

Introduction

Hobart Women's Shelter (HWS) is committed to effective quality management and to building and maintaining a culture of continuous quality improvement. This policy details HWS's approach to a quality management framework and identifies the organisation's quality objectives.

The Hobart Women's Shelter will make sure the Quality Policy is communicated to all employees and will take all reasonable steps to ensure that this policy is understood by all employees.

Responsibilities

This policy applies to all employees, students, volunteers and Board members at HWS.

HWS will:

- Foster a positive attitude to quality improvement across the HWS team
- Implement policy and procedures for quality management that will provide guidance to staff
- Encourage all staff to contribute ideas and suggestions for continuous improvement
- Identify key indicators for quality, safety, and risk management
- Establish documentation and reporting processes that will enable the ongoing tracking of continuous quality improvement

The Quality Management System

The Quality Management System at HWS includes elements that help determine the direction of the organisation and ensure that a culture of continuous improvement is maintained.

The Board and the CEO will develop 3-year Strategic Plans, which will include a number of Strategic Priorities, Key Result Areas, Strategies, and Measurements.

The CEO and Management Team will develop an Operational Plan with a number of Focus Areas that map to each of the Strategic Priorities. Measurements and Time Frames will be included in the Operational Plan.

Individual staff will have Work Plans that include the tasks that will be undertaken to assist with achieving the goals of the Strategic and Operational Plans.

Policies and Procedures are developed within each operational area of the organisation i.e. Client Support, Property Management, HR, Finance and Administration, WHS, Quality and Governance. The policies & procedures are reviewed regularly.

The following systems are in place to ensure best practice implementation in line with the established policies and procedures:

- Risk Management
- WH&S Committee
- Continuous Improvement Register
- SharePoint Document Management System – manages version control of documents
- Governance systems – including Board Governance & Finance Sub-committees
- HR Performance Reviews – including PASE Model of Supervision
- External audits – Departmental and ISO 9001:2015
- Training and Professional Development Registers
- Change Management Plans
- Internal Audit system

From these systems come a number of opportunities for improvement:

- CI suggestions from staff
- Client Surveys
- Risk Management Action Plans
- Staff Surveys
- Internal & External Audit feedback and reports
- Training Needs Analyses
- WHS strategies
- Best Practice strategies
- Current Research
- Incidents, Hazards and Complaints Register
- Incident Reports and Register

Quality Management System Reviews

Bi-annually the Management Team will undertake a Quality Management System Review. This review will document progress against established measurements for each Quality Objective and identify follow up

actions required, including any opportunities for improvement. Any opportunities for improvement will be added to the CI register and will be reviewed regularly by the Management Team. The CEO will present the Management Review of the QMS to the Board once completed.

Quality Objectives

1. Strategic & Operational Planning

HWS is committed to strategic and operational planning that includes input from the Board, staff, clients and other stakeholders. Policies and procedures will align with the strategic and operational direction of the organisation.

2. Team Member Engagement

HWS will ensure that staff have the skills and knowledge they require to undertake their jobs, they receive a comprehensive induction program, they are provided with professional supervision, they are given opportunities for ongoing professional development and they are encouraged and supported to provide suggestions for improvement across the organisation.

3. Risk Management

HWS is committed to managing and mitigating all operational and WHS risks within the organisation in line with prioritised risk ratings and to protect the welfare of staff, clients and other stakeholders. Risk Registers will be maintained and managed by the Management Team and the CEO will provide regular progress reports to the Board.

4. Stakeholder Engagement & Collaboration

HWS values and recognises the importance of positive engagement with all stakeholders, including clients, funding bodies, government agencies, other service providers, community organisations, donors and supporters. HWS will consult with relevant stakeholders where appropriate, measure client satisfaction levels to ensure that expectations are met, identify opportunities for collaboration and develop communication and marketing strategies that enhance our standing within our community.

5. Quality and Continuous Improvement

HWS is committed to ensuring that all legal and contractual requirements are met and that our service delivery standards are of the highest quality. A Quality Management System based on a continuous improvement approach to service delivery that involves staff, clients and other stakeholders will ensure

that we achieve best practice. HWS will also ensure that certification is achieved and maintained against ISO 9001:2016 quality standard.

Related Documents

- Continuous Improvement Policy & Procedure
- Strategic Plan
- Operational Plan
- Governance Policy
- Management Review of Quality Management System Form
- ISO 9001: 2015 Quality Assurance Standard
- Quality Management System Diagram