

# Service Quality Policy

## Policy Intention

Hand in Hand Home and Community Care (VIC) seeks to provide only high quality programs and services. Although all services intend to be high-quality at the outset, long-standing services that have not changed for many years, services that are not sufficiently resourced, or services that have developed in an ad hoc way may not always be (or remain) of high quality. Furthermore, interpretations of what is meant by high quality are likely to vary between individuals. This policy seeks to clarify and galvanise Hand in Hand Home and Community Care (VIC)'s understanding of and commitment to high quality service delivery.

---

## Purpose

To outline the standards and principles guiding the development and delivery of services provided to Participants by Hand in Hand Home and Community Care (VIC).

---

## Scope

The policy applies to all programs and services provided Hand in Hand Home and Community Care (VIC).

## Policy Statement

Hand in Hand Home and Community Care (VIC) is committed to high quality service delivery. This means that the programs and services we provide are efficient and ethical, and also that the services we choose to provide are supported by evidence for their effectiveness, and that have the best chance of producing benefits for Participants.

---

## Principles

1. A high quality service in Hand in Hand Home and Community Care (VIC) is defined as one that:
  - Is sufficiently resourced and runs efficiently;
  - Is Participant-focused and takes the needs of individual Participants into account;
  - Is holistic and seeks to understand, and where appropriate respond to, Participant needs even when they are not directly related to the primary reason for seeking support;
  - Is in line with best practice and supported by evidence;
  - Is monitored and continually improved; and
  - Is focused on improving outcomes for Participants.
2. Hand in Hand Home and Community Care (VIC) will strive to always provide programs and services that are high quality.
3. When reviewing existing services or developing new services, Hand in Hand Home and Community Care (VIC) will seek to select program and service models that are most likely, as shown by evidence, to bring about positive outcomes for the Participants involved.
4. Hand in Hand Home and Community Care (VIC) will not establish a new service, or continue to provide a service, that is known to be of poor or questionable quality or is not expected to bring about good outcomes for Participants.
5. Hand in Hand Home and Community Care (VIC) staff are supported and encouraged to keep abreast of best practice in their service area, as well as emerging evidence and innovative service models, and encouraged to seek opportunities to share their learnings with colleagues and supervisors. All such activity must be accordance with the Training and Development Procedure.

## Schedules

This policy must be read in conjunction with Hand in Hand Home and Community Care (VIC) and with its subordinate procedures and/or schedules as provided in the table below.

---

## Policy Information

<b>Parent Policy or Procedure</b>	
<b>Document Owner</b>	General Manager, Community Services
<b>Policy Stream</b>	General Service Provision
<b>Subordinate Procedure</b>	
<b>Subordinate Schedules</b>	
<b>Relevant Legislation</b>	
<b>Approved Date</b>	[Effective Date]
<b>Review Date</b>	[Effective Date]