



POL 05 Quality

Policy Statement

The Board and the Executive of Helping Hand Aged Care are committed to providing high quality services by:

- / Actively seeking and listening to feedback from clients and communities of interest, and using that information to drive quality improvement strategies
- / Ensuring there are effective systems to guide staff and volunteers in delivering services to clients
- / Ensuring there are effective systems for monitoring, measuring and improving the outcomes for clients
- / Encouraging a planned, systematic approach to innovation and continuous improvement at every level
- / Communicating with clients, carers, staff, volunteers and other interested people about the organisation's progress with quality improvement
- / Applying quality assurance principles and practices to improve our services

Reason

Supports HHAC Mission, Objectives & Principles of Care, the Six Year Organisational Plan, Consumer and Carer Engagement Framework and Care Governance Framework.

Promotes compliance with Aged Care Act 1997 and Quality of Care Principles, Community Care Common Standards and other standards in order that all stakeholders benefit from this quality commitment.

Responsible people

All staff have a responsibility to contribute to quality improvement.

Status

Version no.	Approved by	Approval date	Last reviewed
2	Board	June 2006	August 2015