



Mallee Track Health and Community Service		
Title:	Quality Policy	
Department:	Organisational / QMS – Management Commitment	

Outcome:	<i>MTHCS shall implement and maintain the Quality Policy.</i>
Scope:	<i>All Interested Parties.</i>
References:	<p><i>ISO 9001:2015 Quality Management Systems - requirements</i></p> <p>Aged Care Quality Standards</p> <p><i>National Safety and Quality Health Service Standards</i></p> <p><i>Department of Health & Human Service Standards</i></p> <p><i>Victorian Early Years Learning and Development Framework</i></p> <p><i>DVA Guidelines</i></p> <p><i>Victorian Public Hospital and Mental Health Services Policy and Funding Guidelines</i></p> <p><i>Health Legal Legislative Compliance</i></p> <p><i>Neighbourhood House Practice Guide 2012</i></p> <p>Victorian Public Sector Commission, Public Sector Values</p> <p>ISO 9001:2015</p> <p><i>4.3 / 4.4 / 5.2 / 5.2.1 / 5.2.2 / 6.2</i></p> <p>System Elements:</p> <p>DHHSS: <i>Governance and Management</i></p> <p>Aged Care Quality Standards: <i>8.2 / 8.3</i></p> <p>NSQHS: <i>1.8 / 1.9</i></p> <p>Early Years Frameworks <i>National – Quality Area 1 & 7</i></p> <p>System Elements: <i>State – Practice Outcomes 1 - 5</i></p> <p>Policy & Procedural</p> <p>References: <p><u>Quality Objectives</u></p> <p><u>MTHCS Strategic Direction</u></p> <p><u>MTHCS Strategic Plan</u></p> <p><u>Organisational Chart</u></p> <p>Service Structure - <u>Quality</u>, <u>Hotel Services</u>, <u>Corporate</u>, <u>Clinical</u>, <u>Community</u></p> <p><u>Quality Framework</u></p> <p><u>Service Delivery Policy</u></p> <p><u>Measurement, Analysis & Improvement Policy</u></p> <p><u>Quality Management Principles</u></p> <p><u>Process Approach</u></p> <p><u>Plan-Do-Check-Act Cycle</u></p> <p><u>Risk Based Thinking</u></p> </p>
Responsibility:	<i>Chief Executive Officer</i>

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1. Policy Statement

MTHCS has developed and implemented a **Quality** Management System to demonstrate its ability to consistently provide services that meet consumer and regulatory requirements, and to address customer satisfaction through the effective application of the system, including continual improvement and the prevention of nonconformity.

2. OUR VISION:

Leading our communities to excellence in integrated health and community services.

OUR PHILOSOPHY:

Equitable and timely access to innovative models of care, supported by a local workforce that is engaged with the community.

OUR MISSION:

To provide people of all ages with access to quality, person centred care in the Mallee.

3. MTHCS Organisational Values:

ACCOUNTABILITY

We define our expectations and are accountable for our actions.

EXCELLENCE

We set high standards and continually strive to improve on them.

COMPASSION

We treat everyone with care, respect and dignity.

TEAMWORK


We work collaboratively and in the spirit of partnership.

INTEGRITY

We endeavour to do the right thing in all circumstances, even if no-one is watching.

TRANSPARENCY

We are open and honest and embrace positive change.

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4. Public Sector Values:

The Public Administration Act 2004 establishes values to guide conduct and performance in the Victorian Public Sector.

The seven core Public Sector Values listed below apply to every MTHCS employee. They underpin an employee's interaction with the government, consumers, community, suppliers and other employees:

- *Responsiveness;*
- *Integrity;*
- *Impartiality;*
- *Accountability;*
- *Respect;*
- *Leadership; and*
- *Human Rights.*

A workforce consistently acting in accordance with the Public Sector Values strengthens the capacity for MTHCS to achieve all objectives and operate effectively.

5. Mallee Track Health and Community Service's Quality Policy underpins the Quality Objectives of the organisation.

Outcome Statement:


- MTHCS is a Quality Management organisation.
- The MTHCS Board of Directors and staff and other service providers in partnership, are committed to providing a process of continuous improvement, responding to customer needs and requirements by efficient and effective resource allocation and utilisation.

Review:

- The Quality Policy shall be available to all Service Areas and patients / residents for comment. Stakeholder's views are sourced through community consultation.
- The Quality Policy will be reviewed annually by Management Review meetings using feedback from all stakeholders and is deemed to be reflective of MTHCS systems and processes.
- The Quality Management System continues to underpin and meet the requirements of the organisation.

6. Accreditation:

Mallee Track Health and Community Service shall strive to maintain accreditation and is committed to a process of continuous improvement.

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7. **Compliance:**

The MTHCS Quality System complies with the following:

- National Safety and Quality Health Service Standards
- Aged Care Quality Standards
- Victorian Early Years Learning and Development Framework
- DVA Guidelines
- Department of Health & Human Service Standards