



CORPORATE POLICY

POLICY TITLE	QUALITY POLICY AND OBJECTIVES
TRIM REF/DOCUMENT NUMBER	CD/20-068
SPONSOR	GENERAL MANAGER BUSINESS SERVICES
APPROVED BY	CHIEF EXECUTIVE OFFICER
REVIEW DATE	30/11/2023
VERSION NUMBER	3

PURPOSE

The purpose of this policy is to articulate strong commitment to quality which is referred to in objective two (2): “Delivering Quality Health Services” of the Congress Strategic Plan (2019-2023) and implemented through a range of organisational systems, policies and procedures.

SCOPE

This policy applies to all activities of Congress.

DEFINITIONS

TERM	DEFINITION
Quality	<ul style="list-style-type: none">The degree to which a set of inherent characteristics fulfils requirement. This includes meeting client expectations and organisational goals.
Quality Management System	<ul style="list-style-type: none">The management system used to direct and control an organisation with regard to quality.It refers to the organisation’s culture, structure, responsibilities, processes, procedures and resources aimed at ensuring quality in its services
ISO (International Organisation for Standardization)	<ul style="list-style-type: none">An independent, non-governmental membership organisation and the world's largest developer of voluntary International Standards
ISO 9001:2015	<ul style="list-style-type: none">An International Standard related to a quality management system and is applicable to any organisation regardless of its business activities or industry.The standard was developed to help organisations effectively document the elements they need to maintain an efficient quality system. They are not specific to any one industry.ISO 9001:2015 standard is not prescriptive; it merely describes what needs to be achieved in order to attain an accredited quality management system. It is principle based.

Quality Policy and Objectives 2020

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POLICY STATEMENT

The specific quality objective from the strategic plan can be extended to infer that Congress will build a quality and sustainable service by:

- Ensuring compliance with relevant quality and accreditation standards and maintaining a commitment to ongoing quality improvement processes
- Guaranteeing Congress adopts a proactive approach to the political, service and community environments and has the capacity to respond accordingly with the necessary structures and models of service delivery
- Making certain that systems for recruitment, ongoing professional development and performance are implemented and monitored
- Ensuring that Congress has the financial capacity to maintaining sustainable quality services
- Exploring opportunities for business relationships and strategic partnerships in the delivery of its services
- Achieving economies and efficiencies in its operation and properly maintaining its business, IT, Finance and HR systems
- Seeking to maintain and making best use of existing assets and looking for opportunities to expand services through strategic purchases or improving services through upgrades

Congress' commitment to being a quality organisation is demonstrated through a number of organisational actions. This includes participation in the following accreditation and certification processes

1. ISO 9001:2015 Quality management systems requirements
2. Australian General Practice Accreditation Limited (AGPAL) accreditation for Clinical Services
3. Australian Children's Education & Care Quality Authority (ACECQA) accreditation for children's services
4. Transitioning to National Disability Insurance Scheme (NDIS) Certification

Congress has established a systematic audit and review process to monitor and report organisational outcomes against its strategic objectives.

KEY RESPONSIBILITIES / DELEGATIONS

RESPONSIBLE OFFICER	RESPONSIBILITY
Board/Executive Management	<ul style="list-style-type: none"> • Lead and conceptualise the Quality Management System of Congress • Set the tone at the top through ensuring Congress achieves its strategic goals
Managers and staff	<ul style="list-style-type: none"> • Have the responsibility to ensure that all their activities are performed in line with the quality objectives of Congress

KEYWORDS

Quality; Policy; Objectives; 2020

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RELEVANT LEGISLATION OR STANDARD

- The International Organisation for Standardisation (ISO) 9001:2015 (Quality Management System) Standard
- Royal Australian College of General Practitioners (RACGP) Standards
- Australian Children’s Education and Care Quality Authority (ACECQA) National Quality Standard in accordance with;
- Education and Care Services National Law Act 2010
- National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission in accordance with;
- National Disability Insurance Scheme Act 2013

RELATED DOCUMENTS

- Quality Manual
- Congress Strategic Plan (2019-2023)
- Clinical Governance Policy
- Risk Management Policy
- Incident Reporting policy
- Incident Reporting Procedure
- Internal Audit Policy
- Internal Audit Manual
- Internal Audit Schedule
- Terms of Reference: FRAC Subcommittee

IMPLEMENTATION / COMMUNICATION

This controlled document will be

- Uploaded to the SharePoint Intranet
- Emailed (link/title) to all staff on #CAAC email
- Included on Agenda of Operational Management Meetings

The Chief Risk and Compliance Officer will communicate the content of this policy to Managers who will communicate this policy to staff within their team. The Coordinator of Records Management will upload this policy to the Intranet. The Communications Manager will include this policy notification in the newsletter.

REVIEW

- This policy will be reviewed every three years OR as required.

Policy Approved By:

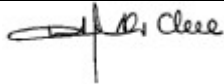
Name: DONNA AH CHEE
 Title/Position: CHIEF EXECUTIVE OFFICER
 Date: 12/06/2020

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NB: Approval of Policies is by the Chief Executive Officer in accordance to the delegations set out in the Delegations Manual.

AMENDMENT HISTORY			
Version Number	Amendment Details	Amendment Date	CEO Signature
1	Original, Quality Policy	07/07/2015	
2	Title change, Template and content updated	15/02/2018	
3	Template and Content updated	12/06/2020	
This Controlled Document	Replaces: Version 2 (2018)		
	Has related Procedure? / Attachments?		

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