

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
PLAN	<ul style="list-style-type: none"> 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 high level 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.



Tom Allsop, Chief Executive Officer