# Quality Management Policy

# Policy

*futures in sight* actively pursues and demonstrates continuous improvement and quality management in all aspects of our work. This commitment is integrated into all organisational activities.

### Scope

*futures in sight* Partners, Contractors, Volunteers and Advisory Panel members

**Principle**

* *futures in sight* is committed to continuously improving all aspects of our operations with the aim of delivering improved services to the people we support. The continuous improvement and quality management processed for *futures in sight* are based on; ongoing feedback from all stakeholders including people we support and their families and allies, Volunteers, Contractors and Advisory Panel members
* Systematic monitoring of complaints and appeals
* Documented policies and procedures
* Internal and independent external audits
* Scheduled validation and review activities
* Effective meetings capturing feedback
* Annual Surveys
* Regular Partner meetings where *futures in sight* policies and procedures are discussed

**Procedure**

*futures in sight* continuous improvement process involves four stages:

1. **Data Collection**

*futures in sight* has in place a range of formal and informal data collection processes including, but not limited, to:

* Annual surveys
* Regular Partner get togethers
* Meetings between Contractors and Partners
* Regular meetings between Contractors, Advisory Panel members and Partners
* Feedback from people we support
1. **Analysis and Review of Feedback**

Once data is collected, analysis and review is undertaken by the Partners to identify issues that require immediate attention for the purpose of future planning and delivery.

1. **Acting on Data and Feedback**

Action is either undertaken by the Partners or delegated to a Contractor. Actions are recorded and tracked in the continuous improvement register.

1. **Monitor and Review**

Improvement actions that have been implemented are checked by the Advisory Panel to confirm they are addressing the issue and if further action is necessary.

**Continuous Improvement and Risk Management**

*futures in sight* has integrated risk management into the continuous improvement process by:

* Delegating responsibility for risk management oversight to the Partners
* Including the identification and discussion of risks on the agenda of Partner meetings
* Delegating responsibility to all Contractors and volunteers for developing, maintaining and reviewing the Risk Management Plans which are reviewed and discussed at relevant meetings
* Including improvements to reduce or control risks in the improvement process and in the Improvement Plan.

**Continuous Improvement through Policy Update and Review**

*futures in sight* has in place a Policy update and review policy with also contributes to continuous improvements

**Continuous Improvement Forms/ registers**

The following forms are used to ensure continuous improvements:

* annual surveys
* complaint/feedback form
* Incident/accident form
* Risk management checklist
* Conflict of Interest register
* Quarterly Reports

**Review**

This policy will be reviewed on a two-yearly basis.

However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy shall be reviewed immediately and amended accordingly.

|  |  |  |  |
| --- | --- | --- | --- |
| Signed by all Partners |  |  |  |
| Date effective | 1 March 2020 | Version | V-3 |
| Review date | 1 March 2021 | No of pages | 5 |

**Policy Review Calendar**

**(2 year review process)**

NOTE all Policies review reminders are automatically generated by Futures up and emails are send to all partners one month before a policy is due to be reviewed.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Month /year | Standard | Policies | Reviewed/ date/ minuted | Updated in policy and procedures manual | Next review |
| January Year 1 |  |  |  |  |  |
| Feb Year 1 |  |  |  |  |  |
| March Year 1 |  |  |  |  |  |
| April Year 1 |  |  |  |  |  |
| May Year 1 |  |  |  |  |  |
| June Year 1 |  |  |  |  |  |
| July Year 1 |  |  |  |  |  |
| August Year 1 |  |  |  |  |  |
| Sept Year 1 |  |  |  |  |  |
| Oct Year 1 |  |  |  |  |  |
| Nov Year 1 |  |  |  |  |  |
| Dec Year 1 |  |  |  |  |  |
| January Year 2 |  |  |  |  |  |
| Feb Year 2 |  |  |  |  |  |
| March Year 2 |  |  |  |  |  |
| April Year 2 |  |  |  |  |  |
| May Year 2 |  |  |  |  |  |
| June Year 2 |  |  |  |  |  |
| July Year 2 |  |  |  |  |  |
| August Year 2 |  |  |  |  |  |
| Sept Year 2 |  |  |  |  |  |
| Oct Year 2 |  |  |  |  |  |
| Nov Year 2 |  |  |  |  |  |
| Dec Year 2 |  |  |  |  |  |