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HEARTBEAT QUALITY POLICY

1.0 POLICY STATEMENT

The purpose of this policy is to ensure that Heartbeat Nursing Agency senior management, staff and all stakeholders understand the commitment the organisation upholds to quality services and standards.

2.0 SCOPE

This policy is to be implemented by management and all staff.

3.0 DEFINITIONS

Quality relates to sets of standards for which Heartbeat is accredited including ISO 9001:2016 and in the future Home Care Standards and NSW Disability Service Standards Third Party Verification and compliance with the NDIS Quality and Safeguards Commission to facilitate delivery of the NDIS services.

More importantly however quality is defined as building a culture of quality to ensure that all staff understand and provide the highest possible standard of excellence at all time to clients and that the implement continuous improvement processes and practices.

Continuous improvement is the process of seeking feedback from our clients and other stakeholders and other forms of data to ensure that we are constantly learning and seeking to improve our systems, services and practices.

4.0 PHILOSOPHY

Heartbeat is committed to quality practices across all activities of its operations and review of the quality objectives, in order to deliver excellence in customer service. Whilst the ultimate responsibility for the company's performance and quality practices resides with the Director, the quality, safety and efficiency of the agency's services is the responsibility of each member of the agency.

5.0 POLICY OVERVIEW

Heartbeats quality practices, objectives and customer service outcomes incorporates the following:

- To facilitate a professional service that provides the best possible support to our Public and Private health networks, people with disabilities, the frail and aged, their families and carers in every service interaction;

To fulfil the needs of our customers as and when required;

- To maximise the opportunities for each nurse or carer to obtain work in the local health network facilities and community based organisations , in their area of choice and for the hours that they wish to participate;

- To provide nurses and carers with information and opportunities for maintaining and further improving the development of their career and professional competencies;
- We recognise that health facilities and community based clients are constrained by economic / budgetary restrictions, and Heartbeat will always endeavour to supply services at an acceptable commercial level;
- To maintain quality practices and standards that meet the requirements of ISO 9001, the Home Care Standards and NDIS Third Party Verification and the new NDIS Quality and Safeguards Commission standards
- Improve and maintain a high market profile for the agency as an organisation committed to providing a high standard of service and customer satisfaction;
- To develop, implement and continuously innovate our processes and systems for effective problem solving and continuous improvement, throughout the organisation.
- To provide a level of responsiveness to customer contact and communication / requests;
- To provide a framework for establishing and continuously reviewing the performance of the agency (including the quality objectives and this policy) on a regular basis and ensure that the processes are delivering the requisite outcomes.

Note: Heartbeat has invested in mapping the ISO 9001-2016 standards to the NDIS disability standards to support quality processes and practices. This mapping has been included as an appendix to the Quality Systems Manual.





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Responsible Review Officer	Catherine Bouvy Operations Manager		
Approved by:	John Vital, Managing Director CEO		
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