

Autism Spectrum Australia (Aspect) is committed to continuous improvement to achieve better outcomes for the people we support and their families and to help Aspect achieve its vision, mission and values. Continuous improvement in Aspect focuses on putting the people we support at the centre of everything we do - relationships, services and systems and improving our person-centred and family focussed practice.

Aspect has developed the Quality Management Framework with the overarching aim that the people we support are at the centre of everything Aspect does, with schools and services that are person centred, family focused and customer driven.

Aspect recognises that a commitment to its Quality Management Framework is essential for its long term success as a leading service provider for people on the autism spectrum and their families. The Aspect Board, all levels of leadership, management and staff are committed to a shared responsibility for ensuring this quality framework is embedded in, and integral to our organisational culture.

Aspect Quality Management Framework Principles

- Principle 1:** Aspect provides leadership through its purpose, vision, mission and values, which are based on its constitutional objects, provide the reasons for its existence and its way forward.
- Principle 2:** Aspect maintains a focus on outcomes and positive long term impact for the people we support.
- Principle 3:** Aspect actively seeks and welcomes feedback, positive or negative, from people who use Aspect services and the public. Aspect values feedback about the quality of its service and communications to monitor and analyse trends under the philosophy that “complaints are good” for supporting the continuous improvement of services and management. Aspect engages in collecting stakeholder feedback through a variety of sources, including:
- use of the Net Promotor Score System;
 - government & funding body advice;
 - research and continuous improvement projects which are all collated for analysis and implementation of continuous improvement action plans;
 - ensuring that a variety of stakeholders are engaged in the organisation’s strategic planning process to assist in the formulation of its next

strategic plan, to ensure maximum feedback is received and utilised in the process;

- biennial staff surveys.

Principle 4: Aspect treats complaints seriously, sensitively and in a timely manner, having due regard to procedural fairness, confidentiality, and privacy. Aspect is committed to resolving the matter for the particular person or people concerned where practicable. Aspect will learn from such experiences and accordingly will further develop and refine its practices for continuous improvement.

All feedback and complaints are treated with confidentiality and are stored subject to applicable privacy laws.

Principle 5: Aspect embraces collaborative partnerships with stakeholders and community organisations to enhance how each service or support can contribute to the lives of the people we support.

Principle 6: Continuous improvement is always possible and encouraged at all levels of leadership and service provision. Aspect maintains a culture to give a more comprehensive overview of what is involved in continuous improvement beyond the quality assurance approach of simply meeting standards. Rather, external standards are taken at minimum for the base from which Aspect strives to achieve more.

Principle 7: Decisions in Aspect are based on an agreed evidence-informed policy framework.

Principle 8: Aspect recognises and manages risk through a systems and process approach.

Principle 9: Aspect recognises that the most important resource of the organisation is its staff and invests in staff work health & safety, wellbeing and professional learning and development.

Principle 10: Internal, external and peer reviews and audits are planned, monitored and evaluated on a regular basis. Any external quality assurance programs required of Aspect are maintained through regular auditing by third parties, with welcome feedback for all areas of improvement.

Aspect's governance and operational management utilises the NDIS Practice Standards & Quality Indicators (2018), the Disability Standards for Education (2005), and state based education authority standards overarching external quality management frameworks organisation wide. Where a higher level of service outcomes or expectations exist in a jurisdiction where Aspect

operates for any given type of service, Aspect will adopt the higher practice as minimum for the provision of those services nationally to ensure consistency in delivery and best practice. These practices have been embedded throughout Aspect's Quality Management Framework through the Principles outlined above, and are tied to all Aspect Policy Framework documentation.

External Framework

The Quality Management Framework illustrates Aspect's adherence to the:

- NDIS Practice Standards (2018) and NDIS Code of Conduct, specifically within the NDIS Practice Standards & Quality Indicators:
 - Core Module: 1. Rights and Responsibilities, under all Outcomes.
 - Core Module: 2. Provider Governance and Operational Management, under Outcomes for Governance and Operational Management; Risk Management; Quality Management, Information Management; and Feedback and Complaints Management.
- Disability Standards for Education (2005), specifically:
 - Part 8: Standards for Harassment and Victimisation.
- NESA Registered and Accredited Individual Non-government Schools (NSW Manual), specifically:
 - 3. Requirements for Registered Non-government Schools, under requirements for Proprietor and principal of the school; Curriculum; Safe and Supportive Environment; Discipline; Management and Operation of the School; and Educational and Financial Reporting.
- Standards for Registration and Review of Registration of Schools in South Australia, specifically the relevant quality related criteria for:
 - Standard 1 School Governance.
 - Standard 2 Student Learning and Assessment.
 - Standard 3 Student Safety, Health and Welfare.

Critical Definitions

Continuous improvement - describes the ongoing effort of an organisation to improve services, systems, processes or products to maximise benefits for its clients. The process of continuous improvement relies on evidence-based information to support the organisation's success in achieving its goals and outcomes. This also means adapting to changing needs of the community or people using services.

Quality management - describes the systems and processes an organisation has in place to monitor, review, plan, control and ensure quality of services, supports or products.

Legislation References

National

Age Discrimination Act 2004 (Cth)
Disability Discrimination Act 1992 (Cth)
Disability Standards for Education 2005 (Cth)
Family Law Act 1975 (Cth)
Health Records & Information Protection Act 2002. (Cth)
Human Rights & Equal Opportunity Commission Act 1986 (Cth)
National Disability Insurance Scheme Act 2013 (Cth)
National Disability Insurance Scheme Amendment (Quality & Safeguards Commission & other measures) Bill 2017 (Cth)
National Standards for Disability Services 2013 (Cth)
Ombudsman Act 1976 (Cth)
Privacy & Personal Information Protection Act 1998 (Cth)
Privacy Amendment Act (Private Sector) Act 2001 (Cth)
Racial Discrimination Act 1975 (Cth)
Sex Discrimination Act 1984 (Cth)

New South Wales

Anti-Discrimination Act 1977 (NSW)
Children & Young Persons (Care & Protection) Act 1998 (NSW)
Children Legislation Amendment (Wood Inquiry Recommendations) Act 2009 (NSW)
Community Services (Complaints, Reviews & Monitoring) Act 1993 (NSW)
Disability Inclusion Act 2014 (NSW)
Disability Service Standards 2013 (NSW)
Ombudsman Act 1974 (NSW)

Victoria

Children Youth & Families Act 2005 (VIC)
Disability Act 2006 (Vic)
Equal Opportunity Act 2010 (VIC)
Human Services Standards Victoria 2012 (Vic)

Australian Capital Territory

Children & Young People Act 2008 (ACT)
Disability Services Act 1993 (ACT)
Discrimination Act 1991 (ACT)

South Australia

Children's Protection Regulations 2010 (SA)
Disability Services Act 1993 (SA)
Disability Services (Rights, Protection & Inclusion) Amendment Act 2013 (SA)
Equal Opportunity Act 1984 (SA)
Health & Community Services Complaints Act 2004 (SA)



Queensland
Anti-discrimination Act 1991 (QLD)