

Document Type	Policy
Department	Governance

## Quality Policy

### Policy

Country Home Services (CHS) is committed to delivering high quality home care services to our clients, in accordance with government regulations and the CHS quality management system.

CHS delivers the following services:

- Home care services to eligible persons through the Department of Health, Department Social Services and Department of Veterans.
- Home care services to persons either on behalf of other agencies or directly charged on a fee for service basis (Brokerage).

Quality is driven by Strategic Objectives (Objectives):

- What we do - *Improve the lives of country people.*
- How we do it - *Support. Connection. Inclusion. Advocacy.*

In a governance and operational context, objectives are met by achieving these goals:

- Maintaining accreditation with the aged care quality standards and ISO 9001:2015 Quality Management Systems.
- Building a culture of continuous quality improvement and service excellence.

These goals will be supported by:

1. A governance framework that ensures compliance with contractual and regulatory requirements.
2. Procedures that support workers to fulfil organisational requirements including a continuous improvement culture.
3. Procedures to promote client participation in service design including a complaints and feedback process that drives continuous improvement.
4. Procedures to support the safety of clients, workers and volunteers.
5. Risk based thinking that considers both risks and opportunities across the risk management framework.
6. Internal and external audits against the aged care quality standards, ISO 9001:2015 Quality Management Systems and strategic plan.

Document Owner	CEO	
Endorsed By	Chair	Approval Date: 7/07/2021

### References

[Aged Care Quality Standards](#)