

## QUALITY POLICY

### Purpose

Our vision is a commitment to continue to create a 'thriving, connected, inclusive and diverse community where every young Tasmanian has the opportunity to live a good life'. We will do this by servicing and supporting our local community through our values and quality practices.

We will meet our 5-year Strategic Plan by ensuring we meet or exceed all consumer, stakeholders, and government expectations.

To do this, we have made a commitment to implementing and maintaining the ISO 9001: 2015 quality management system and other regulatory requirements across the organisation.

### Policy Statement

We will maintain high quality standards of service by the most efficient means possible while ensuring that our clients, stakeholders, and staff are the centre of our focus and decision making.

Our board, Chief Executive Officer, executive managers, (should we just say executive team, coordinators, and staff are committed to ensuring our service and supports are consistent and reliable across the organisation.

The applicable ISO 9001:2015 Standards we will do this through include:

**4. Context of the organisation** - We will work together with our clients, staff and stakeholders in issues that are relevant to our strength based approach.

**5. Leadership** - the Chief Executive Officer, executive and staff are responsible for meeting the requirements of the quality management system while striving towards our mission and vision statements.

**6. Planning** - Opportunities for change will be strategically planned, measurable, monitored and reviewed to clarify our consumer's needs are being met.

**7. Support** - Supporting our staff through training, modern technology and a suitable environment will give our competent staff the ability to meet our service design principles.

*Exclusion – 7.1.5.2 Measurement*

**8. Operations** - Procedures and controls are regularly updated and implemented as an outcome of feedback.

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*Exclusions – 8.3 Design and development and 8.5.2 Traceability*

**9. Performance evaluation** - To achieve consistency in its operations external and internal feedback is welcomed and reviewed to ensure that the service meets their needs.

By continually practicing, monitoring, and reviewing our quality systems we will give our clients trust and confidence in our service delivery.

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