
QUALITY - Corporate & Management Standards Policy

Purpose of Policy To ensure Knoxbrooke's Corporate & Management systems and processes are in place to enable high quality support services are delivered to the people Knoxbrooke supports.

Definitions

- Policy**
- 1. Governance**
The Knoxbrooke board of management will continue to maintain and improve its governance processes.
 - 2. Leadership and Management**
The Knoxbrooke leadership and management team will continue to maintain and improve its leadership and management processes to support its human resources in delivering high quality direct support services for participants.
 - 3. Financial Management**
The Knoxbrooke financial team will maintain and improve its financial management processes to manage the financial resources that enables the delivery of high quality direct support services.
 - 4. Human Resources - including pre-employment checks, training and development, supervision and workforce**
Knoxbrooke manages its human resources to ensure that appropriately skilled and trained staff, carers and volunteers are available to safely provide support services to the people Knoxbrooke supports.
 - 5. Continuous Quality Improvement and Feedback Processes**
Knoxbrooke will continue to improve the quality of its services by evaluating and acting upon feedback it receives through its key stakeholders.
 - 6. Information and Knowledge Management including confidentiality**
Knoxbrooke to continue to maintain effective information systems to ensure it sensitively manages:
 - personal information
 - improvement to its services and
 - meeting the needs of the broader community
 - 7. Occupational Health and Safety**
Knoxbrooke will maintain active occupational health and safety policies, procedures and processes.
 - 8. Partnerships/service coordination**
Knoxbrooke will continue to develop partnerships with external agencies and link participants into appropriate support services when required.

QUALITY - Corporate & Management Standards Procedure

Procedure

1. Governance

The Knoxbrooke Board of Management members will:

- possess the necessary skills, knowledge and experience required to fulfil their role
- ensure that Knoxbrooke meets its legal and contract obligations with the DHS
- continue to approve and allocate appropriate policies, procedures and financial resources
- continue to lead the strategic direction of Knoxbrooke

2. Leadership and Management

- Knoxbrooke's leadership and management processes are delivered in an effective and transparent manner and are accountable to documented management position descriptions
- Knoxbrooke's strategic and planning processes will inform the delivery of its services and Knoxbrooke will strive to improve the outcomes for people accessing its services
- Knoxbrooke will maintain and keep in place robust compliance systems

3. Financial Management

- Knoxbrooke will maintain and keep in place robust financial management systems

4. Human Resources - including pre-employment checks, training and development, supervision and workforce

- Knoxbrooke's human resource processes are delivered in an effective and transparent manner and are accountable to documented human resource position descriptions
- Knoxbrooke will ensure that it maintains sound staff and volunteer recruitment processes, that provide safe and high quality services for the people accessing its services
- Knoxbrooke will maintain thorough processes for pre-employment criminal history checks and the screening and registration of carers
- Knoxbrooke's recruitment, supervision, training and development processes of support staff and volunteers, will continue to address the needs of the people using its services including, Aboriginal people and culturally linguistically diverse people, in order to improve service quality
- Knoxbrooke will continue to maintain a robust performance review and human resources management, including the defining and monitoring of staff competencies required to provide quality services

5. Continuous Quality Improvement and Feedback Processes

Knoxbrooke will:

- keep in place a system of continuous quality improvement
- actively work with the people it supports, service partners and other external stakeholders to improve the quality of its services
- try to improve its services to meet the needs of the broader community

6. Information and Knowledge Management including confidentiality

Knoxbrooke has effective information systems in place to ensure it sensitively:

- manages personal information and maintains people's privacy and confidentiality
- retains and disposes of personal information appropriately

Knoxbrooke continues to:

- strive to provide information to the people it supports in ways that are accessible to the person seeking the information
- maintain effective information management systems which are easily accessible to staff to support planning and service delivery
- make information available to the public about its services

7. Occupational Health and Safety

Knoxbrooke maintains active occupational health and safety through:

- The implementation of OH&S policies and procedures
- The work of the OH&S committee
- See the Knoxbrooke OH&S Policies and Procedures Manual for further details

8. Partnerships/service coordination

Knoxbrooke will continue to develop partnerships with external agencies where appropriate to meet the needs of its participants.

Where Knoxbrooke is unable to support a service participant's specific need; it will link the participant and their family/carer to the appropriate coordination body so as they are able to access the appropriate support services.