



Quality Improvement Policy

LINK Community Transport (LINK) is committed to continually improving the quality of its services, to be inclusive and responsive to customers, staff, volunteers, stakeholders, and the wider community. We have implemented a quality systems approach which includes the following elements: monitoring, assessment, action, evaluation and feedback.

Objectives:

LINK aims to improve its processes and services to ensure they are of a high-quality standard, and we are committed to quality improvement that permeates all areas of our business, with all staff seeking ways to improve the quality of their own activities and areas of responsibility as well as the quality of the organisation.

Definitions

Accreditation is assessment by an external body or agency to determine the level of compliance with agreed standards

Quality is the extent to which the property of a service or product produces a desired outcome

Quality improvement is the process of continual review of the organisation, its structure and functions of governance, management, engagement and customers and other stakeholders and its service delivery.

Responsibilities:

LINK is committed to involving staff, volunteers, customers and other stakeholders in its quality improvement activities, this includes:

- All staff and the Board of Directors are responsible for being aware of, implementing and maintaining the quality system as appropriate to their role and responsibilities.
- Adequate resources, tools and support are provided to staff, the Board of Directors and key stakeholders to fully engage in its quality improvement system and processes.
- Staff and the Board of Management are aware of and practice continuous quality improvement.

The quality improvement process and system is coordinated by the **Systems and Performance Principal**. All staff and management participate in quality improvement practice including improving performance and complying with accreditation standards.

Context and/or Referenced Documents

- LINK's Privacy & Confidentiality Policy
- [Charter of Human Rights and Responsibilities Act 2006](#) – (Vic)
- Privacy Act 2000
- LINK's Code of Conduct
- LINK's Volunteer Management Policy
- LINK's Health, Safety, and Environment Policy
- LINK Community Transport Training & Induction for Volunteers Policy
- LINK's Customer Information Booklet
- Volunteering Victoria Guidelines
- Home Care Common Standards: 3.1 Information Provision, 3.3 Complaints and service user feedback, 3.4 Advocacy

Version History

Version Number	Date	Summary of Changes
1	April 2017	Updated from Historic policy
1.2	May 2018	Minor improvements

Authorisation

Authorization	Date	Next Review Date
Authorized by: Rick Lawford. CEO	May 2018	May 2019