



JUMBUNNA COMMUNITY PRESCHOOL AND EARLY INTERVENTION CENTRE INC.

ST 6va

Quality Management and Continuous Quality Improvement

Jumbunna is committed to quality management and to building and maintaining a culture of continuous quality improvement.

Jumbunna will:

- involve staff, corporate governance body, people who receive service and other stakeholders in service review processes
- document improvement plans, activities and outcomes
- gather information on performance by tracking complaints, incidents and achievements and use this information to inform continuous improvement
- report internally on progress and performance
- develop a culture of continuous improvement
- adhere to the joint Australian/New Zealand national quality management standard principles

Record of policy development

Version	Date approved	Date for review
1		30/6/2019

Responsibilities and delegations

This policy applies to	Management Board Members, Staff, Volunteers
Policy approval	Management Board

Policy context – this policy relates to:

Standards	NDIS Practice Standards
Legislation	Disability Services Act
Contractual obligations	National Disability Insurance Agency
Organisation policies	
Forms, record keeping, other documents	

Quality Management Principles

ISO Quality management principles (QMPs):

‘Principle 1: Customer focus: *The primary focus of quality management is to meet customer requirements and to strive to exceed customer expectations.*

Principle 2: Leadership: *Leaders at all levels establish unity of purpose and direction and create conditions in which people are engaged in achieving the organisation’s quality objectives.*

Principle 3: Engagement of people: Competent, empowered and engaged people at all levels throughout the organisation are essential to enhance its capability to create and deliver value.

Principle 4: Process approach: Consistent and predictable results are achieved more effectively and efficiently when activities are understood and managed as interrelated processes that function as a coherent system.

Principle 5: Improvement: Successful organisations have an ongoing focus on improvement.

Principle 6: Evidence-based decision making: Decisions based on the analysis and evaluation of data and information are more likely to produce desired results.

Principle 7: Relationship management: For sustained success, an organisation manages its relationships with interested parties, such as suppliers.¹

Procedures

Corporate governance leadership

Jumbunna's Management Board will work with senior staff to:

- foster a positive attitude to quality improvement across the staff team
- implement policy and procedures for quality management that will provide guidance to staff
- identify key indicators for quality for the service provider
- establish documentation and reporting processes that will enable the ongoing tracking of quality improvement

Participation and feedback

Jumbunna will have clear policy and procedures for gathering, recording and responding to feedback and complaints.

All service users will be made aware of opportunities to provide service feedback at the Annual Survey and Policies.

Monitoring and Review

Jumbunna will review quality and safety policies on an annual basis. The General Manager will monitor the policy review processes.

Jumbunna will establish the following strategies to identify, action and monitor quality improvement:

- Annual SWOT Analysis
- Annual Service Survey (Staff, Service Users, Community, Board Members)
- Feedback box in foyer
- Board Meeting
- Staff Meetings
- Newsletters

¹ International Organisation for Standardisation (ISO) *Quality Management Principles*
<https://www.iso.org/files/live/sites/isoorg/files/archive/pdf/en/pub100080.pdf>

DOCUMENTATION

Documents related to this policy	
Related policies	
Forms, record keeping or other organisational documents	

Policy Name:	Quality Management & Continuous Quality Improvement	Policy Number:	
Date Approved:	24 August 2023	Approved By:	Board of Management
Date Issued:	31 August 2023	Review Date:	30 June 2025
Version 1.5	This version of the policy was approved 24 August 2023 and replaces the version approved 28 July 2022.		