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| QUALITY POLICYDEB SELWAY, PHDSOLE TRADERNDIS SUPPORT COORDINATORABN: 85015119535ABN: 8501511053MID NORTH SASUPPORTCOORDINATION |
| March 2021Authored by:Deb Selway, PhD |

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| QUALITY POLICYMid North SA Support Coordination aims to provider quality, locally driven, NDIS support to ensure people living in ‘thin markets’ gain the equality of support they are entitled too.This service is committed to the quality fulfilling the Mission and Vision of providing localized and personalized support ensuring excellence in service provision.Quality Principles are:Honoring our Vision, Mission and ValuesMaintaining person-centred supportUnderstanding the Participant’s needs and tailoring service deliver to those needsMeet the NDIS Quality & Safeguarding StandardsCompliance with legislation, regulations and standardsImplementation of Quality Management Systems (QMS) with measurable quality objectivesCommitment to continuous improvements to QMSQuality Management System:Supporting people living with disability to enact their NDIS Plans and live their best livesHigh levels of Participant satisfaction Consistent proportional risk managementTransparent safeguarding systemsResponsive management to feedback and complaintsEffective continuous improvement systemsMid North SA Support Coordination quality policy and quality management system comply with the requirements of the NDIS Quality and Safeguarding Standards. We strive to improve our QMS through our Values of Integrity and Equity and a commitment to continuous improvement. |