



familybasedcare

Association North West Inc.

QUALITY POLICY

ID No: FBCNW-10-42

Version: 3.0

Applies to:

- Board Members
- Office Based Staff
- Support Staff
- Volunteers

Applicable Standards:

- Quality Management Systems AS/NZS ISO 9001:2015
- Home Care Standards
- Nationally Consistent Framework for Workplace Rehabilitation Providers: Tasmanian Specific Provisions

Applicable Legislation:

Contractual Obligations:

Family Based Care Association North West Inc. (the Association) recognises that in order to sustain the highest possible standard in service provision, and to continually achieve a position of excellence within the Community Services Industry, this organisation must continue to review and update its Quality Management System (QMS).

The Board has adopted a Total Quality Improvement model of practice across all areas of the Association and across all programs with focus on:

- Commitment to the pursuit of excellence in all activities which will support and complement the Standards underpinning the day to day work of the Association and meeting regulatory requirements
- Risk-based thinking to assure prevention, detection, and reduction of any non-conformities
- Continual monitoring, review, and improvement of processes, policies, and procedures
- Evaluation of the effectiveness of the QMS as reforms in the Aged Care and Disability Care sectors continue.

The Board fully supports this concept and acknowledges that Quality Improvement is a priority system to be supported and nurtured into the future. The Board commits to supporting AS/NZS ISO 9001:2015 and all that this certification implies.

The Association will maintain compliance with AS/NZS ISO 9001:2015, its successors, and the Home Care Standards.

The Quality Management Systems developed by the Association in line with AS/NZS ISO 9001:2015 will cover all areas within the Association, including all client services from assessment and coordination to direct care service delivery and review, administration, and management. The scope will also include the Association's Strategic Plan, Mission, and Principles.

The Board authorises the Chief Executive Officer (CEO) to work toward the development of all internal Quality Improvement Systems in line with the standards outlined under AS/NZS ISO 9001:2015 and those standards specified by our funding providers from time to time. The CEO will identify the

resources necessary to support the Quality Management System and will provide advice to the Board regarding the release of those funds for that purpose.

Authorised by:

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

Date:

26/02/2018

President of the Board