



## Quality v 1.0

**To enable our participants to have confidence in exercising choice and control over their supports and services from Elephant In The Room (EITR), we have a quality management system in place to enable continuous quality improvement across our organisation.**

Our quality management system is the means by which we undertake regular reviews and have procedures, processes and resources in place, to ensure ongoing compliance with the National Standards for Disability Services.

Quality management is fundamental to person centred approaches to service provision and is the action taken by our organisation to make sure we deliver the best possible services and outcomes to our participants.

Through third party verification, our organisation has demonstrated our compliance with the National Standards for Disability Services (NSDS).

All our practitioners have current criminal records and working with children checks

### **Self-assessment and review of current practices and performance outcomes**

Self-assessment and review ensures we comply with the NSDS, legislation and policies. Self-assessment also provides an opportunity to bring together evidence for identifying improvements.





### **Feedback from individuals receiving services**

Feedback enables EITR to ensure we are delivering services and supports to a standard of quality that meets the participants and community expectations. It also allows individuals to play an integral role in the development and planning of services and in decision-making processes.

### **Identifying and making improvements**

Identifying improvements helps us to plan, develop and make changes and improvements in an ongoing manner. Making improvements gives our participants greater confidence in the quality of the service they receive.

EITR is aware of the NDIS Quality and Safeguarding Framework and will ensure we comply with the national requirements designed to protect the safety of people with disability and to ensure high quality support when it is fully implemented.

We have a current Code of Conduct which will be amended to comply with the NDIS Code of Conduct when it is available.