



Quality Improvement Policy (Board)

Policy Number:	BO-033		
Date Approved:	February 2014	Approved By:	The Board
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Version 1			

1. Aim

The Board is committed to continuous quality improvement and the fulfilment of its compliance responsibilities in all aspects of the organisation in order to deliver high quality care to the families supported by Breakaway

Breakaway will conform to all relevant legislation, statutory and funding body requirements.

The purpose of this document is to set out the roles and responsibilities of the Board and the GENERAL MANAGER to implement this policy.

2. Scope

This policy applies to employees, volunteers, Board members and the children, young people, and families attending Breakaway programs.

3. Policy

The role of the Board in relation to Quality Improvement is to:

- Ensure that staffing ratios are sufficient to provide quality service.
- Support the organisation's compliance with all the accreditation processes and other legislative and funding body requirements.
- Recognise and commit to compliance with the regulatory and professional standards set by the range of professional bodies and organisations with whom it deals.
- Monitor the quality and compliance of the organisation's programs and services through appropriate reporting mechanisms.
- Recognise its obligations to preserve information relating to litigation, audits and investigations.
- Undertake ongoing review of its Board policies and performance on a regular basis.

4. References

Corporate Governance Principles and Recommendations ASX Corporate Governance Council
'It's Your Business' NSW Department of Ageing, Disability and Home Care
Associations Incorporation Act 2009 (NSW)
NSW Disability Service Standard 6

5. Persons Responsible

All employees and volunteers are responsible for:

- Compliance with all Breakaway policies and procedures.

GENERAL MANAGER is responsible for:

- Ensuring the implementation of efficient and effective procedures and systems to ensure the implementation of this policy
- GENERAL MANAGER is responsible for communicating matters to the Board as required by this policy

Board are responsible for:

- Approval of this policy
- Implementation of this policy

6. Definitions

Breakaway – all Breakaway Incorporated services and programs

Board– the governing body of Breakaway, comprised of elected or appointed members who jointly oversee the activities and legal responsibilities of the organisation

Manager – refers to the GENERAL MANAGER

Supervisor – refers to all senior staff who are responsible for supervising one or more staff members

Staff – refers to employees and volunteers of the organisation

Family – refers to the parents/caregivers of the children or young people that receive support from Breakaway

Visitor – any person who is visiting a Breakaway service who is not a staff member, client or family

Continuous quality improvement – the process of reviewing and making improvements in an ongoing manner

Quality management process – any set of procedures or activities that control or monitor the quality of the service provider's work

Quality management system – a structured set of processes for monitoring and managing quality within a service provider

Due diligence – the degree of care and caution required by the circumstances of a person

Governance – is the legal authority of a Board to establish and be accountable for policies that will affect the life and work of the organisation.

Risk – the likelihood and consequence of something happening that will have an impact on objectives

Risk management – the process of identifying, assessing and judging risks, assigning ownership, taking actions to mitigate or anticipate them, and monitoring and reviewing progress

Ethics - The basic concepts and fundamental principles of right human conduct. It includes study of universal values such as the essential equality of all men and women, human or natural rights, obedience to the law of land, concern for health and safety and, increasingly, also for the natural environment.

Document review history

Date	Section	Change