

QUALITY MANAGEMENT FRAMEWORK

Autism Spectrum Australia (Aspect) is committed to continuous improvement (see Definitions) to achieve better outcomes for the people we support and their families and to help Aspect achieve its purpose, vision, mission and values. Aspect is committed to working in partnership with the Autistic community, and demonstrating this in a way that is meaningful, respectful and values the unique strengths and perspectives of the Autistic community. Working in partnership is integral to Aspect's continuous improvement approach.

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 this quality framework being 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 works in partnership with Autistic people and maintains a focus on outcomes and positive long-term impact for the people we support.

Principle 3:

Aspect's services and supports draw on evidence-based and evidence-informed research (see Definitions). Aspect evaluates the outcomes of its service such as measuring outcomes specific to the intention of the service using validated tools and a person's progress towards their individual goal. Insight gained from evaluation of services is used to continually improve services.

Principle 4:

Aspect actively seeks, welcomes and values feedback, positive or negative, from people who use Aspect services and the public. Aspect monitors and analyses to support the continuous improvement of services and management. Aspect engages in collecting stakeholder feedback through a variety of sources.

Principle 5:

Aspect treats complaints seriously, sensitively and in a timely manner, having due regard to procedural fairness, confidentiality, and privacy. Aspect takes full

responsibility for the quality and conduct of its services, and is committed to resolving the issue for the person or people concerned through continuous improvement of practices and restorative processes as appropriate to the individual person's needs.

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

Principle 6:

Aspect establishes collaborative partnerships with stakeholders and community organisations, drawing on the expertise gained from external partnerships to enhance how each service or support can contribute to the lives of the people we support.

Principle 7:

Aspect's quality management process, including its Policy Document Framework, is continuously evolving, going beyond the quality assurance approach of meeting standards. Rather, external standards are taken as a minimum for the base from which Aspect strives to achieve more.

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 evidence-based 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 overarching external quality management frameworks. These include the:

- NDIS Practice Standards & Quality Indicators (2018);
- Disability Standards for Education (2005); and
- relevant state-based education authority standards.

Aspect works across many jurisdictions and quality standards. Aspect will work towards adopting the higher standard 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
- Australian Human Rights Commission's National Principles for Child Safe Organisations specifically:
 - 1. Child safety and wellbeing is embedded in organisational leadership, governance and culture;
 - 2. Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously.
 - 3. Families and communities are informed and involved in promoting child safety and wellbeing.
 - 4. Equity is upheld and diverse needs respected in policy and practice.
 - 5. People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.
 - 6. Processes to respond to complaints and concerns are child focused.



- 7. Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.
- 8. Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.
- 9. Implementation of the national child safe principles is regularly reviewed and improved.
- 10. Policies and procedures document how the organisation is safe for children and young people.

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.

Evidence based – Aspect defines 'Evidence-Based Practice' as strategies that:

- have the highest quality available research showing positive impacts for Autistic people and their families in real-world settings;
- meet the aspirations, preferences and values of people on the autism spectrum;
- fit with Aspect's 50 years of expertise in autism practice and assists the work of our educators, therapists and support staff;
- are positive and not painful or distressing, respect the full diversity of Autistic people and can contribute towards an Autistic person's satisfaction with their quality of life and their inclusion in society.

Evidence informed – Evidence-Informed Practice refers to emerging practices that have yet to develop a research base

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)
 Australian Charities and Not-for-profits Commission Act 2012 (Cth)
 Australian Charities and Not-for-profits Commission Standards 2013 (Cth)
 Australian Human Rights Commission Act 1986 (Cth)
 Disability Discrimination Act 1992 (Cth)
 Disability services and Inclusion Act 2023 (Cth)
 Disability Standards for Education 2005 (Cth)



Family Law Act 1975 (Cth)
National Disability Insurance Scheme Act 2013 (Cth)
National Disability Insurance Scheme Amendment (Quality and Safeguards Commission and other measures) Bill 2017 (Cth)
Ombudsman Act 1976 (Cth)*
Privacy Act 1988 (Cth)
Privacy Amendment (Enhancing privacy protection) Act 2012 (Cth)
Privacy Amendment (Private Sector) Act 2000 (Cth)
Racial Discrimination Act 1975 (Cth)
Sex Discrimination Act 1984 (Cth)

New South Wales

Anti-Discrimination Act 1977 (NSW)
Children and Young Persons (Care and Protection) Act 1998 (NSW)
Children Legislation Amendment (Wood Inquiry Recommendations) Act 2009 (NSW)
Community Services (Complaints, Reviews and Monitoring) Act 1993 (NSW)
Disability Inclusion Act 2014 (NSW)
Education Act 1990 (NSW)
Education Standards Authority Act 2023 (NSW)
Health Records and Information Privacy Act 2002 (NSW)

Victoria

Charter of Human Rights and Responsibilities Act 2006 (VIC)
Children Youth and Families Act 2005 (VIC)
Disability Act 2006 (Vic)
Equal Opportunity Act 2010 (Vic)
Health Records Act 2001 (Vic)

Australian Capital Territory

Children and Young People Act 2008 (ACT)
Disability Services Act 1991 (ACT)
Discrimination Act 1991 (ACT)
Human Rights Act 2004 (ACT)

South Australia

Children's services Act 1985 (SA)
Disability Services Act 1993 (SA)
Education Act 1972 (SA)
Equal Opportunity Act 1984 (SA)
Health and Community Services Complaints Act 2004 (SA)

Queensland

Anti-discrimination Act 1991 (QLD)
Child Protection Act 1999 (QLD)
Disability Services Act 2006 (QLD)
Human Rights Act 2019 (QLD)

Northern Territory



Anti-Discrimination Act 1992 (NT)
Care and Protection of Children Act 2007 (NT)
Disability Services Act 1993 (NT)

Tasmania

Children, Young Persons and their families Act 1997 (Tas)
Disability Services Act 2011 (Tas)



