



POLICY - QUALITY

ID No: FBCNW-10-42

Version: 6.0

Applies to:

- The Board of Management
- All Staff & Volunteers

Applicable Standards:

- Quality Management Systems AS/NZS ISO 9001:2015
- Aged Care Quality Standards 2018
- NDIS Practice Standards and Quality Indicators 2021
- Workers Rehabilitation and Compensation Act 1988
- Workers Rehabilitation and Compensation Regulations 2021
- WorkCover Tasmania Board Guidelines
- Australian Community Industry Standards 4.0
- Work Health and Safety Act 2012
- Nationally Consistent Framework for Workplace Rehabilitation Providers: Tasmanian Specific Provisions
- Australian Health Practitioners Regulation Agency (AHPRA) Code of Conduct

Family Based Care Tasmania (FBC) is committed to leading a culture of safety, inclusion, and quality which embraces diversity, and which prioritises the rights, safety, health, and quality of life of our clients, our workforce, and all stakeholders.

To sustain the highest possible standards in service provision, and to continually maintain a position of excellence within the Community Services Industry, the Association regularly reviews and updates its Quality Management System (QMS) to ensure ongoing compliance with applicable standards, regulatory authorities, and legislation.

The Board has adopted a Total Quality Improvement model of practice which underpins all aspects of the Association's processes, planning, and interactions, thus facilitating its aim to consistently meet the following Quality Objectives:

1. To provide care service delivery of the highest standard that is flexible and adaptable to the individual needs of consumers and which promotes their independence, decision making, and choice.
2. That adequate resources, systems, and processes are in place, and that the workforce is suitably trained, experienced, and suited to their role.
3. To continue to be well-governed with strong and stable leadership which monitors and reviews processes, policies, and procedures.
4. Remain committed to the pursuit of excellence in all activities which will support and complement the Standards underpinning the day to day work of the Association and meeting regulatory requirements.
5. To effectively manage risks, emergencies, and opportunities applicable to our services to assure prevention, detection, and reduction of any harm or non-conformities.
6. To continuously improve, review, prepare, and plan for future growth and change.

7. Evaluate the effectiveness of the QMS as reform in the Aged Care and Disability Care sectors continues and FBC's business growth and diversification is achieved.

The Board authorises the Chief Executive Officer (CEO) to work toward the development of all internal Quality Improvement Systems in line with the standards.

The CEO will:

- identify the resources necessary to support the Quality Management System;
- delegate responsibilities to the Executive Manager People, Culture and Compliance, which includes oversight of the Internal Audit system, preparation for external Audit, monitoring Operational Risk Registers and Continuous Improvement Plans, the Diversity and Inclusion Plan, management of the Risk and Compliance Working Group, and reporting to the Executive Management Team;
- ensure staff know and understand the Association's Quality Policy and objectives and how their role contributes to the effectiveness of the QMS and its benefits in relation to improved performance; and
- provide advice to the Board regarding the release of funds for this purpose.

The Board fully acknowledges that Quality Improvement is a priority system to be supported and nurtured into the future. The Board remains committed to ensuring ongoing compliance with all applicable standards.

Authorised
by:



President of the Board

Date:

17/06/24