#### **ORG P04 – Quality Policy**



## **Policy Statement**

Annecto is an independent, not for profit community organisation, committed to enhancing the quality of life and increasing opportunities and choices for people with a disability, older persons and carers within a community inclusion context.

Our name 'Annecto' derives from the Latin word meaning 'to connect' – and that's what we do; connecting individuals and communities to realise an inclusive society.

# **Our Approach**

Annecto is committed to a continuous quality Improvement approach to the way we work, manage and support people to live active and full lives.

### **Our Purpose**

Connecting individuals and communities to realise an inclusive society.

#### Our principles

**Humanity** We listen, respect and celebrate the human rights of all individuals and their choices,

hopes and dreams.

Interdependence

Our relationships are based on a collaborative common ground and collective

wisdom shared between individual, community and society.

**Authenticity** We express our integrity by holding ourselves and others accountable for doing our

very best.

**Emergence** We learn and adapt to the complexities of life so that the transformed whole is

larger than the sum of our interactions.



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#### **ORG P04 – Quality Policy**



This quality policy articulates our commitment to working in partnership with individuals, their families/advocates and communities.

Annecto aims to showcase exemplary practice that results in good outcomes for the people we support by:

- Being person centred
- Taking a self-directed approach, with the individuals we support at the centre of all decision making and activities
- Adopting an evidence-based approach to practice
- Working towards social and economic inclusion
- Fostering innovation
- Embracing diversity
- Employing Participatory Leadership
- Meeting our Service and Funding Agreement Targets
- Complying with required Standards and legislative requirements
- Maintaining ISO 9001 accreditation across the organisation
- Actively participating in continuous quality improvement activities

This diagram illustrates Annecto's framework and commitment to Continual Improvement. The Plan, Do, Check, Act (PDCA) approach is embedded in the work that we do and together with the Purpose and Principles communicates our commitment to Quality Outcomes.

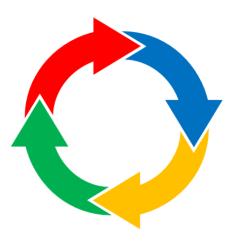
#### **ACT**

Feedback from stakeholders Improvement requests Corrective Actions Continuous Improvement Plans

Best Practice and Research

# CHECK

Internal Audit Outcomes External Audit Outcomes Management Review



## **PLAN**

Strategic Plans
Quality Objectives
Applicable Standards
Legislative and Regulatory
Requirements

#### DO

Policies & Procedures Work Plans Service Agreements Individual plans

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