



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, and prioritises our consumers, and workforce, as well as our environments, programs, processes and services.

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

- a relationship centred model of care in our service design and delivery.
- Partner with consumers in the design of their care, respecting their needs and preferences, right of choice and control, cultural safety, personal dignity, sense of purpose and identity.
- Design and maintain physical spaces and service designs which meet and exceed the quality expectations of consumers, 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, National Disability Insurance Scheme (NDIS) Practice Standards and all other external standards and compliance requirements.
- Monitor and evaluate the care provided to our consumers 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 consumers 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 consumers.
- 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 Standards

ACSQC 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



NDIS Practice Standards

Standard 1: Rights and Responsibilities

Standard 2: Provider Governance and Operational Management

Standard 3: Provision of Supports

Standard 4: Provision of Supports Environment