

Our

QUALITY COMMITMENT

PeakCare Queensland Incorporated (PeakCare) staff are supported to integrate **QUALITY** into the way they work; and to initiate and promote continual service improvement that will ultimately contribute to the safety and wellbeing of children, young people and their families.

We follow a '**PLAN-DO-CHECK-IMPROVE**' cycle:

PLAN

- We regularly reflect on the **issues, risks and opportunities** facing PeakCare and our stakeholders
- We design (and re-design) our work to **remain responsive** to the needs of Members and other stakeholders
- In our planning, we allocate appropriate **resources** and ensure **appropriate skills and competence** – including the allocation of project managers, or process owners to take responsibility for parts of our work
- We set (and monitor) **quality objectives** directly correlated with our strategic intent

DO

- We work in a **systematic manner**, in accordance with approved **processes, policies and procedures**
- We create regular opportunities for **team communication** and **collaboration** on the design (and re-design) of PeakCare services, projects and activities

CHECK

- PeakCare is continuously looking to **receive and integrate feedback**. Feedback, including complaints, is a highly valued part of our commitment to quality, to continually improving our services, and to refining how we engage with Members and other stakeholders
- Regular **review meetings** are held to embed and improve PeakCare's approach to **QUALITY**: to objectively examine feedback and other organisational data, and to plan continual improvement

IMPROVE

- When we notice a **deficiency**, a **non-conformity**, or an **opportunity for improvement**, then we take **corrective action** with records kept that track the action and its effectiveness

We are committed to satisfying all applicable legislative requirements.

This Quality Commitment has the full support of the PeakCare Board, management and staff.



Lindsay Wegener
Executive Director

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PeakCare
Queensland Inc.