

Quality Assurance policy and procedure

Policy statement

Above and Beyond Disability Solutions Pty Ltd (AABDS) aims to equip participants with the motivation and life strategies they need to reach their unique and full potential and live an independent life with choice and control. This policy is a fundamental component of the organisation's planning and quality assurance process. It articulates the key components of the organisation's business and how our quality assurance and continuous improvement mechanisms facilitate the achievement of our strategic goals and service delivery priorities detailed in AABDS's Business Plan.

AABDS recognise and applies the [6 National Standards for Disability Services](#) and their indicators of practice in all quality evaluations.

Scope

This policy applies to all AABDS employees, participants, families, advocates, contractors and volunteers. This policy is owned by the Governing Body.

Principles

- AABDS's quality assurance policy and processes underpin all of the organisation's operations.
- AABDS management recognises the importance of employee engagement in continuous improvement and quality processes in all functions of the organisation.
- AABDS is committed to prioritising an individualised service delivery approach by supporting independence, choice and control by participants.
- AABDS recognises that some participants may need support with decision making.
- The organisation is committed to ensuring confidence in accountable disability services and supports where consistent standards and appropriate safeguards protect participants.
- AABDS is committed to setting an example of best practice across the industry.

Practice requirements

AABDS have policies and procedures that comply with the NDIS Practice Standards, the NDIS Code of Conduct and requirements for incidents management, complaints management, worker screening and behaviour support (where applicable).

- AABDS and its employees must comply with all relevant Commonwealth and Queensland Government quality and safeguarding arrangements. These include, but are not limited to, the [Privacy Act 1988](#), the [Australian Consumer Law](#), and the [NDIS Guide to Suitability](#).

- AABDS and its employees must comply with the [National Disability Insurance Act \(2013\)](#), all relevant NDIS guidelines, and all policies issued by the NDIA. The [National Disability Insurance Act \(2013\)](#), [Disability Services Act 2006 \(Qld\)](#) and the [Disability Services and Inclusion Act 2023](#) is the legislation that sets out very clear guidelines on how AABDS and its employees need to provide care.
- AABDS must notify the NDIA if they are in breach of any Commonwealth or State law, including any Commonwealth or State disability service standards. AABDS must also notify the NDIA if they become subject to any investigation for breach of a Commonwealth or State and/or quality and safeguarding arrangements.
- Working in the disability industry, all AABDS employees must understand the implications of [Anti-discrimination legislation](#).
- All people have a right to be cared for in environments that are safe and free from abuse and neglect. Duty of care refers to AABDS employees' legal responsibility to provide a proper standard of care to all of our participants. It is an obligation of all employees to perform their duties with care, attention and caution. This includes their duty to protect confidential information, such as medical records.
- As a NDIS provider, AABDS must legally act in good faith at all times and in the interests of participants, and comply with the [Queensland Workplace Health and Safety Act](#).
- All employees must protect AABDS's legality. They should comply with all environmental, safety and fair dealing laws. All employees should treat AABDS's property, whether material or intellectual, with respect and care. AABDS expects employees to be ethical and responsible when dealing with participants, intellectual property, finances, products, partnerships and public image. This includes:
 - not misusing company equipment or use it frivolously;
 - respecting all kinds of incorporeal property such as trademarks, copyright and other property (information, reports etc.) Employees should use them only to complete their job duties;
 - protecting company facilities and other material property from damage and vandalism, whenever possible.
- All employees should also treat all participants' property with care and respect. This includes the protection of personal information. Confidentiality applies to all information given verbally or in writing to a carer or provider. It also applies to things learnt through observation. All information in a person's health care record or file is confidential and may not be disclosed without permission from the client or their guardian.

- AABDS has a Quality Assurance framework that employees should follow at all times. The quality improvement cycle within the framework can be applied to any activity at any level of the organisation through five simple steps – plan, innovate, implement, review and improve.

Related policies

- Code of Conduct policy
- Governance policy
- Service Delivery policy
- Privacy policy
- Anti-discrimination policy

Related links

- [National Standards for Disability Services](#)
- [Human Services Quality Framework](#)
- [United Nations Universal Declaration of Human Rights](#)
- [National Disability Insurance Act \(2013\)](#)
- [Disability Services Act 2006 \(Qld\)](#)
- [Anti-discrimination legislation](#)
- [Queensland Workplace Health and Safety Act](#)
- [Disability Services and Inclusion Act 2023](#)

Acknowledgements

AABDS adheres to the [NDIS Code of Conduct](#) and [NDIS Practice Standards](#) for providers and workers. Our Quality Services and Supports promote the [National Standards for Disability Services – evidence Guide](#).

The organisation promotes the Human Rights principles of *the Convention on the Rights of Persons with Disabilities*.

POLICY HISTORY

Policy name	Quality Assurance	Policy owners	Governing Body
Policy created	July 2018	Approved by Board	Oct 2018
Policy reviewed	July 2019	Approved by Board	July 2019
Policy reviewed	Oct 2019	Approved by Board	Oct 2019
Policy reviewed	Aug 2021	Approved by Board	Aug 2021
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Policy Reviewed	Feb 2024	Approved by Board	Feb 2024
Current version no.	3	Due for review	Feb 2026

Quality Assurance procedure

This document formalises Above and Beyond Disability Solutions Pty Ltd (AABDS) Quality Assurance policy that underpins the organisation's operations. It outlines the importance of employee engagement in continuous improvement and quality processes in the functions of our organisation by:

- prioritising an individualised approach by supporting independence, choice and control by participants, as well as recognising that some participants may need support with decision making;
- ensuring confidence in accountable disability services and supports where consistent standards and appropriate safeguards protect vulnerable participants;
- applying the [6 National Standards for Disability Services](#) (the Standards) and their indicators of practice in quality evaluations;
- setting an example of best practice across the industry, both within Queensland and nationally.

Planning and support

AABDS's Quality Assurance policy and procedures are founded on the organisations' vision, mission, values and principles.

Vision

AABDS aims to be the most respected provider in the industry by going above and beyond to improve the lives of every participant we care for.

We will achieve this through a biopsychosocial approach to include an array of physical, psychological and social service interventions to create treatment and care solutions that are personalised, refined and unique to each participant.

Mission Statement

With empathy and respect, AABDS will go above and beyond to help participants experience a full, independent life despite their varied challenges.

We will do this by employing the best people and providing them with wholistic support so they have the ability, energy and passion to go above and beyond for the participants we care for.

Values

- **Empathy** – AABDS aims to understand and be sensitive to participants’ feelings, thoughts, and experiences by looking at all situations in perspective, without judgement and through effective communication.
- **Respect** - AABDS believes that all participants deserve to be treated as equal and in a manner that upholds their dignity regardless of background, beliefs, circumstances or past behaviour.
- **Understanding** - We recognise that participants have their own abilities and talents. AABDS strives to help identify and develop these to achieve participant goals and aspirations.
- **Collaboration** - AABDS supports the right of people to be involved in decisions affecting them. We strive to build strong collaborative links between all stakeholders, inclusive of participants, community organisations, government and commercial sectors to ensure effective delivery of our core business objective.
- **Excellence** – We will go above and beyond to ensure high quality services and solutions by recruiting skilled and committed personnel and volunteers; providing regular training; securing adequate resources; integrating services; and frequent monitoring and evaluation of our performance.

Principles

- **Respecting human rights** — services are planned and delivered in a manner that respects the individual’s human rights, in keeping with the [United Nations Universal Declaration of Human Rights](#).
- **Social inclusion** — services are planned and delivered to promote opportunities for participants to be included in their community.
- **Encouraging involvement** — participants using AABDS’s services are included in the decision-making process about the service they receive.
- **Providing choice** — participants using AABDS’s services are provided with the opportunity for choice regarding the service they receive and where and how they receive it, within available resources.
- **Going above and beyond** – AABDS will go above and beyond to help participants experience a full, independent life despite their varied challenges.

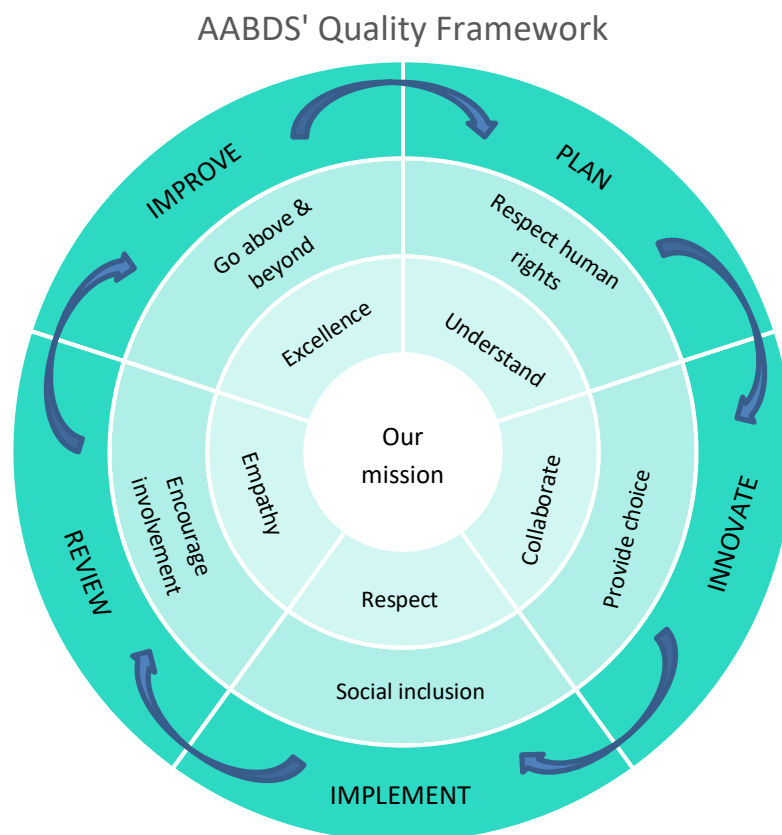
The following quality assurance procedure provides a platform for:

- a strong foundation for participants using disability services and supports to achieve the best outcomes;
- the ability to evaluate the success of services and supports by the extent to which participants make progress on their goals;

- alignment with the requirements of the NDIS and Queensland disability reforms;
- using robust evidence-base, accountable processes and a systematic approach to assess quality;
- safeguards and assistance to make relevant and appropriate decisions that are in the best interests of the participant;
- facilitation of continuous improvement and capacity building within AABDS;
- efficient resolution of issues affecting the delivery of quality supports and services.

Procedure

AABDS's Quality Assurance procedure is centred around the organisation's Quality Framework. Its key components incorporate AABDS's mission, values and principles to form the organisation's quality improvement cycle.



The quality improvement cycle can be applied to any activity at any level of the organisation through five simple steps – plan, innovate, implement, review and improve.

Plan

We will work with passion and conviction to build a diverse and sustainable organisation to ensure our capacity to deliver effective services and solutions to participants.

We will do this through:

- strategic, workforce and budget planning;
- risk management and business continuity;
- striving for excellence at all levels;
- employing and retaining people who are committed to our organisational principles and values and who are compassionate and professional;
- the development and implementation of best practice policies and procedures;
- business systems that support our services and development;
- effective use of evolving technologies to support participant care, communications and business systems;
- an annual planning framework which engages stakeholders and services.

The planning step of the quality improvement cycle is defined by the questions:

- What are our goals/objectives?
- What do we know about where we need to improve?
- Based on what we know, what do we need to do?
- Why do we want to do it?
- How do we want to do it?
- Who will do it?
- When will we do it?
- How will we measure success?
- What resources will we need?

Innovate

We are an innovative organisation focused on applying our knowledge and expertise to find innovative new ways to provide the best possible solutions to improve the lives of participants.

We will do this through:

- project initiatives that influence policy and improve practices;
- a commitment to continuous quality improvement across all aspects of the business and services;
- improving access, especially for those who are disadvantaged and venerable;

- providing employees with tools, training and support to go above and beyond for our participants;
- dissemination of current and relevant information across the workforce based on a collaborative recovery model;
- a flexible and open learning environment that promotes innovation and increases our capacity to deliver effective outcomes for our participants.

The innovate step of the quality improvement cycle is defined by the questions:

- Based on the planning of what we want to achieve, what can we do differently?
- What are other leading organisations doing well?
- What's best practice within the industry?
- Have we thought outside the square to achieve better, innovative outcomes?
- What resources, including funding, will we need to achieve outcomes?
- What timelines will be needed to achieve outcomes?

Implement

We will develop, establish and implement an efficient and effective business model that puts our employees' and our participants' needs at the forefront of everything we do.

We will do this through:

- developing stakeholder relationships at all levels;
- identifying and valuing the representatives of AABDS;
- actively seeking opportunities for innovative collaborations and partnerships;
- being guided by governance processes and integration;
- implementing operational plans and processes;
- management and employee performance agreements.

The implementation step of the quality improvement cycle is about action, including:

- communicate tasks, responsibility and expected outcomes;
- allocate resources;
- communicate timeframes;
- document performance indicators;
- review processes.

Review

Regularly evaluate and learn from our mistakes and short-comings to ensure better outcomes for our participants.

The organisation will do this through:

- evaluation of what we do and the outcomes for our participants to achieve continuous improvement;
- transparency in reporting our progress to stakeholders;
- internal reporting across AABDS's programs and activities;
- statistics and data reporting;
- management and employee performance reviews;
- external audits;
- employee and participant surveys;
- budget re-forecast reviews;
- performance management planning processes for all employees.

The review step of the quality improvement cycle is evidence, based and defined by the questions:

- What were the outcomes?
- Did we achieve what we planned to?
- What were our successes and why?
- What were our failures and why?
- To what extent did we achieve what we planned to?
- What did we learn along the way?
- What could/should have we done differently/better?

Internal Audits

The Internal Audit Schedule is the means by which we review critical activities of AABDS. AABDS has numerous registers to track our improvement activities and meet our quality outcomes.

External factors

Any process performed by a third party is considered an “outsourced process” and must be controlled as well. A register of preferred suppliers is maintained by Management.

Improve

AABDS constantly strives to improve our services and solutions so we are aligned with our recognized vision, mission, principles and values. We also have a commitment to raising public awareness about disability services and strive to be recognized as an industry leader.

We will do this through:

- developing programs and training to meet identified needs that are supported by government;
- implementing recommendations from the organisational review process;
- refocusing planning;
- continuous improvement processes;
- increased, diversified and sustainable training to ensure the continuing development of our knowledge and services;
- our commitment to maintaining an outstanding reputation;

The improvement step of the quality improvement cycle is defined by the questions:

- What do we now know and what can we do better?
- How do we incorporate this into the next planning cycle?

Responsibility

AABDS employees are responsible for:

- reading, understanding and adhering to this policy;
- following direction from management through the quality improvement cycle;
- communicating any issues or potential improvements they identify through the quality assurance cycle.

AABDS Managers are responsible for:

- ensuring employees have sufficient skills, knowledge and ability to implement the procedure;
- ensuring employees understand the Quality Assurance Framework and their responsibility to each layer;
- assisting employees through the quality improvement cycle;
- reporting any perceived issues or improvement the Directors could implement to improve the service offered by the organisation.

AABDS Directors are responsible for:

- ensuring senior managers are sufficiently skilled and trained in the quality assurance methodology and demonstrating best practice;
- monitoring the implementation of this procedure.

Review and evaluation

AABDS will monitor feedback and complaints to identify opportunities to improve all offerings for participants accessing AABDS's solutions and services.

Key contact

Questions about how to implement this procedure should be directed to [Kristy McPherson](#), Director on 0417069124.

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