

# Quality Assurance

## Our commitment to high quality services and programs

Your Life Your Choice is dedicated to providing programs and services that meet the needs of our participants, their families and communities. We focus on industry best practice with a Person centred Practice approach.

To support this commitment, we have Quality Practices that guides our services and systems and ensures they are constantly monitored and always improving.

The Quality practice guides all programs and services to ensure they meet the required standards and goals as outlined in corporate policy, along with industry and regulatory standards.

## How does this practice work?

The Your Life Your Choice Quality performance plan is a framework for setting quality objectives and measuring performance. It also guides development and implementation of our continuous improvement.

This process is led by management and overseen by our reference group committee.

## Our people are essential to our success

This practice applies to all Your Life Your Choice employees and volunteers. They are responsible to ensure that quality and continuous improvement are values embedded within their own work areas.

<b>Strategic Goals</b>	<b>Goal 1:</b> <i>To develop and deliver specialist, best practice, people-led programs and services.</i> <b>Goal 2:</b> <i>To increase the number and diversity of participants who we work with.</i> <b>Goal 3:</b> <i>To be a key thought leader and influencer nationally and locally.</i>
<b>Strategic Priorities</b>	<b>Strategic priority 1:</b> <i>A person centred approach.</i> <b>Strategic priority 2:</b> <i>Effective advocacy at individual, family, community and systems levels.</i> <b>Strategic priority 3:</b> <i>Strong, dynamic and resilient organisation.</i> <b>Strategic priority 4:</b> <i>A culture of learning and innovation.</i>

## **How we meet our quality objectives**

Our objectives are clearly stated and this enables us to set targets and also monitor and evaluate service quality. These objectives have been developed to reflect our mission, values and strategic goals as well as the various quality and service standards that apply to us:

1. We ensure that participants and families have fair and equal access to our services.
2. We ensure that participants and families exercise choice and control over their services.
3. We deliver welcoming and inclusive services to participants and families.
4. We deliver person-centred services to participants and families.
5. We deliver reliable services to participants and families.
6. We deliver responsive services to participants and families.
7. We deliver effective services to participants and families.
8. We ensure participants and families are safe in our services and programs.
9. We continue to value, and harness lived experience and encourage participation from the participants and families.

We collect and analyse performance data relating to these objectives. This data is examined and actioned on a monthly and quarterly basis.

## **Other ways we manage standards**

Your Life Your Choice has additional systems to support our Quality Performance Reporting Framework. These include the:

- Compliments and complaints procedure
- Service outcome reporting system by staff.
- Reference group initiative.
- Corrective action and continuous improvement system.

## **Additional systems support quality**

Our Quality Management System is supported by systems and activities, including the:

- Clinical governance framework.
- Risk management system.
- Information and knowledge management system.

- Compliance management system
- Work, health and safety management system.
- People and culture activities.

## How we continuously improve

Your Life Your Choice is committed to continuous improvement and innovation. Our Reference Group, staff and management review quality and performance data and commission initiatives and projects to continuously improve our systems and processes. Please refer to Continuous Improvement Plan.

## Certification and independent review

Your Life Your Choice is accredited against these quality and service standards:

- WA?

### Indicators of Practice National Standards for Disability Services

#### Six National Standards

There are six National Standards that apply to disability service providers.

1. **Rights:** The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.
2. **Participation and Inclusion:** The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.
3. **Individual Outcomes:** Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.
4. **Feedback and Complaints:** Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.
5. **Service Access:** The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.
6. **Service Management:** The service has effective and accountable service management and leadership to maximise outcomes for individuals