

# Quality Commitment

## Our Quality Commitment



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

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

Cycle stage	Action
<b>PLAN</b>	<ul style="list-style-type: none"> <li>● We regularly reflect on the issues, risks and opportunities facing PeakCare and our stakeholders.</li> <li>● We design (and re-design) our work to remain responsive to the needs of Members and other stakeholders</li> <li>● In our planning, we allocate appropriate resources and ensure high level skills and competence – including the allocation of project managers, or process owners to take responsibility for parts of our work</li> <li>● We set (and monitor) quality objectives directly correlated with our strategic intent</li> <li>● We work in a systematic manner, in accordance with approved processes, policies and procedures</li> <li>● We create regular opportunities for team communication and collaboration on the design (and re-design) of PeakCare services, projects and activities</li> </ul>
<b>CHECK</b>	<ul style="list-style-type: none"> <li>● 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</li> <li>● 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</li> </ul>
<b>IMPROVE</b>	<ul style="list-style-type: none"> <li>● 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</li> </ul>

We are committed to satisfying all applicable legislative requirements.

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



Tom Allsop, Chief Executive Officer