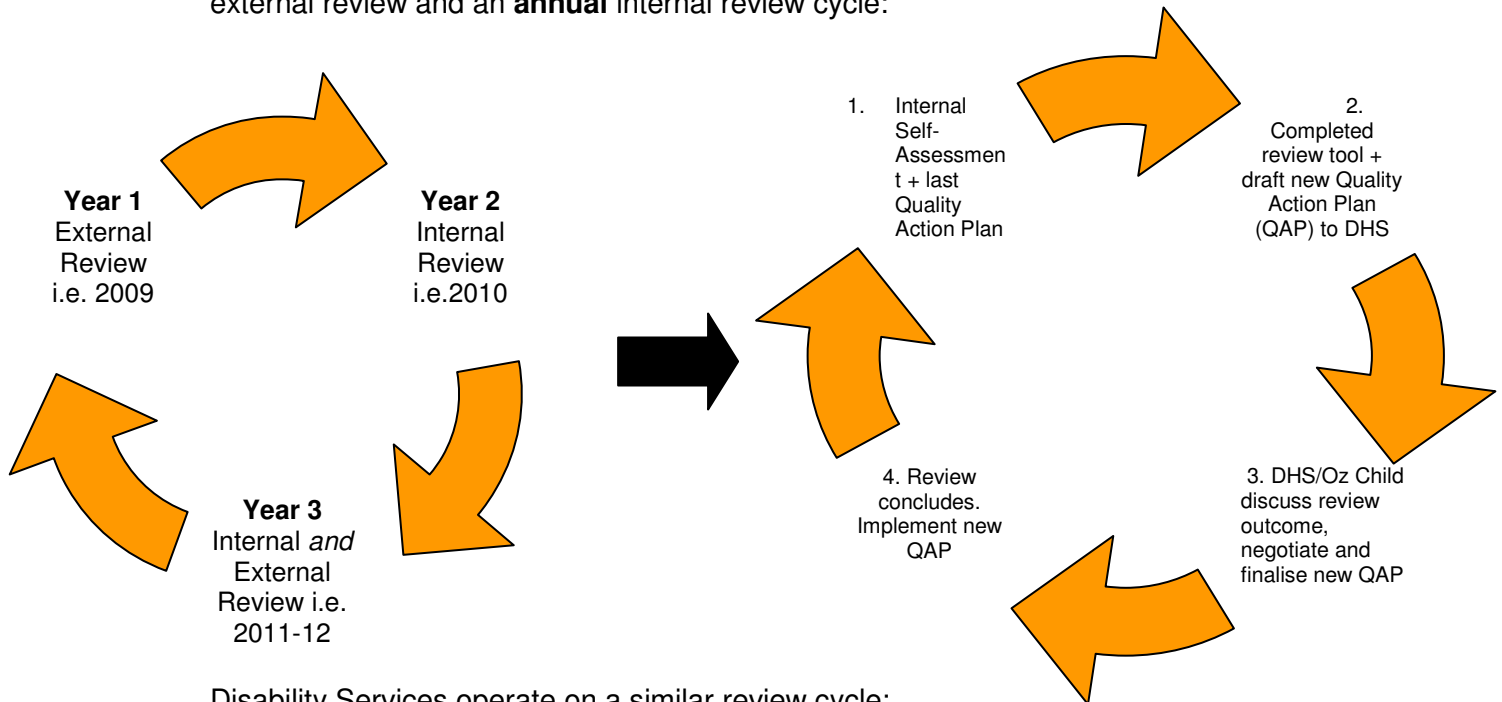
CHECK/REFLECT: What were the results? What went well? What needs to be done to improve etc

ACT: Discuss the results with management/staff, implement Action Plans, and monitor progress). Refer to diagram on page 8 to see PDCA in action.

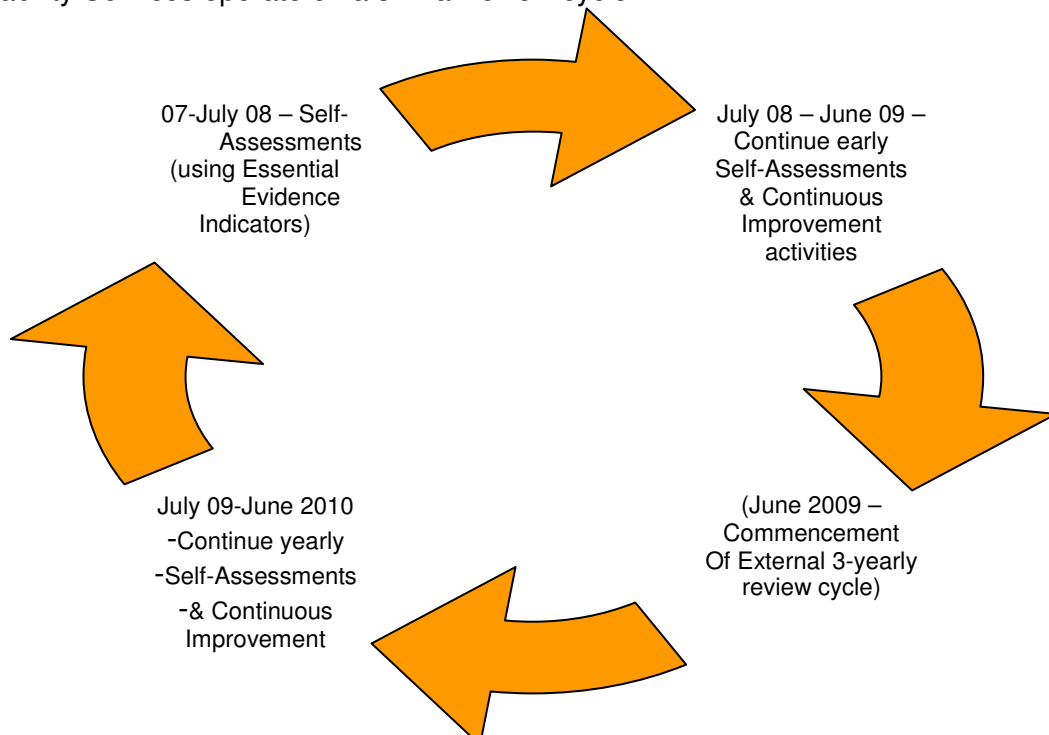
Procedure

OzChild has Quality review and reporting requirements to DHS and other funding bodies as listed below. The tables below do not identify individual reporting requirements over and above required Quality processes, such as financial reporting to external finance auditors:

Home Based Care (HBC) and Family Services (FS) operate on a **3-year cycle** of external review and an **annual** internal review cycle:



Disability Services operate on a similar review cycle:



All programs undertake random-sample 6-monthly client, carer, staff and volunteer file reviews and report on the results regardless of whether the program is subject to external auditing or Quality Standards.

Quality principles and objectives The word *quality* is used in everyday situations in many ways, usually relating in some form to a standard of excellence. But what does it mean when the term *quality* (or *quality management*) is used in a technical sense relating to how OzChild deliver services and supports? OzChild manages Quality according to two distinct yet intrinsically linked concepts. These are *Quality Management* and *Continuous Quality Improvement*.

Quality Management is an approach ensuring that all the activities necessary to develop and implement a service are effective and efficient with respect to both the system and its performance. In other words, OzChild uses effective systems, practices and processes in delivering the service, and that these systems, practices and processes are monitored and modified to ensure positive outcomes for clients (students and families, for example). Central to these processes is monitoring performance and planning for improvement. *Even more vital is managing and facilitating Quality through the eyes of clients and not automatically defining what Quality means for them.*

A process can always be reviewed and improved. The concept of **Continuous Quality Improvement** (CQI) is a cornerstone of Quality at OzChild, and an essential part of any Quality system. CQI is improving services in an ongoing, systematic way to maximise outcomes for all clients and stakeholders.

Service-Based Requirements and key responsibilities:

SERVICE	REQUIREMENT/S	KEY PEOPLE RESPONSIBLE:
Home-Based Care/Family Services	<ul style="list-style-type: none"> Internal Review against the Registration Standards every 12 months External audit/review every three years – first external audits mid – 2009 Other continuous improvement activities as specified i.e. 6-monthly file reviews 	Executive, Managers, Team Leaders, Quality Coordinator and delegated operational staff, external auditors, DHS
Kinship and TAP	<ul style="list-style-type: none"> TBA Other continuous improvement activities as specified i.e. 6-monthly file reviews 	Executive, Manager, Team Leader/s, Quality Coordinator and delegated operational staff, external auditors, DHS
Outreach	<ul style="list-style-type: none"> RTO and VCAL registration req's Other continuous improvement activities as specified i.e. 6-monthly file reviews 	Executive, General Manager, Training Manager, Jobs Australia rep, VRQA, Quality Coordinator and delegated operational staff, external auditors

Disability

- Yearly self-assessment using the Essential Evidence Indicators of the Industry Standards and the Evidence Indicators of the Outcomes Standards
- External auditing starting 3-yearly from 2009
- HACC – 3-yearly
- Other continuous improvement activities as specified i.e. 6-monthly file reviews

Executive, Manager, Team Leader/s, Quality Coordinator and delegated operational staff, external auditors, DHS, HACC

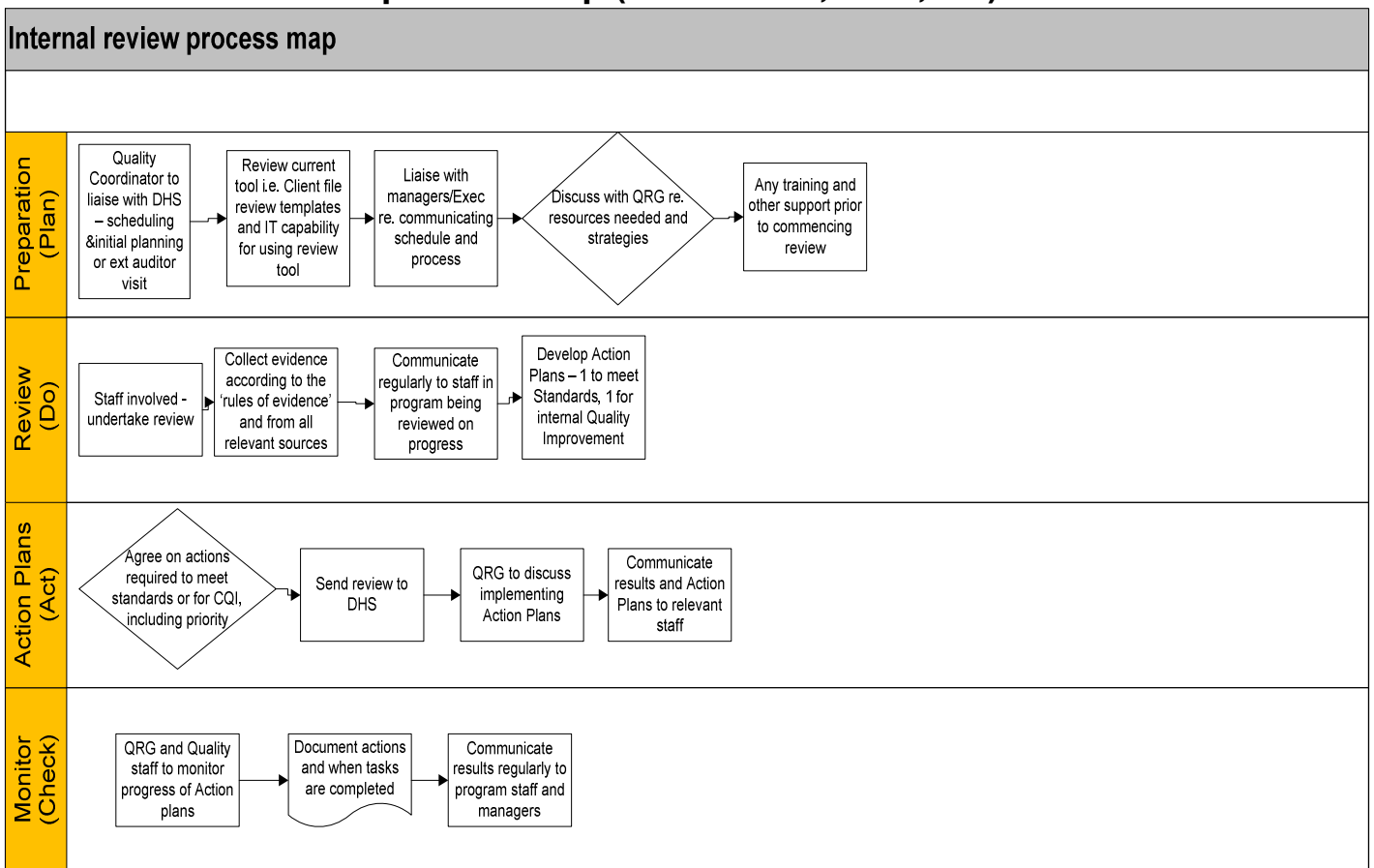
Head Office/Financial:

SERVICE	REQUIREMENT/S	KEY PEOPLE RESPONSIBLE:
HR	<ul style="list-style-type: none"> • Internal Review against relevant Registration Standards every 12 months • External audit/review every three years – first external audits mid – 2008, disability 3-yearly from 2009 • Other continuous improvement activities as specified i.e. 6-monthly file reviews 	HR, Executive, Managers, Team Leaders, Quality Coordinator, external auditors
Board	<ul style="list-style-type: none"> • Internal Review against relevant Registration Standards every 12 months • External audit/review every three years – first external audits mid – 2009, disability 3-yearly from 2009 • Other continuous improvement activities as specified 	Board, CEO, Executive, Quality Coordinator, external auditors
Finance	<ul style="list-style-type: none"> • Internal Review against relevant Registration Standards every 12 months • External audit/review every three years – first external audits mid – 2008, disability 3- 	Executive, General Manager Infrastructure, Manager, Quality Coordinator and delegated operational staff, external auditors

IT

- yearly from 2009
 - Other continuous improvement activities as specified
 - Internal Review against relevant Registration Standards every 12 months
 - External audit/review every three years – first external audits mid – 2008, disability 3-yearly from 2009
 - Other continuous improvement activities as specified
- Executive, Infrastructure Manager, Jasco, Quality Coordinator and delegated operational staff, external auditors

Internal review process map (DHS i.e. FS, HBC, DS)



1800 Feedback line This is available to all service users (clients) and staff (including carers and volunteers). It is a toll-free service for people to provide any feedback on a program or service. It is an addition to current program feedback methods or forms and is **not** designed to replace current formal methods of seeking and giving feedback or raising a complaint.

The number is freecall 1800 727 141. The number is linked to the Quality Coordinator’s direct office phone.