

Position Description

Position Title:	Quality & Assurance Coordinator
Classification:	Disability Enterprise Employee Level 3
Industrial Instrument	<i>Kyeema Support Services Inc Enterprise Agreement 2023 (as amended)</i>
Division:	Corporate Services
Reports To:	Corporate Services Manager
Direct Reports / Portfolio	Nil

Kyeema welcomes and encourages applications from people with disability, Aboriginal and Torres Strait Islander peoples, and people with diverse cultural and linguistic backgrounds.

About the Organisation

Kyeema Support Services Inc (Kyeema) is a registered NDIS provider committed to delivering high-quality, person-centred services that empower individuals to make choices and enrich their lives. We value inclusion, respect, and integrity, and strive to create a supportive and professional environment for our staff and participants.

Position Purpose

The Quality Assurance Coordinator supports the organisation to maintain high standards of quality, safety, and compliance with relevant legislation, standards, and best practice (including NDIS requirements).

The role contributes to continuous improvement initiatives by supporting audits, analysing data, and identifying opportunities to enhance outcomes for people with disability.

The Quality Assurance Coordinator works collaboratively with staff and stakeholders to promote a culture of quality, accountability, and person-centred practice.

The position plays a key role in supporting compliance with regulatory and accreditation requirements

Key Responsibilities

Quality Systems Management

- Coordinate the development, implementation, and maintenance of quality assurance systems, procedures, and frameworks to support safe, consistent, and high-quality service delivery.
- Maintain Kyeema's Quality Management System (QMS), ensuring accuracy, currency, and accessibility.

Position Description

Compliance and Regulatory Alignment

- Coordinate alignment of policies and procedures with NDIS Practice Standards and Quality Indicators, and relevant Commonwealth and State legislation.
- Monitor regulatory changes and, in consultation with the relevant Manager, support updates to internal documentation and practices to maintain compliance.
- Assist in a range of functions and/or contribute to interpretation of matters for which there are no clearly established practices and procedures although such activity would not be the sole responsibility of such an employee within the workplace.

Policy Development and Review

- Coordinate the review, revision, and development of organisational policies and procedures to ensure they remain current, effective, and fit for purpose.
- Ensure documentation reflects Kyeema's Vision, Purpose, and Values, including person-centred and 'choice and control' based approaches.

Continuous Improvement

- Conduct research, benchmarking, and environmental scanning to identify best practices and emerging trends in disability services and quality management.
- Recommend and support implementation of improvements to enhance service delivery, participant outcomes, and organisational efficiency.

Audit and Accreditation Readiness

- Review policies, procedures, and practices to support compliance with external audit and accreditation requirements.
- Coordinate and undertake internal audits, support external audit processes, and collate responses to audit findings, including corrective and preventative actions.

Communication, Collaboration and Support

- Work collaboratively with individuals and teams to support understanding, implementation and adherence to quality systems, audits and procedures.
 - Provide guidance and training to staff on quality requirements, policy and legislative updates, and compliance expectations.
 - Present quality, compliance, and continuous improvement information to a range of audiences through meetings, training sessions, workshops, and reports, ensuring complex information is communicated clearly and supports organisational learning and improvement.
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Position Description

Key Selection Criteria

Essential:

- Proven experience in supporting the development, implementation, and maintenance of quality assurance systems, policies, and procedures.
- Strong understanding of audit processes, compliance monitoring, and accreditation requirements within the disability or community services sector.
- Demonstrated ability to review and update policies and procedures to ensure accuracy, relevance, and compliance.
- Ability to identify improvement opportunities and support implementation of evidence-based strategies.
- Highly developed presentation, written and verbal communication skills, with the ability to produce clear and concise documentation to a range of audiences.
- Demonstrated proficiency in the Microsoft Office Suite (Word, Excel, Outlook, Teams, and SharePoint).
- Exceptional attention to detail, particularly in documentation, auditing, and compliance processes.
- Experience using Quality Management Systems (QMS) or similar platforms for document control and compliance tracking.
- Availability to work outside of regular hours to support planned and unplanned external quality audits.

Desirable:

- Experience working within a disability services or NDIS-registered organisation.
- Experience supporting organisations through NDIS audits or certification processes. Knowledge of risk management frameworks and incident management systems.
- Understanding of person-centred practice and safeguarding frameworks.
- Formal qualifications in disability, community services or equivalent field.
- Formal qualifications in quality auditing or willingness to undertake.
- Demonstrated ability to apply specialised knowledge and skills gained through formal qualifications and/or relevant extensive experience, with the capacity to contribute to the development, review, and improvement of work procedures while coordinating a complex function and meeting operational requirements.

Other Requirements

- NDIS Worker Screening Check (or willingness to obtain)
 - Working with Children Check (or willingness to obtain)
 - Current Driver's Licence
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Key Performance Indicators (KPIs)

Area	KPI
Compliance and Regulatory Adherence	Demonstrated effort to support audit readiness and compliance activities to contribute to zero major non-conformities during external audits. Regulatory updates reviewed as released, with implementation actions coordinated and completed within 30 days .
Audit and Accreditation Performance	Demonstrated effort to coordinate and support teams to complete corrective actions within agreed timeframes (minimum 90% within deadline).
Internal Audits	Annual internal audit schedule developed and implemented. Demonstrated effort to coordinate 100% completion of scheduled internal audits.
Continuous Improvement	Minimum 3 quality improvement initiatives implemented annually.
Risk and Issue Management	Reduction in repeated non-compliance issues or incidents over time. Quality-related incidents and improvement actions effectively tracked and closed within agreed timeframes.

Occupational Health & Safety Responsibilities

- Comply with WHS legislation and company policies
- Report any hazards, incidents, or injuries promptly
- Promote a safe, inclusive, and respectful workplace

Child Safe Responsibilities

- Kyeema has systems to protect children from abuse, will take all allegations very seriously and will respond to them consistently in line with Kyeema's policies and procedures.
- Kyeema is committed to promoting cultural safety of Aboriginal children, cultural safety of children from culturally and/or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- Kyeema holds a policy of zero tolerance to racism and has expectations that staff and volunteers will act on incidents of racism.
- Kyeema is committed to ensuring the acceptance and inclusion of participants' and workers' gender identities.

Position Description

Values Alignment

Candidates must demonstrate a commitment to the values and mission of the organisation and the principles of the NDIS, including participant choice and control, inclusion, and respect for human rights.

Employee Acknowledgement

This position description is intended to provide an overview of the responsibilities and duties of the role and does not represent an exhaustive list of all tasks the incumbent may be required to undertake. Duties may be varied from time to time in line with the needs of the organisation, provided they are within the employee's skill level, competence, and classification under the relevant industrial instrument. The incumbent may also be required to perform other duties as directed, consistent with their qualifications and experience.

Employee Name:	
Employee Signature:	
Date:	

Office use only:

Date of Reviewed:	September 2026
Reviewed by (insert position):	Corporate Services Manager