Quality Management System

The Quality Management System (QMS) Policy and Procedure confirms Pinarc's commitment to quality and describes Pinarc's approach to quality assurance and continuous improvement. The QMS at Pinarc is based on our processes to achieve customer satisfaction. This objective is achieved when services meet or exceed customers' expectations.

Policy Statement

Pinarc is committed to providing the highest quality service possible, with a focus on achieving best practice. The Quality Management System (QMS) establishes a systematic approach to continuous improvement to ensure that service provision meets or exceeds the expectations and requirements of the people receiving services.

The provision of quality services is the responsibility of staff. Staff and volunteers are expected to embrace the organisational values, participate in QMS activities, and commit to a culture of continuous improvement.

Our quality management cycle consists of Plan-Do-Check-Act (PDCA). It is a cyclical system for continual improvement and consideration of risks in each step.

We do this by;

- working in partnership with customers and other stakeholders to understand their needs and expectations;
- improving performance to meet the needs and expectations of stakeholders;
- encouraging, educating, and empowering staff to participate in quality improvement activities;
- analysing and using feedback from customers and stakeholders to implement improvements;
- encouraging, and empowering customers, families, and carers to participate in improving services and programs;
- committing to relevant industry and community quality standards as well as regulatory and contractual requirements;
- measuring and regularly reviewing performance across the organisation;
- implementing a cycle of planned internal reviews/audits;
- implementing Pinarc's Strategic Plan, Quality Plan and Risk Plan.

The QMS applies to all Pinarc services and encompasses all service delivery whether that is direct or indirect.

Responsibilities

Customers form the basis of service provision and the QMS. Customers will be provided with opportunities to contribute to the QMS through;

- participation in evaluations;
- providing feedback and complaints;
- suggesting improvements.

The CEO and Board will monitor Pinarc's QMS through Strategic Plan reviews, regular 'dashboard' reporting to the Board, reports by the Quality Risk & Safeguarding Sub-Committee chair and CEO.

The Board Quality Risk & Safeguarding Sub-Committee will meet quarterly to monitor Pinarc's quality plans, review processes and systems, monitor risk, make recommendations for improvements.

The Quality Manager has operational oversight of the QMS in collaboration with other Leadership members to ensure Pinarc's QMS is informed, resourced, and meets stakeholder and legislative requirements through the following actions;

- reporting to the Board Quality, Risk and Safeguarding Sub-Committee;
- maintenance of the organisational Quality Plan;
- coordination of internal and external audits;
- coordination of audit schedule;
- oversight of the audit team;
- monitor feedback and complaints ;
- ensuring legislative compliance;
- maintenance and development of policies and procedures;
- trend reports of incidents;
- ensuring the risk register is current and meets organisational risk requirements;
- identification and management of opportunities for improvement;
- leading regular operational quality and safeguarding meetings with different program areas.

Managers will work with the Quality Manager to support the QMS through;

- leading staff participation in quality assurance and continuous improvement;
- developing and implementing the Quality Plan;
- participation in internal and external audits;
- monitoring feedback and complaints;
- following policies and procedures;
- identifying, assessing, reporting, recording and evaluating incidents;
- identification and management of risks;
- identification of opportunities for improvement;
- participation in operational quality and safeguarding meetings.

Staff have a responsibility to participate in the QMS to ensure that Pinarc services meet or exceed the expectations of customers and families.

Staff will work with their Manager to support the QMS through;

- participation in internal and external audits;
- participation in evaluating programs;

- providing feedback;
- reporting complaints;
- supporting customers and other stakeholders to provide feedback;
- following policies and procedures;
- identifying, assessing, reporting and recording incidents;
- identification of risks;
- identifying opportunities for improvement.

Volunteers have a responsibility to participate in the QMS to ensure that Pinarc services meet or exceed the expectations of customers and families.

Within the scope of the particular volunteering role, volunteers may participate in a range of activities such as;

- evaluations
- suggestions for improvements
- reporting customer feedback from programs

Principles of Quality Management

The following are the guiding principles for Pinarc's quality management programme;

Customer focus

- we strive to understand the needs of our customers to meet their requirements and exceed expectations

Leadership

- the Pinarc Board, CEO and Managers establish clear goals & objectives
- employees are actively engaged in achieving the established goals and objectives
- Engagement of people
- we recognise that our skilled and capable workforce are key to delivering quality services and programs
- employees are empowered to take responsibility for their work.

Pinarc promotes continuous improvement through consistent, and well understood integrated processes that determine efficiency and effectiveness.

Improvement

- we continually seek to improve performance,
- we are a flexible organisation that seeks new opportunities to succeed in a rapidly changing environment.

Evidence-based decision making

- we examine reliable data that informs our decision making

Relationship management

- we recognise that a strong relationship with our suppliers, funders and partners is important to adapt to market and customer expectations and ensure the smooth running of our business.

Quality Checks and Audits

Pinarc conducts regular quality checks in the areas of customer service, health and safety, human resources, documentation, finance, governance, facilities and maintenance.

The quality check (internal audit) schedule outlines the frequency of audits based on process requirements, risk assessment, legislation, and funding expectations of set standards.

Results from audits may identify;

- areas of required improvements;
- measures of how well an area is performing;
- improvements in an area compared to previous audits.

Areas identified for improvement at audit will be transferred to the Quality Plan for action.

Non-conformance

Non-conformance within the context of Pinarc's QMS may be identified as the following;

- customer incident reports;
- employee incident reports;
- analysis of incident reports, noting trends and required improvements;
- complaints;
- breaches in policy and procedure by staff or contractors;
- gaps identified at internal and external audit;
- breaches in legislation or funding body standards.

Pinarc manages non-conformance by documenting on the Quality Plan the following;

1. the issue,
2. action required,
3. time frame for action,
4. and the person/s responsible.

The Quality Plan is revised reviewed through regular operational quality and risk meetings.

Breaches of policy and procedure by staff are managed according to Pinarc's Performance Management framework.

Corrective Action

Actions to correct any non-conformance as identified above is documented on the Quality Plan with time frames for action and assigned responsibility.

Preventative Action

Pinarc's proactive approach to preventing things from going wrong or minimising the severity are taken in the following ways;

- risk assessment and management;
- opportunity for improvement through staff suggestion;
- feedback from customers and families;
- monitoring and analysing processes;
- looking for trends in incident reports, audits or root cause analysis;
- monitoring changes in legislation and/or regulations;
- internal and external audit results;
- reviewing changes in the broader disability sector and noting implications;
- evaluating new technology;
- business contingency and business continuity plans;
- performance monitoring.