



familybasedcare Tasmania

QUALITY POLICY

ID No: FBCNW-10-42

Version: 4.0

Applies to:

- The Board of Management
- All Staff & Volunteers

Applicable Standards:

- Quality Management Systems AS/NZS ISO 9001:2015
- Aged Care Quality Standards 2018
- NDIS Standards 2018
- Australian Community Industry Standards 2018
- Nationally Consistent Framework for Workplace Rehabilitation Providers: Tasmanian Specific Provisions

Family Based Care Tasmania recognises that in order to sustain the highest possible standard in service provision, and to continually maintain a position of excellence within the Community Services Industry, the Association must regularly review and update its Quality Management System (QMS) and ensure ongoing compliance with the following requirements:

- Aged Care Quality Standards 2018
- National Disability Insurance Scheme Standards 2018
- Australian Community Industry Standards 2018
- Quality Management Systems AS/NZS ISO 9001:2015
- WorkCover Tasmania Quality Standards.

The Board has adopted a Total Quality Improvement model of practice which underpins all aspects of the Association's processes, planning, and interactions, thus facilitating its aim to consistently meet the following Quality Objectives:

1. To provide care service delivery of the highest standard that is flexible and adaptable to the individual needs of consumers and which promotes their independence, decision making, and choice.
2. That adequate resources, systems, and processes are in place and that the workforce is suitably trained, experienced, and suited to their role.
3. To continue to be well-governed with strong and stable leadership which monitors and reviews processes, policies, and procedures.
4. Remain committed 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.
5. To effectively manage risks, emergencies, and opportunities applicable to our services to assure prevention, detection, and reduction of any harm or non-conformities.
6. To continuously improve, review, prepare, and plan for future growth and change.
7. Evaluate the effectiveness of the QMS as reform in the Aged Care and Disability Care sectors continue.

The Board authorises the Chief Executive Officer (CEO) to work toward the development of all internal Quality Improvement Systems in line with the standards.

The CEO will:

- Identify the resources necessary to support the Quality Management System.
- Delegate responsibilities to the Quality Safety and Risk Officer which include managing the Internal Audit system, preparing assessments for external Audit and storing them on SharePoint, managing the Quality Working Group and Internal Audit Working Party, managing the Continuous Improvement Register, and reporting to the Executive Management Team.
- Ensure staff know and understand the Association's Policy - Quality and objectives and how their role contributes to the effectiveness of the QMS and its benefits in relation to improved performance.
- Provide advice to the Board regarding the release of funds for this purpose.

The Board fully acknowledges that Quality Improvement is a priority system to be supported and nurtured into the future. The Board commits to supporting and remaining compliant with the standards and all that these certifications imply.

Authorised
by:



Date:

16/11/2020

A | President of the Board