

## Quality Policy Family Support Services

Objective ID:		Authority:	Community Wellbeing
Directorate:	Community Services	Responsible Officer:	Manager Community Wellbeing
Policy Type:	Quality	Version No:	4
Review Period:	Annually	Next Review:	February 2021

### 1. Purpose

This Policy has been developed to meet the requirements for certification of Family Support Services in scope to ISO9001:2015 Quality Standards and Department of Health and Human Services Standards.

The purpose of this Policy is to:

- Monitor critical processes and key performance indicators of services and programs in scope with ISO9001:2015 and DHS Standards;
- Be responsive, caring and culturally sensitive in the services/ programs provided to meet client individual needs and respecting their circumstances;
- Plan effectively for current and long term sustainability in the services/programs we deliver to clients;
- Continuously improve and refine our service delivery methodologies;
- Provide a safe and healthy work environment for our staff when working with clients
- Provide a safe and respectful environment for clients where they feel supported to achieve their potential

### 2. Background

Council services/programs in scope for certification to ISO: 9001:2015 Quality Management Systems and Department of Health and Humans Services (DHHS) Standards were required from July 1 2012 to prepare and approve a Quality Policy, with a requirement to review the policy at least once in each financial year with amendments as required.

Council services/programs in scope must comply with the Quality Policy at all times,

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and a copy of the policy must be available for inspection by the clients of the service;

Council Community Wellbeing recognises that developing a quality policy and adopting appropriate best practice principles, policies, processes and procedures for all services/programs in scope, will enhance the achievement of the overall Council vision and objectives outlined in Council Plan.

## **Council's Vision**

*'To provide a City of opportunity with quality buildings, places and facilities and where people of all ages, cultures and backgrounds can reach their potential to live secure, happy and fulfilling lives for generations to come'.*

## **Mission for services/programs in scope**

*' We aim to provide better health and wellbeing outcomes for the most vulnerable children/young people and their families in our community; through offering responsive, innovative, proactive therapeutic programs and counselling support that considers the best interests of children and young people first'*

## **3. Scope**

Services/programs in scope for certification to ISO: 9001:2015 quality management systems and Department of Health and Humans Services (DHHS) Standards were required from July 1 2012 to prepare and approve a Quality Policy.

This policy applies to services/programs in scope including Family Support Services (FS) and is binding upon all employees, volunteers and consultants engaged by the City of Greater Dandenong.

All Council's Quality activities in scope will be undertaken in compliance with:

- ISO 9001:2015 Quality Management System
- Department of Human Services (DHS) Standards
- Child Wellbeing and Safety Act 2005
- Child Youth and Families Act 2005
- Council's Staff Code of Conduct; and
- Council Policies and Procedures and Induction manuals

## 4. References

- Child Wellbeing and Safety Act 2005
- Child Youth and Families Act 2005
- ISO9001:2015 Quality Standards
- Department of Human Services ( DHS) Standards 2012
- Council Plan 2017-2021;
- City of Greater Dandenong Access and Equity Code of Practice;
- Freedom of Information Act 1982;
- Information Privacy Act 2000;
- Competition and Consumers Act 2010
- Work Place Relations Act 1996;
- Staff Code of Conduct
- Health Records Act 2002

## 5. Definitions

**'Act'** means *Child Wellbeing and Safety Act 2005*  
*Child Youth and Families Act 2005*

**'DHHS'** means Department of Health and Human Services

**'FS'** means Family Services

**'Probity'** means good process. A quality process that conforms to the expected standards of probity is one in which clear procedures that are consistent with the council's policies and legislation are established, understood and followed from the outset. These procedures need to consider the clients are treated equitably.

## 6. Council Quality Policy

Council Community Wellbeing will ensure services/programs in scope comply with Federal and State Government legislation and meet with requirements under ISO 9001:2015 quality management systems and DHS Standards.

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Council Community Wellbeing will ensure that Quality activities in scope:

- support the strategies, aims and objectives of the services/programs including, but not limited to those related to sustainability, protection of the environment and social responsibility;
- are conducted, and are seen to be conducted, in an impartial, fair and ethical manner;
- seek continual improvement in service delivery methodologies
- adhere to Council's Risk Management Framework and to relevant Occupational Health & Safety and Management Policies and Procedures.

## Probity

Council Community Wellbeing services/ programs in scope for quality activities shall be performed with integrity and in a manner able to withstand the closest possible scrutiny.

Council staff shall at all times conduct themselves in ways that are, and are seen to be, ethical and of the highest integrity and will:

- treat clients with equality and fairness;
- not seek or receive personal gain;
- maintain client confidentiality and other sensitive information;
- present the highest standards of professionalism and probity;
- deal with clients in an honest and impartial manner that does not allow conflicts of interest;
- provide all clients with the same information and equal opportunity; and
- be able to account for all decisions and provide feedback to clients.

## Governance

Council Community Wellbeing will ensure:

- that a sound quality management responsibility structure and delegations process is in place to enable accountability, traceability and auditability of all quality management decisions;
- that the quality policy and practices are communicated and implemented effectively;
- Service standards reflect client needs;
- Specifications and client outcomes are subject to random audit;
- Quality Procedures are available for implementing the Policy;
- Probity and transparency of all quality processes is maintained;

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- Health & Safety requirements have been reviewed prior to client engagement
- Appropriate performance measures and reporting systems are used.

## **Policy and Statement available to Client**

A copy of the current Quality Policy and Statement is available for inspection by the clients:

- (a) at the Council Ystop offices

## **Risk Management**

Risk Management is to be appropriately applied at all stages of quality activities which will be properly planned and carried out in a manner that will protect and enhance the capability to prevent, withstand and recover from interruption to the services/programs provided to clients.

## **Dispute Resolution**

All Council –Community Wellbeing programs in scope shall incorporate a dispute resolution process.

## **7. Related Documents**

All Quality documents and links within Council's intranet website (Webstar) & Objective data management system.

## Quality Statement

### Family Support Services

#### Purpose

This statement has been developed to meet the requirements for certification of Family services in scope to ISO9001:2015 Quality Standards and Department of Health and Human Services Standards.

#### Council's Vision

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#### Mission for services/programs in scope

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The purpose of this statement is to:

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*Manager Community Wellbeing*

*28/10/2019*