

quality*Futures*

for Agency Funded Community Sector Organisations

Self Report – Initial Workbook

Exposure Draft – May 2009

Contents

About the Organisation	3
Introduction	4
1. Safe Environment	10
2. Consumer Focus	17
3. Workforce	24
4. Incidents and Feedback	31
5. Consumer Information	36
6. Governance	41
Service Specialist Standards	50
Glossary	53

About the Organisation

Please provide the name of the organisation to which the information in this workbook relates:



Organisation: _____

Contact Details

Please nominate a person or position within the organisation that the Office for the Community Sector can contact in relation to the Framework and the information contained in this workbook.



Name: _____



Telephone: _____



Email: _____

Endorsement

The Board of Management, or its delegate:

- acknowledges that the responses contained within this *Self Report* reflect current and future quality improvement activities for all Agency funded services provided by the Organisation; and
- endorses this completed *Self Report* for return to the Office for the Community Sector.

Signed _____

Name _____

Position _____

Date _____

Introduction

Quality and safety is one of three key strategies of the Office for the Community Sector. The goal of the Office for the Community Sector Quality and Safety Team is to work in partnership with the community sector to establish an integrated, consistent, effective, efficient and sustainable quality and safety standards framework for Tasmania's Agency funded community sector organisations.

To assist in the completion of this *Self Report*, a glossary of terms and concepts commonly associated with quality and business processes and systems is included at the end of this document. In addition, the *Self Report* should be read in conjunction with the document: "*An Overview of the Quality and Safety Standards Framework for Tasmania's Agency Funded Community Sector 2009-2012*" which details the requirements of the Framework.

Overview of the Standards

The Framework contains Generic and Service Specialist Standards. The six Generic Standards are:

- Safe Environment;
- Consumer Focus;
- Workforce;
- Incidents and Feedback;
- Consumer Information; and
- Governance.

Generic Standards apply to every organisation, regardless of the number or type of services provided, and organisations are required to respond to the questions for all services for which Agency funding is received.

Within each of the Generic Standards there are a number of **Fundamental** and **Supplementary** Elements¹.

Fundamental Elements are mandatory and evidence is required to demonstrate compliance by a predetermined date. Supplementary Elements do not require mandatory reporting. Community sector organisations that are achieving a high level of continuous quality improvement against the Fundamental Elements are strongly encouraged to undertake work in relation to the Supplementary Elements.

¹ Standard 2: Consumer Focus, Standard 4: Incidents and Feedback and Standard 5: Consumer Information are comprised of only Fundamental Elements.

Organisations are required to demonstrate continuous quality improvement against all of the Fundamental Elements of the Generic Standards prior to, and following compliance during 2009 to 2012. Some of the Fundamental Elements of the Framework are supported by legislation, such as the *Food Act 2003*, and do not override, or replace, these legislative requirements.

Service Specialist Standards reflect the type of service provided such as accommodation for people with disabilities, support to families to promote child safety, support for and treatment of people with mental health and alcohol and drug issues, diabetes, cancer and support for older Tasmanians.

The Service Specialist Standards may require compliance and community sector organisations will need to demonstrate continuous quality improvement against these Standards.

Reporting against the Standards

Community Sector organisations are required to provide a copy of the *Self Report* of their continuous quality improvement against both the Generic Standards and Service Specialist Standards. Compliance is required for the Fundamental Elements of one Generic Standard each six months, and supporting evidence will be required. Supporting evidence is not required to be submitted with the *Self Report* to demonstrate continuous quality improvement.

This *Self Report* contains a number of questions supporting the Elements within the Generic Standards which will provide guidance towards continuous quality improvement activities. The *Self Report* provides the Office for the Community Sector with an overview of the organisation's progress over the past six months and defines the work to be undertaken by the community sector organisation over the following six month reporting period.

When providing the Office for the Community Sector with information regarding its progress against the Standards, organisations should keep a copy of previous *Self Reports* to refer to previously stated goals and actions.

Reporting Periods

Every six months, community sector organisations are required to provide a copy of the completed *Self Report* to the Office for the Community Sector demonstrating continuous improvement processes undertaken against all of the Standards. The reporting periods, and the dates reports are to be submitted to the Office for the Community Sector are:

Reporting Period	Self Report Due
1 July 2009 – 31 December 2009	31 January 2010
1 January 2010 – 30 June 2010	31 July 2010
1 July 2010 – 31 December 2010	31 January 2011
1 January 2011 – 30 June 2011	31 July 2011
1 July 2011 – 31 December 2011	31 January 2012
1 January 2012 – 30 June 2012	31 July 2012

How will the information collected be used?

There may be times where organisations will need to contact other areas of the Agency, such as Environmental Health, for assistance in its continuous quality improvement activities. Where this is the case, the Office for the Community Sector is able to provide contact details, information and support to organisations where required.

The information collected by the Office for the Community Sector through the Framework will be used for monitoring the organisations continuous quality improvement activities and will be managed in accordance with the *Archives Act 1983*.

Compliance Dates

Compliance with the Fundamental Elements of the Generic Standards is required by the following dates:

Standard	Compliance Date
Safe Environment ²	31 December 2009
Consumer Focus	30 June 2010
Workforce	31 December 2010
Incidents and Feedback	30 June 2011
Consumer Information	31 December 2011
Governance	30 June 2012

Demonstrating Compliance

To demonstrate compliance with the Fundamental Elements of the Generic Standards, supporting evidence is required, examples of which may include, but are not limited to:

- regulation forms or reports issued by regulators. These documents may evidence compliance with fire safety or food safety where relevant;
- documents such as policies and procedures, strategic plans, quality improvement plans, orientation manuals and other published material;
- records to evidence staff implementation of policies and procedures;
- assessment of staff awareness of processes and requirements;
- consumer feedback regarding the level of satisfaction with their outcomes;
- examples of consumer involvement in individual and strategic planning;
- observations and staff feedback processes led by the Office for the Community Sector and/or other Agency Unit staff;
- formal audits;
- recent reports, service reviews and evaluations undertaken by a competent, independent third party and supported by an implementation plan that is currently being actioned; and/or
- accreditation documentation.

² Compliance with the *Food Act 2003* is required by 1 June 2009 and evidence of this compliance is required by the Office for the Community Sector in line with the reporting timelines.

Completing this workbook

For most questions in this workbook, a response is required against each question regarding the organisation's continuous quality improvement activities for each Standard. A number of questions also require the selection of Yes / No / Not Applicable answer and / or the attachment of supporting information. Throughout the workbook, these areas are identified by the following symbols:



The pencil symbol indicates a free text area that can be used to type or write responses to the question. If completing this workbook electronically, please click in the blue area and type into this field.



The document symbol indicates the requirement of additional information. Please provide a copy of documents relevant to the question where prompted.



A check-box requires the selection of an answer relevant to the organisation's position.

- If completing this workbook electronically, click once in the relevant box to select the response. Clicking the same box again will deselect the box and remove the response.
- If completing a hard copy of this document, please tick the box appropriate to your response.

Submitting the Self Report

The completed *Self Report* is to be forwarded to the Office for the Community Sector in line with the reporting dates outlined on page six. Organisations may choose to either submit the completed *Self Report* and associated evidence electronically or in hard copy. Please return these documents to the Office for the Community Sector via:



quality.ocs@dhhs.tas.gov.au

or



Office for the Community Sector

33 – 39 Howick Street

Launceston TAS 7249

Resources

The Office for the Community Sector provides a number of resources that will prove helpful to the organisation. These can be accessed via the web, or by contacting the Office for the Community Sector Quality and Safety Team:



(03) 6336 4132



quality.ocs@dhhs.tas.gov.au



www.communityexpress.dhhs.tas.gov.au

Each Standard Contains:

The name of the Standard

Safe Environment

The consumer outcome statement.

Outcome

Consumers receive services in an environment that is safe.

The Elements comprising the standard.

Elements

Fundamental

- Fire
- Food
- Medication
- Health and Safety

Supplementary

- Disaster Management
- Environmental Management

A description of the benefits to both consumers and the organisation by achieving compliance.

Why is this standard important for...

...consumers?

Continuous quality improvement against this Standard gives consumers confidence that the services they receive are safe, and employ processes that uphold their human rights. It also encourages consumer feedback on safety matters.

...organisations?

Continuous quality improvement against this Standard assists community sector organisations to provide services that minimise risk to consumers, by providing a safe working environment, meeting legislative requirements and enabling staff and volunteers to be trained to effectively respond to challenging situations.

The date compliance with the Standard is required.

Compliance Date

Demonstrated compliance with the Fundamental Elements of this Standard is required by 31 December 2009.

Safe Environment

Outcome

Consumers receive services in an environment that is safe.

Elements

Fundamental

- Fire
- Medication
- Food³
- Health and Safety

Supplementary

- Disaster Management
- Environmental Management

Why is this standard important for...

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Compliance Date

Demonstrated compliance with the Fundamental Elements of this Standard is required by 31 December 2009.

³ Compliance with the *Food Act 2003* is required by 1 June 2009 and evidence of this compliance is required by the Office for the Community Sector in line with the reporting timelines.

Fundamental

1.

Are any of the buildings from which the organisation delivers Agency funded services privately owned (owned by the organisation or privately leased)?

Yes No Not Applicable

If yes:

- | | Yes | No |
|--|--------------------------|--------------------------|
| • Does each building that is privately owned display a Form 56? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Does the organisation have a schedule of items required to be maintained (safety and health features)? | <input type="checkbox"/> | <input type="checkbox"/> |

2.

When was maintenance of required fire related items and equipment last undertaken?

Item	Date
	
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

.3

Does the organisation process and provide food as part of its services?

Yes No

- If **Yes**, please continue to Question 1.4
- If **No** please continue to Question 1.6

.4

Has the organisation notified local government it processes and provides food?

Yes No

.5

Has the organisation:

- | | Yes | No |
|---|--------------------------|--------------------------|
| • Developed and implemented a food handling policy? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Developed and implemented a food safety program? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Undergone an independent food safety program audit? | <input type="checkbox"/> | <input type="checkbox"/> |

Please provide any further information relating to the organisation's food handling process (e.g.: if the organisation has implemented food handling processes across some, but not all, of the services it is funded to deliver).



.6

Does the organisation handle and / or administer consumer medication?

Yes

No

If **Yes**, please describe the processes the organisation has in place to ensure the safe storage, dispensing, administration, and disposal of consumer medication:



.7

Please describe how the organisation encourages consumers, staff and volunteers to take a proactive role in promoting and responding to health and safety in the service delivery environment:



8

Please describe how the organisation's consumers, staff and volunteers...

- Follow Standard Precautions:



- Manage hazardous substances:



- Maintain assets and equipment that contribute to direct service delivery (e.g. vehicles, wheelchairs, hoists etc):



.11 Please provide any further information in support of this Standard:



.12 What work will the organisation undertake in relation to this Standard over the next six months?



2 Consumer Focus

Outcome

Consumers receive services that respect their rights and are responsive to their needs and desires.

Elements

Fundamental

- Health and Wellbeing
- Lifestyle
- Service Coordination
- Cultural Diversity
- Individual Safety
- Community Participation and Inclusion
- Rights and Responsibilities

Why is this standard important for...

...consumers?

Continuous quality improvement against this Standard gives consumers confidence that the service supports them to develop and maintain health, wellbeing and meaningful participation in activities and the community, achieve positive lifestyle outcomes, and respect for consumer choice.

...organisations?

Continuous quality improvement against this Standard assists community sector organisations to base service delivery on, and have consultative planning processes in place, that meet the individual needs of consumers.

Compliance Date

Demonstrated compliance with the Fundamental Elements of this Standard is required by 30 June 2010.

Fundamental

2.1

Please describe how the organisation identifies and supports consumer outcomes relating to...

- Health and wellbeing:



- Lifestyle:



- Community Participation and Inclusion:



2.2

Please describe how consumers are involved in the identification of their needs and goals:



2.3

Please describe how the organisation identifies and responds to the cultural needs of consumers:



2.4

Please describe the processes the organisation employs to provide appropriate links with indigenous groups and ensure services are responsive and respectful:



2.5

Please describe how the organisation supports consumers to exercise their human and legal rights, and be aware of their responsibilities:



2.6

Please describe how the organisation works with consumers to develop and maintain a variety of connections and relationships within the community, according to their wishes:



2.7

Please describe how the organisation collaborates with consumers to ensure their individual safety without compromising their opportunities:



2.8

Does the organisation handle and / or administer consumer funds and / or manage consumer assets?

Yes

No

If **Yes**, please describe the processes the organisation has in place to ensure the appropriate management of consumer finances and /or assets:



2.9

Please describe how the organisation works with other organisations to ensure coordinated and appropriate service delivery to consumers:



2.10

Please describe the processes the organisation has in place to assess, and respond to, consumers when access to the service is sought:



2.11

Please describe the processes the organisation utilises when a consumer exits the service:



2.12 Please provide any further information in support of this Standard:



2.13 What work will the organisation undertake in relation to this Standard over the next six months?



3 Workforce

Outcome

Consumers receive services that are provided by well trained and supported staff and volunteers.

Elements

Fundamental

- Recruitment
- Roles and Responsibilities
- Professional development
- Sustainability

Supplementary

- Sustainability
- Workforce Diversity
- Capacity Building

Why is this standard important for...

...consumers?

Continuous quality improvement against this Standard gives consumers confidence that the service employ staff and volunteers that are professional, competent and supported to effectively respond to consumer needs.

...organisations?

Continuous quality improvement against this Standard assists the community sector organisation's workforce to conduct themselves in a professional manner, be aware of their roles and responsibilities, and to contribute towards the achievement of the organisation's goals and a culture of ongoing learning. It also contributes towards the satisfaction of the organisation's workforce.

Compliance Date

Demonstrated compliance with the Fundamental Elements of this Standard is required by 31 December 2010.

Fundamental

3.1 Please describe the organisation's recruitment, induction and orientation process (including any consumer involvement):



3.2 Please describe the planning processes the organisation utilises to identify and respond to current and future workforce requirements:



3.3 Please describe how the organisation supports flexibility to sustain work / life balances and support a healthy workforce:



3.4

Please describe how the organisation ensures the skill set of staff and volunteers meets the ongoing needs of consumers:



3.5

Please describe the organisation's code of conduct for staff and volunteers:



3.6

Please describe how the organisation clearly defines the roles, responsibilities and accountability of all staff and volunteer positions, including the board of management:



3.7

Please describe how the organisation encourages staff and volunteers to take an active role in enhancing their work processes and shared work environment:



3.12 Please provide any further information in support of this Standard:



3.13 What work will the organisation undertake in relation to this Standard over the next six months?



4 Incidents and Feedback

Outcome

Consumers receive services from community sector organisations that appropriately manage incidents and actively seek and respond to feedback.

Elements

Fundamental

- Compliments
- Complaints
- Incidents

Why is this standard important for...

...consumers?

Continuous quality improvement against this Standard gives consumers confidence to provide feedback regarding the services they receive. It also supports consumers to have an appropriate level of involvement in addressing incidents.

...organisations?

Continuous quality improvement against this Standard assists the community sector organisation to handle complaints or incidents in a respectful, consistent and transparent manner, that encourages consumer participation, and uses learned knowledge to enhance service delivery. It also contributes to a culture where consumers are encouraged to provide feedback.

Compliance Date

Demonstrated compliance with the Fundamental Elements of this Standard is required by 30 June 2011.

Fundamental

4.1

Please describe the processes the organisation has in place to:

- Support consumers to provide feedback about the services they receive:



- Support consumers through the complaints process:



4.2

Please describe how the organisation uses feedback and incident outcomes to enhance service delivery:



4.3

Please describe the processes the organisation utilises to ensure that the principles of natural justice and transparency are applied when managing and responding to compliments, complaints and incidents:



4.4

In accordance with the incident monitoring policy, what are the organisations internal processes for effectively managing and reporting incidents classified as...

- Severity Assessment Code 1 and 2:



- Severity Assessment Code 3 and 4:



4.5

Please describe the strategies the organisation has in place to demonstrate staff awareness of, and adherence to, the incident monitoring policy:



4.6

Please describe how the organisation minimises recurrence of incidents and enhances service delivery following adverse events:



4.7

Please provide any further information in support of this Standard:



4.8

What work will the organisation undertake in relation to this Standard over the next six months?



Please attach an overview of the:

- SAC 3 and SAC 4 consumer related incidents that have occurred within the organisation over the past 6 months; and
- compliments and complaints the organisation has received in the past 6 months.

5 Consumer Information

Outcome

Consumers receive services that recognise and respect their right to privacy and confidentiality.

Elements

Fundamental

- Collection
- Handling
- Security

Why is this standard important for...

...consumers?

Continuous quality improvement against this Standard gives consumers confidence that their personal information is appropriately managed and that their privacy and confidentiality is respected.

...organisations?

Continuous quality improvement against this Standard assists community sector organisations to recognise and meet their legal and ethical obligations in respecting the rights of consumers to privacy and confidentiality.

Compliance Date

Demonstrated compliance with the Fundamental Elements of this Standard is required by 31 December 2011.

Fundamental

5.¹ Please describe how the organisation ensures consumers are aware of what information is collected about them and how the information will be used:



5.² Please describe how the organisation ensures it is only collecting the personal information of consumers that directly relates to service delivery and / or funding obligations:



5.3

Please describe the organisations processes for ensuring that consumer's confidentiality is respected when shared between services to support coordinated service delivery:



5.4

Please describe how information is made accessible to appropriate staff and volunteers to enable service delivery:



5.5

Please describe how the organisation ensures that consumer information is appropriately...

- Maintained to ensure it is current and accurate:



- Stored and archived:



- Disposed of:



5.6

Please provide any further information in support of this Standard:



5.7

What work will the organisation undertake in relation to this Standard over the next six months?



6 Governance

Outcome

Consumers receive services that are effectively and efficiently managed.

Elements

Fundamental

- Culture and Values
- Decision Making
- Policy
- Financial Reporting
- Legislation and Regulations
- Risk Management
- Communication

Supplementary

- Collaboration and Participation
- Strategic Planning
- Evidence Based Practice

Why is this standard important for...

...consumers?

Continuous quality improvement against this Standard gives consumers confidence that the services they receive are contemporary, sustainably managed, coordinated and responsive. It also supports consumers and other stakeholders to contribute towards decision making processes and enables effective communication.

...organisations?

Continuous quality improvement against this Standard assists the community sector organisation to utilise robust strategic management processes and acknowledge and undertake its roles and functions to meet its contractual obligations and legal responsibilities. It also contributes to the recognition that positive consumer outcomes are integral to the organisation, and recognises the importance of consumer participation.

Compliance Date

Demonstrated compliance with the Fundamental Elements of this Standard is required by 30 June 2012.

Fundamental

6.1 Please describe how the vision and values of the organisation are developed and integrated into service delivery:



6.2 Please describe how the organisation is meeting its requirements for financial reporting in accordance with the Funding Agreement:



6.3 Please describe what processes the organisation has in place to support effective communication of information to stakeholders.



6.4

Please describe the processes in place to ensure the organisation's board and management are held accountable for, and adhere to, defined decision making processes:



6.5

Please describe how consumers and other key stakeholders are involved in the governance of the organisation:



6.6

Please describe how all legislation and regulations that are relevant to the organisation are identified and complied with:



6.7

Please describe the processes the organisation utilises for policy development and implementation:



6.8

Please describe the processes the organisation utilises to prevent the misappropriation of the organisation's funds and assets:



6.9

Please describe how the organisation identifies, considers and responds to issues that may impact on:

- The organisation as a whole:



- Service Delivery:



6.18 Please provide any further information in support of this Standard:



6.19 What work will the organisation undertake in relation to this Standard over the next six months?



Service Specialist Standards

Please provide details of the continuous quality improvement processes being undertaken in relation to the Service Specialist Standards contained within the organisation's Funding Agreement. In doing so, please state the Service Specialist Standard, work undertaken in the previous six months, and the following six months. If completing a hard copy of this document and additional space is required, please attach further pages to provide the response.

Standard: _____

What activities has the organisation undertaken in relation to this Standard in the previous six months?



What work will the organisation undertake in relation to this Standard over the next six months?



Standard: _____

What activities has the organisation undertaken in relation to this Standard in the previous six months?



What work will the organisation undertake in relation to this Standard over the next six months?



Standard: _____

What activities has the organisation undertaken in relation to this Standard in the previous six months?



What work will the organisation undertake in relation to this Standard over the next six months?



Standard: _____

What activities has the organisation undertaken in relation to this Standard in the previous six months?



What work will the organisation undertake in relation to this Standard over the next six months?



Standard: _____

What activities has the organisation undertaken in relation to this Standard in the previous six months?



What work will the organisation undertake in relation to this Standard over the next six months?



Standard: _____

What activities has the organisation undertaken in relation to this Standard in the previous six months?



What work will the organisation undertake in relation to this Standard over the next six months?



Glossary

Accreditation	A process in which certification of competency is achieved against a set of pre-defined standards.
Adverse Event	An incident in which harm resulted.
Agency	The Department of Health and Human Services.
Agency Units	The Departmental and Operational Units within the Agency that purchase services from community sector organisations.
Board of Management	A body of elected or appointed persons who jointly oversee the activities of an organization. These bodies can have a variety of names, such as board of trustees, board of governors, board of managers, board of directors or executive board. It is often simply referred to as "the board."
Community Sector Organisations	Any Agency funded organisation that provides services through a funding agreement.
Complaint	Any written or verbal expression of dissatisfaction or concern regarding any service provision or support.
Compliance	Defined as conforming to a specification or policy, standard or law that has been clearly defined.
Compliance Date	In the case of the Generic Standards, compliance date is the required timeline for achievement of the acceptable minimal level of performance against the Fundamental Elements of the Standard.
Compliment	An expression or implication of praise.
Consumer	A person who directly or indirectly receives services from an Agency funded Community Sector Organisation.
Contemporary	Characteristic of recent times or informed of what is current.
Continuous Quality Improvement	An ongoing approach to quality that has an emphasis on organisational systems and processes, and utilises objective data and stakeholder input.

Diversity	Valuing and respecting individual differences, and treating everybody fairly and equitably, thus creating an environment that provides the broadest range of individuals the opportunity to emotional, social, career and financial outcomes.
Elements	Represent key quality indicators (such as <i>Risk Management</i> and <i>Sustainability</i>) to which related questions are aligned. Within this Framework, Elements are referred to as either Fundamental or Supplementary.
Form 56	A legally required document stating that the essential health and safety features and measures of a building (excluding private residences and outbuildings) have been assessed by an appropriately qualified person, and are performing to the standard required by the Building Regulations 2004.
Fundamental Elements	Are mandatory and evidence is required to demonstrate compliance by the predetermined date.
Funding Agreement	The contractual arrangement between the Agency and a community sector organisation that defines the services to be delivered and the terms and conditions of the funding.
Hazardous substances	Chemicals and other substances that can affect the health of anyone in the service delivery site, causing illness or disease. Common examples include industrial chemicals, pesticides, oven cleaners, paints, bleaches or food products.
Health and Safety	Protecting the health, safety and welfare of both the consumers who access the service and the people engaged in work or employment.
Incident (Consumer related)	An event or circumstance that could have, or did lead to harm, loss and / or damage resulting from, or impacting upon, service provision to consumers. Also refer to the incident monitoring policy.
Natural Justice	Natural Justice, or procedural fairness, involves decision-makers informing people of the case against them or their interests, giving them a right to be heard, not having a personal interest in the outcome, and acting only on the basis of logically probative evidence.
Registered Training Organisation	A vocational education organisation that provides students with training resulting in qualifications and statements of attainment that are recognised and accepted by industry and other educational institutions throughout Australia.

Severity Assessment Code	<p>All incidents are assessed utilising the severity assessment code matrix which takes into account both the consequence and the probability of recurrence of the incident by applying a numerical rating.</p> <p>Also refer to the incident monitoring policy.</p>
Staff	Any person in a paid role who has been hired by the organisation to perform specific tasks.
Stakeholders	Individuals or organisations that have a key interest in the organisation or a consumer's outcomes and health and wellbeing. A stakeholder can affect, or be affected by, the actions of the organisation.
Standards	Establish a common language which defines quality and safety, and actively contributes towards ensuring that products, services and systems are safe, reliable and consistently performed at an effective and sustainable level.
Standard Precautions	<p>Previously known as Universal Precautions, standard precautions are the practices adopted by all workers when potentially coming into contact with any blood or body fluids.</p> <p>They are a set of principles designed to minimise exposure to, and transmission of, a wide variety of micro-organisms and it is essential that the standard precautions are applied at all times.</p>
Strategic Management	The process of developing, implementing and evaluating plans and decisions that will enable an organisation to achieve its long-term objectives.
Supplementary Elements	Additional Elements that extend the quality improvement activities of Community Sector Organisations that are achieving a high level of continuous quality improvement against the Fundamental Elements.
Vision	Focusing on the future, a Vision, or Vision Statement, outlines what, and where, the organisation wants to be. It is meant as a source of inspiration for staff, volunteers and consumers and provides clear decision-making criteria.
Volunteer	A person who performs, or offers to perform, a service out of his or her own free will, often without monetary payment.



Tasmania
Explore the possibilities

Quality and Safety Team

Office for the Community Sector
Department of Health and Human Services

John L Grove Centre
33 – 39 Howick Street
Launceston TAS 7249

Phone: (03) 6336 4132

Email: quality.ocs@dhhs.tas.gov.au

Visit: www.communityexpress.dhhs.tas.gov.au