

# **VISABILITY LTD**

## **CONTINUOUS QUALITY IMPROVEMENT POLICY**

### **1.0 INTRODUCTION**

Being committed to the continuous quality improvement of its entire operations, including services, VisAbility welcomes, makes provision for and responds to feedback.

This policy applies to all stakeholders, it has been framed within the context of the Home Care Standards, *Standard 4 – Feedback and Complaints* of the National Standards on Disability Services (2104) and also the Australian Business Excellence Framework.

### **2.0 DEFINITIONS**

- 2.1 “Worker”:** any person who is engaged in VisAbility-related business, including: employees, volunteers, students on formal work placement, contractors, and committee members.
- 2.2 “Stakeholder”:** Any person who has had some interaction with the company’s service provision, business and/or fund-raising operations; e.g. a client, client’s carer/family, customer, donor, sponsor, visitor.

### **3.0 PHILOSOPHY**

VisAbility aims to encourage and support a philosophy of continuous improvement in all work areas and endorses the following principles as an approach to achieving quality:

- i) workers will focus their energies, resources and talents on meeting the needs of VisAbility’s clients and in support of that goal, the needs of each other.
- ii) VisAbility will commit itself to the continuous improvement of all its programs, services and systems through planning, assessment and the establishment of specific goals.
- iii) VisAbility expects all its workers to participate in the solution of problems and improvement of systems, programs and services, in the belief that quality is everyone's responsibility.

### **4.0 MECHANISMS**

A continuous improvement framework focuses on conforming to expected standards. As such it promotes proactive behaviours i.e. identifying potential errors and preventing them, rather than reactive corrections.

Feedback and suggestions can be initiated via formal mechanisms, as per the following examples:

- i) staff meetings – at any level
- ii) directly to supervisors, managers and executive managers
- iii) client meetings

- iv) meetings of the Board and its sub-committees
- v) performance management system
- vi) routine service and course delivery evaluations
- vii) internal self-monitoring
- viii) external assessment audits
- ix) client consultations and surveys
- x) unstructured stakeholder feedback via suggestion boxes, feedback telephone line, website
- xi) hazard alert process
- xii) OSH Committee

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Chief Operating Officer

13 March 2017  
Effective Date

First Adopted: 2002; Reviewed: 2006, 2005, 2009 Feb 2016

This policy has been formed from the amalgamation of:

- Continuous Quality Improvement Policy (VisAbility)
- Quality Service Improvement Policy (VisAbility)