

Domain 4: Quality, safety and Compliance	
Provides safe, effective, complaint, and high-quality audiology services	
Competency	Sub-competency
4.1 Ensures service delivery complies with relevant guidelines, standards and legal obligations	<ul style="list-style-type: none"> i. Complies with the policies and procedures that are consistent with current evidence and best practice guidelines ii. Ensures knowledge of and adherence to all professional, legal and statutory requirements pertinent to the profession, to enable safe practice, including professional standards, profession's scope of practice, and regulatory body's requirements to maintain competency iii. Maintains Annual Practising Certificate iv. Ensures current knowledge of national Audiology-related funding options and associated regulations (such as, eligibility, documentation)
4.2 Takes responsibility for quality assurance	<ul style="list-style-type: none"> i. Recognises the need to monitor and evaluate the quality of practice to improve outcomes, systems and contribute to evidence base ii. Participates in ongoing continuous quality improvement incorporating client needs, emerging evidence and practice standards iii. Practises in a manner that supports the rights of the client to receive high quality care and best possible outcomes iv. Complies with complaints processes and procedures and takes action to address issues that are relevant to quality service delivery
4.3 Ensures the environment is safe and meets the clinical need	<ul style="list-style-type: none"> i. Complies with relevant workplace health and safety legislation and workplace policies ii. Ensures cleanliness, infection control, safety of room, maintenance and calibration of clinical equipment iii. Complies with infection control processes that are consistent with current national and workplace standards iv. Adheres to risk management processes and protocols v. Ensures test environment is fit for purpose for the clinical need and in accordance with funding regulations
4.4 Contributes to ongoing wellbeing in the workplace	<ul style="list-style-type: none"> i. Participates in ongoing training to maintain safety and wellbeing ii. Utilises effective strategies to manage workload, including seeking support when required iii. Recognises and responds to factors impacting wellbeing in the workplace
4.5 Advocates for cultural safety in the workplace	<ul style="list-style-type: none"> i. Examines oneself and the potential impact of their own culture on clinical interactions and healthcare service delivery ii. Acknowledges and addresses own biases, attitudes and assumptions that may affect the quality of care provided iii. Engages in ongoing self-reflection and holds themselves accountable for providing culturally safe care, as defined by the patient and their communities