

Quality Statement

Very Special Kids is committed to continuous improvement to ensure:

- Safe, effective, connected palliative care and support for families, children and young people
- Evidence based practice, delivered by skilled staff and supported by a robust governance system.
- An integrated, highly skilled service delivery team to meet the psychological, emotional, and physical needs of the whole family throughout their palliative care journey.
- Compliance with risk management principles, legislation and with industry standards, including national safety and quality standards, and Victorian child safe standards.
- Policies, procedures and guidelines to assure the quality, accountability, and delivery of care and services.
- An incident management system that ensures accountability and responsiveness to feedback children, young people and families to enhance our care and services.
- Learning opportunities for service enhancement and innovation.
- Consumer engagement in service design and improvement, and commitment to consumer-centred service delivery.
- Commitment to promoting and upholding the rights of the child.
- Empowerment of children and young people to find their voice and have their needs met. Refer to the [Rights of the Child Charter](#).
- Quality of service is the responsibility of every employee of Very Special Kids.