

## **QUALITY POLICY and PROCEDURE**

### **Quality Policy**

Orange Health is committed to delivering the highest quality of services for people with a disability and to building and maintaining a culture of continuous quality improvement.

Our primary goal is to allow clients to remain as independent as possible with confidence and dignity. Orange Health will drive continual improvement and innovation based on efficient business processes, best practices and well-defined performance measurements.

Orange Health is committed to meeting the requirements of the National Disability Services Standards regarding all key business functions and processes defined comprehensively in the six parts of this standard.

### **Procedures**

#### Leadership/Management

Orange Health's Director and CEO will work with senior staff to:

- foster a positive attitude to quality improvement across the staff team;
- implement policies and procedures for quality management that will provide guidance to staff;
- identify key indicators for quality for Orange Health;
- establish documentation and reporting processes that will enable the ongoing tracking of quality improvement.

#### Quality management system

Orange Health employees are committed to quality control through a formal Quality Management System consisting of policies, procedures and templates and associated work practices. It is a system aimed at reducing and eliminating non-conformances to policies, standards and client expectations in the most cost efficient and effective manner.

The documentation forms a baseline for the standard of work that can be measured and facilitates on-the-job training and improvement. The system is monitored and maintained through an internal reviewing process.

## Continuous improvement

The basis of Orange Health's quality system is a cycle of self-improvement that follows a basic model that involves planning, acting, checking and acting to improve and standardise. This approach involves:

- Identifying problem or improvement opportunity, investigate and determining root cause
- Developing and implementing an action plan, listing tasks, set target dates, nominating responsibility and tracking progress through management
- Checking that the improvement has led to improvement through performance measures and identifying any new or additional measures needed
- Standardise improvements made e.g. through policies or other documents

In order to support the improvement challenge and foster a culture of continuous improvement, the Management Team encourages and supports the pursuit of improvements that will stabilise and enhance all key processes across the organisation.

A Quality Improvement form is used to capture, develop and track improvement opportunities which are identified and recommended. The submitter is requested to describe the improvement opportunity and its benefits as much detail as necessary. Client feedback and complaints received by the organisation may also initiate an improvement.

## Internal review

Orange Health is committed to fostering a culture of continuous improvement and innovative business solutions where formal internal reviews are a critical component. The internal review function is a systematic and independent examination performed to determine whether key processes and related results comply with endorsed policies and procedures and whether these documents are implemented effectively and are suitable to achieve the organisation's strategic objectives.

Orange Health will conduct periodic internal reviews to determine whether or not the quality management system conforms to the requirements of the relevant quality standards. Data obtained from audits will be stored, and used to ensure corrective actions are recorded, verified and closed out. The data collected from internal reviews and corrective actions can also be used as input to the continuous improvement system.

## Participation and feedback

Every client and employee have the right, and are encouraged, to provide feedback or suggestions that they believe can lead to improvements in the overall operation of the organisation. All suggestions will be fully considered, and improvements implemented, where possible.

Orange Health will have clear policies and procedures for gathering, recording and responding to feedback and complaints. All staff and clients will be made aware of opportunities to provide service feedback at initial consultation and throughout all service delivery phases. Clients receive a feedback questionnaire shortly after commencing use of Orange Health services. All feedback will be appropriately actioned and incorporated into service improvements. All complaints will be investigated to determine root causes and any needed improvements. The outcome of any incident investigation including corrective actions that are planned or implemented will be reported back to the client. Following this report, clients are invited to provide feedback on the incident management process for integration into the Quality Management System. All Managers will be responsible to promote the development of a positive complaint handling culture.

The CEO or manager will review the feedback and complaint management system as a whole on an annual basis and ensure that changes to policy and practice are made where necessary. Feedback and complaint data will be analysed to determine if there are any trends or patterns of on-going concern. Such analysis will be linked to the continuous improvement system.

### Monitoring and review

The CEO will prepare regular reports for the Director on quality improvement actions within the organisation.

### **Approvals**

Date of approval: 3 March 2021

Date of review: 3 March 2021

Signature of CEO:

A handwritten signature in black ink, appearing to be 'R. Smith', written over a faint horizontal line.