



Quality Management

Quality is important to our business because we value our customers. **Find Wellbeing** strives to provide our customers with services which meet and even exceed their expectations.

Quality Management refers to a management philosophy that focuses on managing quality by emphasizing top management commitment, customer focus, evidence-based decision making, continuous improvement, and process orientation. It considers quality as a competitive opportunity and encourages the active participation of all members in the organisation to contribute to the continuous improvement of organisation processes.

Quality management system is a clearly defined set of processes and responsibilities that makes your business run how it's supposed to. Each organization tailors its own QMS, comprising a formal set of policies, processes and procedures established to elevate consumer satisfaction. A QMS guides organizations as they standardize and enhance quality controls across manufacturing, service delivery and other key business processes.

The core benefits of a QMS include:

- Elevated consistency and standardization of processes and outputs
- Reduced errors and increased operational efficiency
- Improved customer satisfaction through the delivery of quality products and services
- Continuous evaluation and improvement of organizational operations

An effective quality management is imperative for any successful business today. In our age of innovation and rapidly shifting expectations, keeping pace with the times means committing to a journey of continuous improvement. And achieving this goal requires a foundation of sound quality management systems.

Quality management system (QMS) provides the means to consistently meet consumer expectations and deliver products and services with minimal waste. In today's highly competitive global economy, having a QMS in place is the prerequisite for sustainable success.

- The Quality Improvement Plan is monitored / reviewed at least quarterly thru meetings and opportunities for service improvement are identified
- Self-assessments of performance in relation to applicable Service Standards including internal audits
- Maintaining a *Quality Improvement Projects Register* where all quality activities undertaken are documented and reviewed to ensure the quality improvement 'loop' is closed. The register includes



planned activities and those undertaken as a result of incidents, complaints or suggestions / ideas from stakeholders (e.g. staff, clients, partner organisations)

- External assessments of performance in relation to applicable NDIS Service Standards – audit planned.
- Ongoing review of work through the AHP supervision and performance appraisal process (refer to Human Resource Management)
- Seeking and responding to feedback from participants, clients, Carers, referrers and other interested parties
- Specific program and project reviews and evaluations undertaken as a result of feedback or through planning sessions with team, stakeholders and participants or as part of annual planning
- Providing opportunities for **Find Wellbeing** personnel at all levels to attend training and professional development activities to ensure they are providing evidence-based practice Staff engagement encouraged through:
 - Inclusion in all position descriptions
 - Allocation of time for Quality Activities
 - Encouragement to identify problem areas or opportunities for improvement

Internal Audits

Find Wellbeing has a documented system of internal audits of the quality management system.

Find Wellbeing has identified the pivotal role of Information and Communication Technology (ICT) to enhance access to information and provide support services available to workers, developing strategies that direct how computing equipment, networks, systems and software will be employed to improve instructional systems, information systems, and communications services.

A standard suite of office applications software is adopted and provides benefits to **Find Wellbeing** in the form of improved communications, training materials and technical support services for workers and clients.

Continuous Improvements

Find Wellbeing is committed to quality management and to building and maintaining a culture of continuous quality improvement and will:

- Where appropriate involve workers, clients who receive service and other stakeholders in service review processes.
- Gather information on performance by tracking complaints, incidents and achievements and use this information to inform continuous improvement.
- Develop a culture of continuous improvement.



The Directors will work with workers to:

- Foster a positive attitude to quality improvement.
- Implement policy and procedures for quality management that will provide guidance.
- Establish documentation and reporting processes that will enable the ongoing tracking of quality improvement.

Find Wellbeing uses a continuous improvement model that provides us with framework in which to measure an activity, a process to implement and change, a process to trial and a method to analyse our results. It is also something that is not foreign to us as we enact this process in everyday life without the formality. A continuous improvement model is not just something that has been drawn up to ensure that as service providers we strive for excellence, it is in fact how most of us behaved in our day to day lives.

Find Wellbeing uses the PDCA Cycle to coordinate continuous improvement programs must start with careful planning, must result in effective action, and must move on again to careful planning in a continuous cycle.



- **Procedures**

QualityTeam

Find Wellbeing will maintain a Quality Team that will monitor quality improvement and report to the Directors on actions required and undertaken to monitor and review service provision and management to ensure that the Company's policies and procedures are being implemented effectively and identify areas for improvement. The Quality Team will consist of the management team including the Operations Manager, Supports Coordinators, Day Service Coordinators, WHS Officer and the Administration Officer.



Quality Management Principles

Quality management principles guide **Find Wellbeing** in our quality endeavours and should be evident through quality plans and activities. A universally accepted set of quality management principles are those developed by the International Organisation for Standardisation (ISO). The ISO principles are:

- Client focus
- Leadership
- Involvement of people at all levels
- A process approach
- A system approach to management
- Continual improvement
- Evidence based decision making
- Mutually beneficial stakeholder relations

Quality Management Benefits

Good quality management requires a level of investment of time, resources and planning. However, the benefits of **Find Wellbeing** and our clients make this investment both necessary and worthwhile.

The primary benefit of effective quality management is its contribution to achieving the best possible outcomes for clients by driving improvements in service provision.

A quality system provides a way of coordinating and focusing service evaluation and improvement, ensuring that the problems with service delivery are identified and addressed, that the service meets external standards of good practice and that there is a process for working towards excellence.