POLICY NUMBER: NDIS GOV 19

INTENT

Real Living Options Association Inc. quality management system has been established to provide focus and direction to have a positive impact on operational effectiveness, resulting in a high quality service. The policy is developed to ensure:

- Alignment of people and resources with the Service Principles.
- Alignment of planning, quality and risk management systems and the integration of these systems into all areas of operations.
- Focusing on stakeholders to foster collaboration, exchange of 'best practice' information and allow the Service to conduct critical self-evaluation.
- Providing a whole-of-service approach, reflecting governance and organisational structure which outlines clear responsibilities and accountabilities.
- Continuous improvement across all areas of the Service.
- The development of a culture in which all Staff assume responsibility for quality work performances.

DEFINITION

Quality Management *is the act of overseeing all activities and tasks that must be accomplished to maintain a desired level of excellence. This includes the determination of a quality policy, creating and implementing quality planning and assurance, and quality control and quality improvement.*

POLICY STATEMENTS

- Real Living Options Association Inc. Service Principles are an integral element of the Real Living Options Association Inc. Quality Management System.
- The Management Committee is responsible for the monitoring and review of the Quality Management System in line with the NDIS Quality Standards and Practice Indicators.
- The General Manager and staff will work in accordance with the Quality Management System and the Management Committee to monitor and review service quality.
- The Quality Management System of the Service will encompass the areas of governance, service delivery, staff employment, legislative and award compliance,

document management, risk management, financial management, complaints management and accountability.

PROCEDURES

Real Living Options Association Inc.'s Quality Management System includes:

- Using data gained from complaints/feedback to improve services and procedures (see Policy NDIS STAFF 15 Complaints, Disputes, and Appeals).
- Managing the continuous improvement system to determine areas of improvement, including input from:
    - Policy NDIS STAFF 15 Complaints, Disputes, and Appeals.
    - Policy NDIS WHS Risk Management.
    - Policy NDIS GOV 17 Incident Management (including Reportable Incidents).
- Incorporating all relevant improvements identified in the Continuous Improvement Register into management and corporate governance processes.
- Highlighting risks through the Risk Register to reduce hazards and improve practices.
- Managing human resources including training Staff on how to deliver quality support to meet the individual needs of Participants
- Providing Participants access to quality services and encouraging them to have input via feedback and/or complaints.
- Devising and implementing an internal audit schedule to ensure the organisation continues to:
    - Review legislation that directly affects service provision.
    - Audit and review policies and procedures to meet National Disability Insurance Standards, Rules and Guidelines.
- Delivering services that meet best-practice standards including evidence-based, person-centred support plans designed for individual Participants
- Reviewing policies and procedures, in conjunction with feedback strategies, to promote quality management of all services.

Quality Management Overview

Service Management

- Monthly meeting with Minutes.
- Financial reporting and accountability.
- Strategic Plan and Risk Management Plan.

- Subcommittee meetings as required.
- Annual Operational Plan.
- Annual General Meetings.
- Recruitment of Management Committee Members and employees.
- Internal Audit.
- External Audit.
- Overseeing service delivery.
- Feedback and Complaints.
- Incident management.

Continuous Improvement

- Commitment to ongoing continuous improvement in all aspects of the Service through the Continuous Improvement Register.

Service Delivery

- Participant and/or Family/Representative/Nominee involvement in all aspects of their Service delivery as appropriate and/or requested.
- Participant involvement in selection of Staff as appropriate and/or requested.
- Personal Support Plans – documents and practices.
- Reviews – documents and practices.
- Individual Service Agreements.
- Communication with Participants and/or their Representative and/or Nominee.
- Communication with staff and volunteers as appropriate and/or requested.
- Overseeing of support arrangements.

Document Control

- Policy and Procedures development and review.
- Relevant registers.
- Standard Operating Procedures developed and reviewed as required.
- Resources and Information Kits reviewed as required.

Legislative Compliance

- Access to electronic and/or hard copy of relevant Legislation.

Staffing

- Recruitment processes.

- Position Descriptions.
- Terms and Conditions of Employment.
- Induction processes.
- Staff training, supervision, and support.

DELEGATIONS

Management Committee

- Oversee the Quality System and governance responsibilities.
- Conduct an internal audit relating to Governance.
- Ensure as far as practicable an Internal Audit has been conducted prior to the External Audit.

General Manager

- Ensure training is provided to staff regarding meeting the NDIS Practice Standards and Quality Indicators.
- Ensure as far as practicable that the Quality Management Policy is being adhered to and systems are in place to ensure ongoing continuous improvement.
- Oversee continuous improvement actions.
- Participate in the Internal and External Audit.

Support Manager

- Oversee the delivery of quality supports in line with the Quality Management Policy, the NDIS Quality and Safeguards Commission and the NDIS Practice Standards and Quality Indicators.
- Participate in the Internal and External Audit.

Quality and Compliance Officer

- Conduct an internal audit relating to the operations and delivery of services.
- Participate in the External Audit.
- Maintain the Continuous Improvement Register.

All Staff

- Work under the direction of the General Manager and Support Manager to ensure the Service meets its obligations under the NDIS Quality and Safeguards Commission and the NDIS Practice Standards and Quality Indicators.

- Assist in maintaining continuous improvement.
- Participate in internal and external audits as requested/required.

RELATED DOCUMENTATION

All Service Policy and Procedures and documents.

REFERENCES

Queensland Disability Service Act 2006.
National Disability Insurance Scheme Act 2013.
NDIS (Quality and Safeguards) Commission.
NDIS Practice Standards and Quality Indicators.
Work Health and Safety Act 2011.
Privacy Act 1988.

AMENDMENTS/REVIEWS

Amended 30/08/2012.
Amended 13/06/2013.
Amended 25/01/2018.
Amended 25/06/2020.
Amended 01/06/2023.
Amended 21/05/2026.