



Quality Management Framework



Easy English



Aspect wants to keep improving its schools, services and supports for all Aspect's students / participants. Improving what Aspect does starts with listening to the people it supports and their experiences, both good and bad.

Aspect has made the Quality Management Framework to:



- keep the people it supports at the centre of what it does;



- look at what works for families; and



- think about customer's needs.



Aspect cares about the quality of its services and knows this is important in meeting the needs of people on the autism spectrum and their families.



It is the job of everyone to make our services, supports and schools high quality.

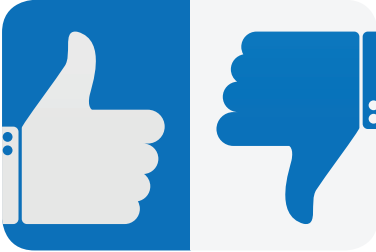
Aspect's Quality Management Framework Rules



1. What Aspect wants to do and how it works is based on Aspect's vision, mission, values and goals of Aspect.



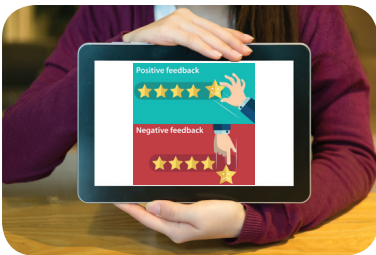
2. Aspect focuses on helping the people it supports to have good outcomes in their lives.



3. Aspect likes hearing both good and bad feedback, to know what it does well or what it needs to improve. Aspect hears from students / participants and their families, the community or other organisations by:



- using a system that tells Aspect how happy people using its supports and services are (Net Promoter Score);



- getting feedback from the organisations that it receives money to provide services from;



- doing research to find ways of doing things better;



- listening to the organisations and individuals Aspect works with when it makes plans for the future (Strategic Planning);



- asking Aspect staff what they think in surveys every 2 years.

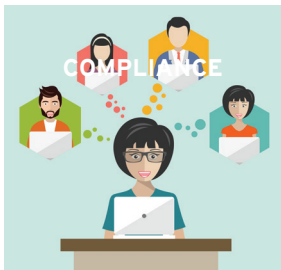


4. Aspect knows it is important for anyone to be able to make a complaint about its supports, schools or services. Aspect has a complaints process that is fair and follows the law. Aspect will listen to all complaints and try to fix the problem. All complaints to Aspect are kept private.

Complaints help Aspect learn to do better.



5. Aspect works with other organisations to have the best services.



6. Aspect knows it is always possible to improve how it works. Aspect follows laws about what good supports, schools and services are like, then tries to find ways to be even better.



POLICIES

7. Aspect makes decisions based on good policies that come from what research says works best.



RISK

8. Aspect makes sure that it can continue to do its important work by finding any risks early and making plans (Risk Management Framework).



9. Aspect staff are an important part of its services, schools and supports. Aspect makes sure that they are skilled, safe and always learning.



10. Aspect checks how its work is going and makes sure other organisations check it too. Aspect likes finding out how it is going and ideas for making Aspect work better.



Aspect's Quality Management Framework is looked at by experts from outside Aspect each year to make sure it is working well



Aspect follows the National Standards for Disability Services and the Disability Standards for Education 2005 standards. This makes sure that Aspect continues to have good services for the people we support.

This document was adapted from the Aspect Quality Management Framework Policy that can be found on the Aspect website at www.autismspectrum.org.au.

This document was developed in consultation with a variety of individuals throughout Aspect.

Should you need support to understand Aspect's written information in a language other than English, please call TIS on 131 450 to request an interpreter in your preferred language, and ask for Autism Spectrum Australia (1800 277 328).