

Safety and Quality Assurance Policy



1. Purpose and Scope

The purpose of this Safety and Quality Assurance Policy is to establish Invicta Care's unwavering commitment to providing safe and high-quality services in compliance with the National Disability Insurance Scheme (NDIS) service providers' requirements in Australia. This policy encompasses all aspects of service delivery and outlines procedures for monitoring, assessing, and continually enhancing service quality.



2. Policy Statements

Invicta Care is dedicated to ensuring the safety and quality of its services through the following principles:

2.1. Client-Centred Care

Invicta Care prioritizes the well-being and satisfaction of its clients by:

- Conducting thorough assessments to understand individual needs and preferences.
- Collaborating with clients and their support networks to develop personalized care plans.

2.2. Compliance with Standards

Invicta Care adheres to relevant legislative and regulatory standards by:

- Regularly reviewing and updating policies and procedures to align with current industry standards and regulations.
- Ensuring all staff members are informed and trained on compliance requirements.

2.3. Continuous Monitoring and Evaluation

Invicta Care implements robust monitoring and evaluation processes by:

- Regularly conducting internal audits and assessments of service delivery.
- Soliciting feedback from clients, their families, and stakeholders to identify areas for improvement.

2.4. Incident Management

Invicta Care has established procedures for effective incident management, including:

- Promptly reporting and addressing incidents to prevent recurrence.
- Conducting thorough investigations to understand the root causes of incidents.

2.5. Staff Training and Development

Invicta Care invests in the ongoing training and development of its staff by:

- Providing regular training on safety protocols, infection control, and emergency procedures.
- Supporting staff in acquiring the necessary skills to deliver high-quality care.

2.6. Risk Management

Invicta Care actively assesses and manages risks by:

- Conducting regular risk assessments in service delivery areas.
- Developing and implementing comprehensive risk management plans to mitigate identified risks.

2.7. Continuous Improvement

Invicta Care is committed to a culture of continuous improvement through:

- Regularly reviewing and updating policies and procedures.
- Actively seeking and incorporating feedback from clients, staff, and stakeholders.

3. Responsibilities

All staff members at Invicta Care share the responsibility for implementing and upholding this Safety and Quality Assurance Policy. The management team oversees the policy's implementation, monitors progress, and makes adjustments as necessary.

4. Review

This policy will be reviewed annually or as needed to ensure its continued relevance and effectiveness in promoting safety and quality in service delivery.

This Safety and Quality Assurance Policy demonstrates Invicta Care's dedication to delivering safe and high-quality services, aligning with the NDIS service provider requirements in Australia.