



Policy Statement

Quality

Helping Hand is committed to achieving its vision to be the most trusted and exceptional partner in aged care and wellbeing services. Within our Strategic Plan, we have the bold expectation that we will exceed the quality expectations of our stakeholders. Our commitment to quality spans our entire organisation, prioritises our residents and clients, as well as our workforce, environments, programs, processes and services.

Through the Quality Policy, Helping Hand endorses the following commitments:

- Use a relationship centred model of care in all of our service design and delivery.
- Partner with residents and clients in the design of their care, respectful of their needs and preferences, their right to choice and control, their cultural safety, their personal dignity, sense of purpose and identity.
- Design and maintain physical spaces and service designs which meet and exceed the quality expectations of residents, clients, families and our workforce.
- Provide a structured clinical governance framework to support the workforce and visiting practitioners to provide safe, quality clinical care and delivery of services as part of a holistic approach that is based on the needs, goals and preferences of residents and clients.
- Build and maintain systems that enable us to monitor, report on, and exceed compliance with relevant legislative, Aged Care Quality Standards and all other external standards and compliance requirements.
- Monitor and evaluate the care provided to our residents and clients through data collection, analysis and benchmarking wherever possible to drive continuous improvements.
- Commit to transparency with stakeholders.
- Ensure risk management approaches have systems and processes in place to proactively identify, monitor and manage risks including an enterprise Risk Register.
- Actively seek and listen to feedback and complaints from residents, clients and communities of interest, and transfer learnings to drive quality improvement strategies.
- Provide the training, tools and equipment for our workforce to deliver safe quality care and service and optimal outcomes for residents and clients.
- Define and articulate high quality, safe and effective care to consumers of our services through our strategic plan.
- Encourage a planned, systematic approach to innovation and continuous improvement at every level of the organisation.
- Apply quality assurance principles and practices to improve our services.



Links to Quality Standards

- Standard 1: Consumer dignity and choice
- Standard 2: Ongoing assessment and planning with consumers
- Standard 3: Personal care and clinical care
- Standard 4: Services and supports for daily living
- Standard 5: Organisation's service environment
- Standard 6: Feedback and complaints
- Standard 7: Human resources
- Standard 8: Organisational governance