

Quality Policy

Purpose

The purpose of this policy is to define how Early Start Australia (ESA) will ensure the quality of its services, safeguard its high standards, improve systems and processes, and create an environment in which excellence in service provision will flourish.

Scope

This policy applies to all ESA staff.

Policy Statement

We will:

- Involve people with disability in decision-making processes that affect them;
- Focus on strengthening service delivery and improving individual outcomes for clients;
- Involve staff, people who receive services, and other stakeholders in service quality and effectiveness review processes;
- Maintain documentation and reporting processes to track quality improvement;
- Gather information on performance by reviewing complaints, feedback, and incidents and use this information to inform quality improvement;
- Report internally on progress and performance, using key performance indicators;
- Ensure access to (and monitor compliance with) suitable policy and procedures to support provision of quality service;
- Establish appropriate strategies to identify, action and monitor quality improvement;
- Ensure organisational accountability for safety and quality in client services; and
- Maintain an organisational environment which encourages excellence.

Roles and Responsibilities

All staff are responsible to contributing to service quality.

Associated Documents

Complaints and Feedback Policy

Incident Management Policy and Procedure


Safe Environment for Participants Policy and Procedure

Risk Management Policy and Framework

Staff Complaints, Grievance and Dispute Policy

This document references and is compliant with:

- National Standards for Disability Services
- National Disability Insurance Scheme Practice Standards and Quality Indicators (January 2020)



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