

# Strategic Objective:

## 1. Excellence in Service Delivery

Approval By: QEC Board

Document Owner: CEO

<b>Purpose</b>	<p>That QEC has policies and procedures in place which provide a culturally sensitive, safe and evidence based therapeutic environment which aims to:</p> <ul style="list-style-type: none"> <li>• enhance the skills, knowledge and confidence of parents and carers</li> <li>• assist parents and carers to understand the importance of and nurture, a psychological attachment with their child; and facilitate the child's physical, psychological health and wellbeing</li> </ul>
<b>Target Audience</b>	Applicable to all staff, clients, visitors and contractors
<b>Definitions</b>	To provide family focussed, evidence-based services that enhance the skills, knowledge and confidence of parents and carers of young children who use our services.
<b>Strategic Plans &amp; Frameworks</b>	<p>Quality &amp; Risk Strategic Plan 2013-2016            QEC Documentation Framework</p>
<b>Key Legislation, Acts and Standards</b>	<p>Health Services Act 1988            Child Youth and Families Act 2005            Freedom of Information Act 1982            Protected Disclosure Act 2012            AS/NZS ISO 9001:2008 Quality Management Systems            The Department of Human Services Standards 2012            Privacy Act 2014</p>
<b>Key words</b>	Board, Health, Excellence

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