

QUALITY POLICY

Applies to: The Organisation

Version Number:

15

Version date:

August 2020

Next review date:

August 2022



POLICY STATEMENT

Direct Care Australia has developed a quality policy and quality management system that complies with the NDIS Practice Standards and the Aged Care Quality Standards, which support the organisation's strategic direction.

This provides a framework for setting quality objectives, a commitment to satisfy client requirements as well as legislative and regulatory requirements and includes a commitment to continual improvement.

The policy is regularly reviewed at Management Review Meetings.

Mission Statement

To provide a range of individualised support services to the elderly, chronically ill and disabled, and vulnerable children or youth in order to maximize their participation and independence in their daily lives.

Vision

That all people in the community regardless of condition or age can achieve optimum health, independence and meaningful connection with others, and we do this by:

- Supporting people in wellness, rehabilitation and health and lifestyle choices,
- Supporting people to maintain their independence, and on their social, recreational, employment and educational goals,
- Supporting people to build on their functional strengths.

Core Values

- Caring - for and about people
- Equality – to provide quality care for all who seek it
- Dignity – the inherent worthiness of all people
- Excellence – the standard we strive for.

Quality objectives are identified in the Strategic and Business Plan and include strategies for their achievement. The objectives are monitored by the CEO and Operations and Development Manager and are reviewed at bi-monthly Management Team Meetings and in bi-monthly Management team reports.

Direct Care Australia's Quality Policy and the Practice Standards we comply with are communicated to new employees at induction, to all employees on a regular basis via various communication channels and made available to all relevant interested parties.