



Quality and Continuous Improvement Policy

SCOPE

CoAbility staff, contractors and volunteers.

POLICY STATEMENT

This policy outlines CoAbility's commitment to providing exceptional services to participants and their families based on ongoing efforts to improve services, systems and processes that maximise individual outcomes.

Our quality processes are embedded in our values, we are dedicated to achieving high quality standards for our services through the application of the NDIS Practice Standards, Rules and Code of Conduct and ISO standards. Our Quality Management System ensures that all services and supports consistently and effectively satisfy our participants and stakeholders requirements and expectations.

We foster a continuous improvement mind-set through our quality processes that shows how we value our participants opinions, input and safety. Our sustained efforts for a learning culture, will not only strengthen our service delivery, but will also improve our relationships with our participants and improve individual outcomes.

As part of our ongoing commitment to improving our quality outcomes, we provide our participants with the opportunity to provide feedback on our services for areas of improvement. We also review our key processes and procedures regularly to ensure they are appropriate and effective and align with the NDIS Practice Standards. Key procedures are reviewed annually or when there are industry or legislative changes.

We treat any breach of our policies or procedures seriously and encourage reporting of concerns or non-compliance to the CEO CoAbility.

DEFINITIONS

Quality Management System	Is the mechanism by which policy on quality is addressed. The system allows for CoAbility's management team to define, control administer and improve our system.
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Administration

Supporting policies	All CoA	All CoAbility policies
Supporting procedures/documents		<ul style="list-style-type: none"> ● Quality Statement ● Quality Management System process map (draft) ● Client exit ● Client intake ● Community and networking ● Continuous improvement ● Complaints and feedback ● Audit ● Staff Code of Conduct
Policy Owner		CEO, CoAbility
Legislation mandating compliance		<ul style="list-style-type: none"> ● NDIS Practice Standards ● NDIS Rules ● National Disability Insurance Scheme Act 2013 ● Privacy Act 1988
Date effective		30/09/2019
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