



Quality and Safety Framework

Client Safety and Quality of Services

**Mission,
Vision and
Values**

**Client
Experience**

**Client and
Staff Safety**

**Strategic Plan
and Priorities**

- An Inclusive Continuum of Family-Centred Service
- Leadership & Excellence through Innovation
- Strong Community Connections
- Successful Capacity Building
- Supportive Barrier-Free Service Response
- Organizational Excellence

**Components
of Quality**

- Accessible
- Safe
- Efficient
- Family Centred
- Effective
- Integrated
- Appropriately Resourced
- Equitable

The Quality and Safety Framework is designed to:

- Continuously improve our service to ensure the best possible outcomes for our clients.
- Embed safety and quality into everything we do to eliminate all preventable errors and adverse events.