

QUALITY POLICY



PURPOSE AND SCOPE:

Carinya Society is committed to providing outstanding quality services to adults with a disability that facilitate choice and independence. In order to meet this commitment, Carinya Society aims to continuously improve the service it provides by implementing a quality management system that complies with the international standard of good practice, ISO 9001.

The purpose of this policy is to set out the ways in which Carinya will achieve outstanding service quality, ensure continuous improvement and comply with the requirements of ISO 9001, and applies to all employees of the service.

PRINCIPLES:

- Customer focus
- Leadership
- Involvement of people
- Process approach
- Systems approach to management
- Continual improvement
- Factual approach to decision making
- Mutually beneficial supplier relationships

POLICY:

- Carinya will continuously review and improve its Quality Management System to ensure it remains effective and appropriate to the purpose of the organization. This includes the review of Quality Objectives. This will be achieved through audits of the organization's Quality Management System against the ISO 9001 Quality Standards, and via corrective, preventative and improvement actions initiated from participant and employee consultation, feedback and stakeholder complaints.
- The Quality Advisor is responsible for monitoring Carinya Society's Quality Management System and reports to the Administration Manager on the system's implementation, status and effectiveness.
- All employees within the organization are responsible for the quality of their work. Carinya Society provides training and has established the Quality Management System to assist employees to achieve the standards required for quality assurance and continuous improvement.
- Whilst Carinya endeavors to produce work that meets customer expectations and outstanding standards of service quality, the organization recognizes that it may not always achieve this. Therefore, when a complaint is received, Carinya is committed to investigating it and employees will do their best to take appropriate corrective action to improve the organization's services in future.
- Organizational quality objectives are set out in the organization's Strategic Plan, individual Business Plans and Position Descriptions.

Debbie Mitchell
Chief Executive Officer (CEO)

Rosemary Freeman
Board Chair

The CEO is responsible for the establishment of the Quality Policy
Any changes to the Quality Policy must be authorized by the CEO