Ageing Australia

Quality Management System

Your helping hand to a compliant future

Ageing Australia's Quality Management System (QMS) is an affordable, flexible online solution for age services providers of all sizes to:

- improve quality management, policies and procedures
- stay up-to-date with new and changed regulations
- ensure frontline staff are supported to deliver best-practice care
- safeguard readiness for accreditation.

The Quality Management System provides fully customisable policies and processes for compliance with the:

- Aged Care Quality Standards and related legislation for residential and home care providers with audits to validate staff practice
- Australian Retirement Village Accreditation Scheme Standards and Retirement Living Code of Conduct for Retirement Living operators
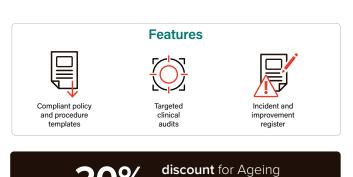- National Disability Insurance Scheme Practice Standards.

With Ageing Australia QMS, you can feel confident your organisation is meeting your obligations and monitoring service quality allowing you to focus on providing quality care.

Benefit from our proven approach

- **Customise.** Modify or create new content using our fully customisable templates and your own branding.
- **Implement.** Ensure frontline staff can access up-to-date policy and process guidance to enable them to deliver consistent and high quality service and support.
- **Control and measure.** Track your performance in key areas of risk by scheduling, allocating and monitoring audits and reporting on outcomes.
- **Record and improve.** Record, manage and monitor incidents, complaints, feedback and improvement activities.

"Ageing Australia QMS has given us confidence that our policies and procedures reflect the new standards, and are based on best practice. We can update and manage policies from a central point, which means standardisation of policies, processes and documentation across all our sites. The system is easy to use, and we have continual support and frequent updates."

— Ricky Relouw, General Manager Compliance & Risk, Nazareth Care

Features

Compliant policy and procedure templates	Targeted clinical audits	Incident and improvement register

Benefits

Easy access anywhere, anytime	Supports staff to improve work practices	Regular updates maintain your compliance	Identify gaps for continuous improvement

20% **discount** for Ageing Australia members

20% **discount** for rural and remote organisations

For more information or to arrange a free demonstration.

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