

**QUALITY POLICY**

**Overview** Options believe quality in our service delivery is dependent on the following:

- The processes we use and outcomes we measure in partnership with those we support.
- A clear set of values and a shared knowledge of the way we work.
- Positive, safe working environment

All work is carried out in an empowering way, with a commitment to honesty and integrity in communication, without fear or blame. We recognise the existing knowledge of the people we support and their families. We work from a perspective of shared knowledge and shared wisdom, utilising the team’s strengths. Our actions are transparent, flexible, reliable, consistent and innovative. Our approach is person-centred and strengths based. We negotiate risks and are inspired by the challenges we face.

**Policy** We strive to consistently provide needed, quality, valued and value for money services that demonstrate:

**The way we work with individuals and families**

- Applying the Enabling Good Lives Principles
- Building relationships based on reciprocity, honesty, integrity and cultural sensitivity
- Providing flexible support based on individual preferences and aspirations built around a personal plan
- Involving family and other important people that are part of the person’s life.
- Providing “just enough support” so that we increase the chances of people connecting with local people in their community
- Using clear, accessible documentation.
- Actively reviewing support and plans in partnership with people
- Increasing opportunities for community contributions
- Enabling control in how resources are used to support the life people want to lead
- Working alongside people for best outcomes

**The way we work with our colleagues**

- Employing people with the right values
- Building supportive relationships within our teams
- Providing ongoing training and opportunities for people to stretch and grow
- Developing and learning in our work
- Self care – maintaining a balance and boundaries for our own well-being.
- Using our strengths and interests in our roles

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- Being accountable to our colleagues
- Giving each other feedback on what we do well and what we can improve
- Staying safe and using each person's support and strengths

### The way the organisation develops

- People who receive support are at the centre of service development and decision-making
- Working in self-managing teams
- Holding regular team meetings
- Creating and working to team plans
- Openly sharing all information that people need to perform their roles brilliantly
- Ensuring sufficient resources are available
- Sharing resources, ideas and inspiration
- providing good administrative systems that work for people
- Regularly reviewing our progress within our teams and organisation

### Our interactions with other agencies

- Working across environments collaboratively
- Making strategic links and alliances
- Taking a community development focus
- Being honest with others, to help access what is needed for people receiving support

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### Associated Documents

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