

Quality Policy

Purpose

Independent Living Centre Tasmania [ILCT] will use a continuous improvement process to provide services to all stakeholders to satisfy or exceed their expectations of quality, safety, reliability, and service.

Quality objectives will be accomplished by establishing, implementing and maintaining a documented effective Quality Assurance System that complies with the requirements of ISO9001:2015 and the NDIS.

ILCT is committed to a process of continual improvement. We strive to maintain our position as an authority in our field by keeping abreast of the continually changing requirements and technological challenges of an ever-growing industry.

ILCT invests in staff and volunteers by providing training and development; including the provision of technology and equipment that is modern, fit for purpose and up to date to meet the high demands of the healthcare industry. ILCT will also ensure that the mandatory NDIS training requirements are met and will facilitate any other additional relevant training to enable quality service provision within the Disability sector.

Scope

This policy is for the use of all staff, volunteers and subcontractors of ILCT. The Quality Policy shall also be made available to all regulatory bodies and authorities to whom ILCT Management may be required to provide such information to from time to time.

Objectives

The ILCT Quality Objectives are:

- to maintain an effective and integrated Quality System that is compliant with ISO9001:2015
- to maintain an effective and integrated Quality System that is compliant with the requirements of the NDIS Practices Standards, Rules and Regulations as well as the NDIS Code of Conduct.
- to maintain a level of quality that enhances ILCT's reputation;
- to comply with relevant statutory requirements when delivering services at all times;
- maximise client satisfaction with ILCT services;
- to meet or exceed the terms and expectations of our service agreements and other funding bodies;
- to ensure that the process of continual improvement and review are incorporated into the day-to-day work practices.

See also:
ILCT Quality Manual
2.06 ILCT Quality Objectives and Targets Register

