



Document number	POL-OPR-040
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Document Name	Quality Policy
Document Site	Arrow Health Policies

## Quality Policy

### 1. Introduction

1.1 The Trustee for the Springboard Recovery Unit Trust (“**Company**”) continues to focus on client and organisational continuous improvement.

### 2. Policy

2.1 Our policy is to operate our business in a manner that is consistently meeting and/or exceeding the quality standards set by our stakeholders.

2.2 We undertake to ensure through communication, engagement and training that quality is the aim of all our members of the team.


2.3 Our Quality assurance is in line with:

- ISO Standards 9001
  - NSQHS Standards - National Safety and Quality Health Service Standards
- to provide highest standard of patient care to the consumers, visitors and other stakeholders.

### 3. Objectives and Targets

3.1 Objectives and targets including those needed to meet the requirements of the business have been established.

Item	Objective	Target
F	<b>FINANCIAL RESPONSIBILITY:</b> our business operates with financial responsibility in all areas. The provision of rehabilitation services is one that we acknowledge as having significant financial cost for Arrow to operate as well as for individuals and loved ones. We endeavour to provide our services in a way which is cost effective, without ever negating the quality of care, for people who have entrusted their recovery to us.	P & L
R	<b>REPUTATION:</b> our core service is the recovery journey for people who are currently suffering from mental health issues which are affecting the quality of life for themselves and those who love and care for them. Our reputation as a leading provider of recovery services is what we uphold and how we define our behavioural standards.	Customer feedback Employee feedback Media performance
E	<b>EXCELLENCE:</b> we strive for excellence through the provision of effective and efficient practices across our business. We operate a business which is guided by tested processes and procedures and we continuously test the strength of our operation to identify improvements which can further enhance the service we offer to our clients.	Measurement as per governance dashboard reviewed monthly at mgmt. meetings: <ul style="list-style-type: none"> <li>• Productivity</li> <li>• Program</li> <li>• Budget</li> <li>• Safety/Health</li> </ul>
E	<b>ENTRUST:</b> we recognise that the step to seek help is one which can be monumental for many of our clients. Our clients entrust their health, safety and wellbeing to us. We in return make a commitment that we will always act with utmost consideration for the wellbeing of all people in our care.	Evidence of reporting culture Safety and health reporting Testing of emergency plans Risk management

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#### 4. Detail

4.1 As part of the standards, the Company has a strategic plan and key priorities for continuous improvement:

- delivering excellent customer-centred services by partnering with our customers to achieve outcomes
- enhancing system sustainability by leveraging best practice business models
- collaborating and innovating to continuously improve
- maintaining an exceptional workforce and being a great place to work

4.2 We are committed to exceeding customer targets in relation to maintaining supply levels, rewash rates and customer service. Every section has quality related responsibilities to produce the required quality standard. We empower and expect our team to:

- understand and comply with the requirements of our quality system
- comply with all statutory and regulatory requirements
- continue to review process and procedures, policies, and objectives with the purpose of improving performance if they are in a leadership role
- identify improvement opportunities
- participate in decision-making processes.

4.3 The Leadership team is committed to working towards improving efficiencies to support staff in participation in internal auditing processes, activities and ongoing training and development opportunities. Management strive to continually improve the workplace environment for staff, service providers and consumers by holding monthly quality management meetings to discuss the following aspects of the business:

- Governance
- Quality Management
- Risk
- Safety
- Performance against specified objectives of this plan

Outcomes of these checks are benchmarked against other businesses outside of the Arrow Health group.

4.4 Residents/patients, and their families/visitors have offered the opportunity to provide feedback to our hospital/facilities through focus groups, meetings, and the comms form.

4.5 The Company also has open lines of communication via the Complaints process. To do this, stakeholders are able to follow the Customer Complaints Policy.

#### 5. Breach of this Policy

5.1 Any employee who becomes aware of any actual or potential breaches of this policy must report the issue to the appropriate manager as soon as possible.

5.2 Any employee who is found to have breached this policy will be subject to disciplinary action, up to and including termination of employment.