

Quality Policy

Scope:

integratedliving Australia is committed to meeting customer perceptions of value and exceeding the standards required under all our funded programs. To achieve these goals, we are dedicated to delivering a quality service that includes ongoing improvement and review of our practices and underpins the organisational strategic plans and roadmap for 2024.

Responsibilities:

The Board of Directors are responsible for:

- Ensuring that effective practices are in place to achieve the quality goals;
- Providing strategic direction and support to the Chief Executive Officer in achieving system-level performance;
- Accountable for the delivery of safe and quality care and services.

The Chief Executive Officer and Executive Leadership Team are responsible for:

- Communicating to the organisation the importance of meeting our customer requirements and all legal requirements;
- Establishing the quality framework;
- Ensuring objectives are identified, communicated and linked to the Strategic Plan;
- Conducting quality management reviews;
- Ensuring the availability of resources.

The Quality, Risk & Assurance Manager is responsible for:

- Ensuring the necessary processes and systems are established, implemented and maintained;
- Reporting to the Board and Executive Leadership Team on performance against the quality goals and any need for improvement;
- Ensuring awareness of customer requirements is promoted throughout the organisation.

Senior Leadership Team and members of the organisation governance committees are responsible for:

- Leading, promoting and managing the implementation of quality strategies and systems to accomplish customer experience outcomes that meet and exceed legal requirements, standards and perception of value.

All workforce consisting of staff, volunteers and contractors are responsible for:

- Adhering to organisational policies, procedures, position descriptions and work plans to achieve individual targets and performance goals;
- Actively involved in identifying opportunities for improvement and clearly understanding their responsibilities in relation to quality outcomes;
- Committing to meeting the organisation's statement of expectation to the Aged Care Quality Standards and NDIS Practice Standards.

Quality Policy

Authorities on corporate governance, employment requirements, purchasing and service level approval is described in the position description for each Board member, employee and volunteer. Our Organisational Chart outlines our working relationships, with individual reporting arrangements documented in position descriptions.

Policy Statement:

integratedliving Australia's Board of Directors, executive and senior management are committed to providing high quality service delivery by continuously evaluating and improving its services towards best practice.

The organisation is engaged in the provision of quality in-home community based health, and aged care services throughout Australia. Our overall goal is to become recognised as a leader in health and home support services within our community. We aim to do this by consistently meeting or exceeding customer needs and supporting them to remain living in their communities. Our strategic plan focus to 2021 and roadmap to 2024 outlines our objectives for achieving this goal.

Our Quality Framework is built on the Australian Safety and Quality Framework for Health Care and aligns with current national and state legislation standards such as:

- International Standard ISO 9001:2015 Corporate Services;
- Aged Care Quality Standards;
- NDIS Practice Standards;
- Codes of practice and guidelines encompassing all structures, programs, practices, procedures, plans, regulations, roles, responsibilities, relationships, contracts, agreements, documents, records, methods, tools, techniques, technologies, and resources.

integratedliving has a strong commitment to digital interaction of all information management systems, to further ensure that effective controls are consistently and adequately applied to work processes and practices.

The effectiveness of any system depends on the commitment and competence of personnel. The organisation is committed to providing training and the necessary resources, supervision and support to our staff so they are able to provide a quality service to our customers with a high level of competence.

We are committed to developing a team culture that actively pursues continuous improvement. All Board members, employees, volunteers, suppliers and contractors are informed of our commitment to quality and are expected to comply. We actively encourage and request suggestions that may assist us in contributing to the improvement of our service quality.