

QUALITY MANAGEMENT POLICY AND PROCEDURE

Policy Number	GMP 1.03
Person Responsible	Director
Date of Approval	30 June 2020

1.0 PURPOSE AND SCOPE

The purpose of this policy is to confirm the commitment of Mindset Intervention (MI) Pty Ltd in meeting the quality standards expected by our clients in the delivery of the services we provide.

This will be achieved through:

- Consideration of context of the organisation and aligning the Quality Management System with the strategic direction of Mindset Intervention Pty Ltd.
- Satisfying client and applicable statutory and regulatory requirements
- Management of organisation, along with employee-established quality objectives and defined responsibilities for their fulfillment
- Establishing, applying, maintaining and continual improvement of effectiveness of Quality Management System based on the principles of ISO 9001:2015.
- Continual enhancement of client's satisfaction
- Commitment to increase the quality of the services to exceed client's expectations.
- Making continuous improvement a part of every day and every job
- Ensuring that our Policy and Procedure Manuals reflect what we do.
- Understanding how our jobs fit into the overall flow of work at Mindset Intervention Pty Ltd

The Director and NDIS Service Delivery Co-Ordinator will show leadership and commitment, and bear the responsibility for establishing, implementing, integrating, and maintaining the Quality Management System.

This policy and procedure apply to the Director, staff contractors and volunteers.

2.0 POLICY

Mindset Intervention Pty Ltd is committed to providing a high quality of care and support to the people we provide services too. This includes ensuring that services are well planned; internal controls are in place to comply with relevant funding body standards; a quality management system is in place; the service is effective in meeting the diverse needs of the community; and the service is provided at the best possible level of quality. The services we provide are diverse and we continually shape our services, programs, and activities to support those in need effectively.

3.0 OBJECTIVE

Our quality objective is to meet or exceed our client's requirements and expectations in a proactive, professional, and cost-effective manner. To achieve this objective:

- Establish and maintain a Quality Management System in accordance with AS/ANZ ISO 9001.
- Provide adequate resources to continually review and improve our business process.
- Work in partnership with our clients and all other relevant stakeholders.
- Embrace the responsibility for quality practice in everything we do and encourage all people to integrate quality management into the way we work and promote its application as a method for continual improvement within there are of responsibility.

- Develop and document objectives and targets for our core activities.
- Review and adapt to relevant industry standards, regulatory requirements, or contractual arrangements.
- Review and evaluate our performance across all services, ensuring that we continue to improve in all we do.

HOW WE DO THINGS

The Director is responsible for ensuring Mindset Intervention Pty Ltd implements an ongoing quality management system across services within the organisation.

The Director (in conjunction with the Advisory Panel) and NDIS Service Delivery Co-Ordinator will:

- Foster a positive attitude to quality improvement across the organisation
- Identify key indicators for quality; and
- Establish and maintain documentation and reporting processes that will enable the ongoing monitoring of continuous improvement.
- Undertake internal and external audits.

All staff will be trained in the Quality Management System used by Mindset Intervention Pty Ltd.

OUR OBLIGATIONS

This policy relates to the following Practice Standards and legislation:

- NDIS Practice Standards

RELEVANT FORMS AND/OR DOCUMENTS

- Organisational Chart
- Mindset Intervention Pty Ltd.'s Vision, Mission and Values
- Strategic Plan & Operational Plan
- Advisory Board Register
- Client Service Agreements
- Client Surveys
- Feedback and Complaints Register
- Continuous Improvement Plan
- Document Management Register
- Archive Document Management Register
- Risk Management Plan
- Incident Reporting/Register
- Hazardous Substance Form/Register
- Quality Monitoring and Activities Schedule/Calendar
- Agenda items/Minutes of Meetings
- Quality Manual
- Quality Management System – Matrix of Key Performance Indicators (KPI's)
- Data analysis Report

RELATED POLICIES AND PROCEDURES

- All Mindset Intervention Pty Ltd policies and procedures

Date last Amended/Reviewed:	March 2021
Date to be Reviewed:	March 2023