

Mallee Track Health and Community Service	
Title:	<b>Quality Policy</b>
Manual:	Organisational QMS Manual – Management Commitment
Scope:	All Interested Parties
Responsible Position:	Chief Executive Officer
1.	<p><b>POLICY STATEMENT</b></p> <p>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.</p>
2.	<p><b>OUR VISION:</b></p> <ul style="list-style-type: none"> <li>Leading our communities to excellence in integrated health and community services.</li> </ul> <p><b>OUR PHILOSOPHY:</b></p> <ul style="list-style-type: none"> <li>Equitable and timely access to innovative models of care, supported by a local workforce that is engaged with the community.</li> </ul> <p><b>OUR MISSION:</b></p> <ul style="list-style-type: none"> <li>To provide people of all ages with access to quality, person centred care in the Mallee.</li> </ul>
3.	<p><b>MTHCS ORGANISATIONAL VALUES</b></p> <p><b>ACCOUNTABILITY</b></p> <ul style="list-style-type: none"> <li>We define our expectations and are accountable for our actions.</li> </ul> <p><b>EXCELLENCE</b></p> <ul style="list-style-type: none"> <li>We set high standards and continually strive to improve on them.</li> </ul> <p><b>COMPASSION</b></p> <ul style="list-style-type: none"> <li>We treat everyone with care, respect and dignity.</li> </ul> <p><b>TEAMWORK</b></p> <ul style="list-style-type: none"> <li>We work collaboratively and in the spirit of partnership.</li> </ul> <p><b>INTEGRITY</b></p> <ul style="list-style-type: none"> <li>We endeavour to do the right thing in all circumstances, even if no-one is watching.</li> </ul> <p><b>TRANSPARENCY</b></p> <ul style="list-style-type: none"> <li>We are open and honest and embrace positive change.</li> </ul>
4.	<p><b>PUBLIC SECTOR VALUES</b></p> <p>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:</p> <ul style="list-style-type: none"> <li>Responsiveness;</li> <li>Integrity;</li> <li>Impartiality;</li> <li>Accountability;</li> <li>Respect;</li> <li>Leadership; and</li> <li>Human Rights.</li> </ul> <p>A workforce consistently acting in accordance with the Public Sector Values strengthens the capacity for MTHCS to achieve all objectives and operate effectively.</p>

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5.	<p>Mallee Track Health and Community Service's Quality Policy underpins the <a href="#">Quality Objectives</a> of the organisation.</p> <p><b>OUTCOME STATEMENT</b></p> <ul style="list-style-type: none"> <li>MTHCS is a Quality Management organisation.</li> <li>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.</li> </ul> <p><b>REVIEW</b></p> <ul style="list-style-type: none"> <li>The Quality Policy shall be available to all Service Areas and patients / residents / customers for comment. Stakeholder's views are sourced through community consultation.</li> <li>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.</li> <li><b><i>A list of <a href="#">Interested Parties</a> and their relevant requirements will be reviewed annually at the Management Review meeting.</i></b></li> <li>The Quality Management System continues to underpin and meet the requirements of the organisation.</li> </ul>	
6.	<p><b>ACCREDITATION</b></p> <p>Mallee Track Health and Community Service shall strive to maintain accreditation and is committed to a process of continuous improvement.</p>	
7.	<p><b>COMPLIANCE</b></p> <p>The MTHCS Quality System complies with the following:</p> <ul style="list-style-type: none"> <li>National Safety and Quality Health Service Standards, second edition.</li> <li>Aged Care Standards.</li> <li><b><i>National Quality Framework (Early Years).</i></b></li> <li>DVA Guidelines.</li> </ul>	
Forms & Records:	<p>Quality Management System Manual</p> <p><a href="#">Interested Parties</a></p> <p><a href="#">MTHCS Our Values and Behaviours</a></p> <p><a href="#">MTHCS Strategic Direction</a></p> <p><a href="#">MTHCS Strategic Plan</a></p> <p><a href="#">Organisational Chart</a></p> <p><a href="#">Plan-Do-Check-Act Cycle</a></p> <p><a href="#">Process Approach</a></p> <p><a href="#">QMS Glossary</a></p> <p><a href="#">QMS Statement of Intent</a></p> <p><a href="#">Quality Improvement Framework</a></p> <p><a href="#">Quality Management Principles</a></p> <p><a href="#">Risk Based Thinking</a></p> <p>Service Structure - <a href="#">Quality</a>, <a href="#">Hotel Services</a>, <a href="#">Corporate</a>, <a href="#">Clinical</a>, <a href="#">Community</a></p>	

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Title:	<b>Quality Policy</b>
Related MTHCS Policy / Procedure:	<a href="#">Measurement, Analysis &amp; Improvement Policy</a> <a href="#">Quality Objectives</a> <a href="#">Scope Policy</a> <a href="#">Service Delivery Policy</a> <a href="#">Service Planning Policy</a>
References:	ISO 9001:2015 Quality Management Systems - requirements Aged Care Quality Standards National Safety and Quality Health Service Standards, V2 National Quality Framework (Early Years) DVA Guidelines Victorian Public Hospital and Mental Health Services Policy and Funding Guidelines Health Legal Legislative Compliance Neighbourhood House Practice Guide 2012 Victorian Public Sector Commission, Public Sector Values
Legislation:	Occupational Health and Safety Act 2004 Public Administration Act 2004 Aged Care Quality and Safety Commission Amendment (Integration of Functions) Rules 2019 (Cth)
Standards:	ISO 9001:2015 – 4.2, 4.3, 4.4, 5.2 (All), 6.2 (All) National Safety and Quality Health Service Standards V2 – 1.8, 1.9 Aged Care Quality Standards – 8.2, 8.3 Early Years Frameworks – National Quality Area 1 & 7, State Practice Outcomes 1 - 5