

# Mansfield Autism Statewide Services

## Planning and Quality Management

### Policy and Procedures

MG7	MASS Governance	Planning and Quality Management Policy and Procedures
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<b>What this policy aims to do</b>	Outline and detail a process for planning and quality management for MASS to ensure good practice and business sustainability and continuous improvement.
<b>Who this policy applies to</b>	Board members, managers and employees
<b>Who is responsible for carrying out this policy</b>	Board members, managers and employees
<b>What words used in this policy mean</b>	
<b>Legislation this policy is based on</b>	<a href="#">National Disability Service Standards</a> <a href="#">NDIS Practice Standards and Quality Indicators 2020</a>
<b>Other relevant policies</b>	MG1 Board Authority and Operations MG2 Board and Director Relationship MG3 Conflict of Interest MG4 Risk Management MG5 Delegations MG6 Financial Management MG9 Information Technology A9 Service Monitoring and Performance HS11 Client Feedback

Version	Date	Author/Editor	Approved by	Notes
1.0	12/6/2020	D Stephenson, T de Vries	27/01/2022 Board	New Policy
1.1	1/02/2023	T de Vries	Board	Annual review, add quality improvement register

# Planning and Quality Management Policy

## Rationale

MASS provides specialised supports and services that are person centred, evidence based, holistic and collaboratively driven. The vision is to improve the lives of autistic people and their families by providing individualised and integrated services from our Centre of Excellence.

To do this, MASS is committed to appropriate and effective planning and management processes to ensure good governance. This involves establishing and maintaining quality systems to optimise service delivery, resources and infrastructure management, strategic planning, risk management, performance measurement and continuous improvement.

MASS is also committed to recruiting, retaining and supporting staff to enable them to deliver exceptional services to our clients and their families.

MASS' commitment to planning and quality management involves six key components:

See MASS Annual Review and Reporting plan here: [MASS Annual Review and Reporting Plan.xlsx](#)



## Strategic Plan

MASS will develop and review its Strategic Plan to clearly identify and document the organisation's desired outcomes and goals, key activities, budget and resources to prioritise future directions and what programs and supports/services it is able to deliver using the available resources. This process will be undertaken for at least a three year cycle and include the contributions from the Board, staff and key stakeholders. The Strategic Plan will be made widely available in an accessible format.

## Quality Framework

Quality and safety underpin the motivation and commitment of MASS staff and volunteers in the delivery of its unique services. The MASS Quality Framework has been developed to acknowledge the minimum standards expected of the service and explain

# Planning and Quality Management Policy

and operationalise the policies, procedures, forms, tools, resources etc into a system that makes sense for all people in the organisation, as well as people who interact with the service.

MASS Service Delivery Policies and Procedures have been classified into 3 domains of:

1. Accessible and Affordable: includes service access, service fees and specialist disability accommodation
2. Healthy and Safe: includes client health care needs, medication safety, child safety, rights and responsibilities, freedom from abuse and neglect, information privacy, positive behaviour support, duty of care, client feedback and client incident reporting
3. Appropriate: includes person centred planning, decision making and choice, cultural diversity, inclusion and relationships and providing personal care to clients.

These three domains address requirements of the NDIS Practice Standards and Quality Indicators.

A **Quality Improvement Register** tracks any improvements that were identified and implemented, and includes an assessment of the effectiveness of these improvements.

MASS will continue to develop mechanisms for reflection, review and evaluation of its services and client satisfaction so that information can be provided to those who make decisions, deliver services and oversee governance of the organisation.

## Performance Framework and Monitoring

MASS measures what our service achieves, not just the number of clients or services we deliver. MASS will, whenever practicable, measure what is most important to clients and their families and ensure this aligns with the goals of funding agencies such as the National Disability Insurance Scheme (NDIS).

MASS will develop and maintain a performance measurement framework that aligns with the Strategic Plan. This framework will measure inputs, outputs and outcomes across the range of services. This will also enable the costing of services and the measurement of the benefits of MASS's unique offering to clients and families.

MASS will use various measures to seek feedback, including validated questionnaires where possible. This will enable us to compare our performance against others and use a consistent language in reporting to funders. This process will also provide the evidence for continuous improvement and sustainability.

MASS staff are key in collecting information on the performance of our programs and services. They will receive training and support in the delivery of high quality services and monitoring and evaluating services for the individual client and their family, and for the overall service. (*A9 Service Monitoring and Performance Policy and Procedure*).

# Planning and Quality Management Policy

Information will be used by MASS staff to continuously review the effectiveness of programs and client satisfaction and demand. This information will be provided to the CEO and Board to make decisions at an organisation level, to Team Leaders and practitioners to make decisions at a program and client level, and to funders such as the NDIS, to demonstrate the value of services provided by MASS.

High level indicators will be identified for reporting to the Board and provided quarterly. Senior staff can use performance information in planning and managing service delivery. Service specific information can be used in the review and continuous improvement of services/supports.

## Risk Management

The effective management of risk is important in maintaining a viable organisation and providing a safe environment for stakeholders. The Board is responsible for determining the risk tolerance of the organisation.

To be effective, risk management is aligned to the strategic plan and embedded in all activities of the organisation. The Board, management and employees hold shared responsibility for ensuring it is part of the strategic and operational management of the organisation.

The CEO and the Board maintain a Risk Register for the organisation where risks are reviewed according to risk rating and tolerance. This framework identifies risks across a range of categories and summarises the assessment of their impact and likelihood. The framework includes treatments applied to manage the risk and any other monitoring or action required. (See *MG4 Risk Management Policy and Procedure*).

## Annual Reports

An annual report will be developed after the end of each year and provide information of the organisation's performance and compliance with the Australian Charity and Not-for-profits Commission as a registered not for profit.

## Operationalising

MASS will implement a planning and quality management approach by:

- Developing and updating a Strategic Plan on at least a three year cycle
- Creating annual business plans and budget with performance measures that form the basis of an annual report
- Reviewing and updating policies and procedures in the MASS Quality Framework and ensuring compliance with all legislation and reporting requirements

## Planning and Quality Management Policy

- Reviewing evidence and practices related to autism services to inform best practice service/support delivery
- Developing, reviewing and reporting on a Performance Framework linked to the Strategic Plan, annual business plan and service goals and engaging in continuous improvement
- Engaging in risk identification and management/mitigation
- Engaging with clients, their families and stakeholders to ensure that MASS service/supports meet current needs and anticipated needs into the future.