

Policy Statement

HKCT maintains that an effective quality management system encompasses people, processes and documentation working together to provide a high quality service.

Policy



Listen

Hornsby Ku-ring-gai Community Transport will promote a culture of continuous improvement by developing ways to encourage feedback by:

- Service User's;
- Aboriginal and Torres Strait Islander peoples;
- People from Culturally and Linguistically Diverse Backgrounds;
- Carers;
- Other Service Providers;
- Team Members; and
- Peaks and other Industry Leaders.

Plan

Hornsby Ku-ring-gai Community Transport will plan for high quality flexible services by:

- Using the feedback provided by listening;
- Using up to date demographic information to ensure the Service is engaging relevant groups within the community;
- Using up to date service statistical data to identify trends and gaps in service;

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Section 1 Organisational Management
Policy 1.03 Quality Management**

- Using up to date service referral data to identify opportunities for promotion / increased co-ordination; and
- Developing strategies to optimise available resources.

Do

Hornsby Ku-ring-gai Community Transport will provide high quality services by:

- Ensuring Team Members have the competencies to fulfil their roles through facilitating access to professional development, training and education opportunities;
- Ensuring activities are governed by the Policies and Procedures that reflect current practice and are compliant with relevant standards;
- Ensuring risk assessment is part of core business; and
- Encouraging an environment of certainty and confidence for Team Members by providing clear direction and support.

Evaluate

Hornsby Ku-ring-gai Community Transport will ensure ongoing monitoring and evaluation by:

- Monitoring feedback from stakeholders;
- Ensuring Reporting procedures provide the information required for effective monitoring of the service provided;
- Conducting audits of the services provided to ensure risk minimisation strategies are implemented; and
- Ensuring continuous improvement practices evaluated and improved when possible.

Related Procedures

- [PRO 1.03-1](#) Continuous Improvement
- [PRO 1.03-2](#) Service Strategic Planning, Monitoring and Evaluation
- [PRO 1.03-3](#) Code of Behaviour and Confidentiality Procedure
- [PRO 1.03-4](#) Information Management Systems and Privacy
- [PRO 1.03-5](#) Organisational Risk Management
- [PRO 1.03-6](#) Monitoring Compliance
- [PRO 1.03-7](#) Physical Resources Management
- [PRO 1.03-8](#) Internet, Intranet & E-mail

Relevant Standard

Community Care Common Standards

1. Effective Management

Disability Service Standards

8. Service Management

Policy History

No: 1.03	Quality Management		Date Approved			
	Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed / trained regarding amendments	Method	Date
1/6/15						