
QUALITY – ONE DHHS Standards, Corporate and Management Standards and Performance Monitoring Policy

Purpose of Policy To ensure that all service provision at Knoxbrooke meets the ONE DHHS Standards, Corporate and Management Standards and that Knoxbrooke undergoes Performance Monitoring against these Standards.

Definitions See Victoria Disability Act 2006
 Part 6 Rights and Accountability,
 • Division 3 Standards and Monitoring of Performance

Policy Knoxbrooke aims to meet all of the **ONE DHHS Standards** at all times.

All Knoxbrooke policies, procedures and service delivery will be in line with these standards.

The **ONE DHHS Standards** are used to measure the quality of Knoxbrooke's support services according to the experiences of the people who use its services.

There are **4 ONE DHHS Standards** which are as follows:

Standard 1 – Empowerment

People's rights are promoted and upheld.

Standard 2 – Access and Engagement

People's right to access transparent, equitable and integrated services is promoted and upheld.

Standard 3 – Wellbeing

People's right to well-being and safety is promoted and upheld.

Standard 4 – Participation

People's right to choice, decision making and to actively participate as a valued member of their chosen community is promoted and upheld.

Knoxbrooke also aims to meet all of the **CORPORATE AND MANAGEMENT Standards** which are used to measure Knoxbrooke's systems and processes. There are **8 CORPORATE AND MANAGEMENT Standards** which are as follows:

1. **Governance**
2. **Leadership and Management**
3. **Financial Management**
4. **Human Resources - including pre-employment checks, training and development, supervision and workforce**
5. **Continuous Quality Improvement and Feedback Processes**
6. **Information and Knowledge Management including confidentiality**
7. **Occupational Health and Safety**
8. **Partnerships/service coordination**

Knoxbrooke undergoes regular internal self assessment and review, as part of its internal continuous quality improvement processes and as stated in its Funding and Service Agreement with DHHS.

Knoxbrooke must willingly participate in independent quality monitoring when requested by DHHS. This means that Knoxbrooke will periodically be assessed and verified by an independent body authorised by DHHS, to ensure its compliance with the ONE DHHS Standards and the Corporate and Management Standards.

QUALITY – ONE DHHS Standards, Corporate and Management Standards and Performance Monitoring Procedure

Procedure All Knoxbrooke policies, procedures and service delivery will be developed in line with the **4 ONE DHHS Standards**.

Knoxbrooke will use the **4 ONE DHHS Standards** to measure the quality of Knoxbrooke's support services according to the experiences of the people who use its services.

Knoxbrooke will also use the **8 DHHS CORPORATE AND MANAGEMENT Standards** to measure Knoxbrooke's systems and processes.

Knoxbrooke will develop a culture that ensures it collects evidence to substantiate its quality audit claims in all areas of its service delivery.

Knoxbrooke will undergo a regular internal self-assessment/review process every 12 months, as part of its internal continuous quality improvement planning.

Knoxbrooke will review and update its quality improvement plan every 12 months to remove achieved items and add in the next batch of priority items to be worked on over the next 12 months.

Knoxbrooke will participate in independent quality monitoring when requested by the DHHS, (currently every 3 years).

Knoxbrooke will be assessed and verified by an independent body authorised by the DHHS, to ensure its compliance and accreditation status with the ONE DHHS Standards and Corporate and Management Standards, (currently every 3 years).

Knoxbrooke will meet all of its continuous quality improvement obligations outlined its DHHS Funding and Service Agreement.