

## Introduction / Purpose

The purpose of this policy is to communicate Intelife's strong commitment to quality management. Intelife maintains a suite of documented processes that comply with the NDIS Practice Standards and Quality Indicators and other legal, regulatory and contractual obligations.

Intelife works to promote a culture that results in the behaviour, attitudes activities and processes that deliver value through fulfilling the needs and expectations of participants, clients and other stakeholders.

## Scope

This policy has application to all Intelife staff and governance team members.

## Policy Statements

Intelife is committed to providing supports and services which consistently strive to meet participant and client needs and expectations.

Intelife's Quality Management System has processes in place to monitor, review, plan, control and ensure quality and safe supports and services are maintained and are subject to ongoing risk management and continuous improvement activities.

Intelife actively encourages all participants and clients to participate in quality assurance and continuous improvement activities.

All Intelife staff and volunteers have a responsibility and accountability to participate in quality assurance and continuous improvement activities and to identify any circumstances where the quality and safety of services can be improved.

Intelife's Quality Management System aims to achieve the objectives below:

- provide high quality and safe supports and services to participants and clients while being flexible and responsive to their changing needs and aspirations
- provide staff and volunteers with professional development and a safe work environment while ensuring they understand and adhere to documented processes
- continually improve systems through regular internal audit, feedback, outcomes, risk related data and evidence-informed practice
- maintenance of strategic objectives based on performance targets and measures of achievement and continuous risk management
- comply with NDIS Practice Standards and Quality Indicators and all relevant legal, regulatory and contractual obligations

The Board of Directors and the CEO ensure commitments made by Intelife are met by:

- establishment of measurable objectives/targets to improve the effectiveness of the Quality Management System and continual review of performance to allow for the above behaviours to flourish
- providing leadership, guidance and the necessary resources to ensure business processes are performed in a safe, planned, systematic and efficient manner; and
- ensuring Intelife staff are aware of and accountable for meeting objectives and obligations to participants, clients and stakeholders.