

Strategic Objective:

1. Excellence in Service Delivery



POLICY : 1.4 Quality & Risk

Approval By: CEO

Document Owner: Quality Systems Manager

Purpose To provide a commitment to comply with requirements and continually improve the effectiveness of QEC's quality management system.

Target Audience All QEC

Definitions ISO – International Standards Organisation
DHS – Department of Human Services

Policy QEC provides early parenting services that are responsive to each child and family and build on their cultural strengths and knowledge. As an organisation, QEC is actively working towards developing its cultural competence by becoming culturally sensitive and providing a cultural safe service environment. QEC works collaboratively with network agencies. The QEC practice model aligns with the Best Interest Framework¹

QEC aims to provide families with services at a level of quality that consistently conforms to service agreement requirements, complies with professional standards, ethics, the QEC Vision, objectives and underpinning principles and leads industry standards.

In order to achieve this objective, it is the policy of QEC to establish and effectively maintain a Quality program consistent with the AS/NZS ISO 9001:2008 Quality management systems – Requirements, AS/NZS 4360:2004 Risk management standard and complies with the AS/NZS 4801:2001 Occupational Health and Safety Act and to the privacy and confidentiality of every family in line with the Information Privacy Act 2000 and the Health Records Act 2001.

ISO 7.3 Design and Development is an exclusion to QEC's quality management system. QEC does not design product for DHS funded programs.

QEC recognises its responsibilities to provide a safe, healthy and environmentally sustainable work environment and has therefore established an Occupational Health and Safety and Environmental Sustainability (OHSES) Management System to ensure that QEC operations keeps employees, contractors, customers, visitors and the local community safe from the risk of injury, illness or property damage.

The QEC Board is committed to the principles of ISO. All QEC staff are required to give total support to QEC's Quality Management system and to adhere to the strategic objectives, policies, procedures and business rules contained within the Quality program

¹ Ref: Every Child Every Chance Best Interests Case Practice Model (Victorian Government, DHS 2008)
<http://www.dhs.vic.gov.au/everychildeverychance/>

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in order to achieve and maintain our quality objectives. This is in accordance with ISO 4.2.1.

The Chief Executive Officer and the management team are committed to giving full support to the QEC Quality Management System.

Related Hyperlinks

Key Legislation, Acts and Standards

PLEASE PLACE A 'Y' IN THE BLANK COLUMN relating to the applicable standards below:-
e.g.

1.0	1.1	Understanding Rights & Responsibilities	Y
Empowerment	1.2	Exercising Rights & Responsibilities	

DHS STANDARDS Listing

1.0 Empowerment	1.1	Understanding Rights & Responsibilities	
	1.2	Exercising Rights & Responsibilities	
2.0 Access & Engagement	2.1	Services Are clear	
	2.2	Services are delivered	
	2.3	Access to Services	
3.0 Wellbeing	3.1	Services Adoption	
	3.2	Services Participation	
	3.3	Goals Documented & Implemented	
	3.4	Reviews, Evaluations & updates	
	3.5	Delivery is in Safe Environment	
4.0 Participation	4.1	Choice & Control of Service Delivery	
	4.2	Community Participation	
	4.3	Maintaining Connections with Family & Friends	
	4.4	Strengthen Culture Connection - Aboriginal/Torres	
	4.5	Strengthen Cultural, Spiritual & Language	
	4.6	Life Skills - Develop Sustain Strengthen	

ISO 9001:2008 Listing

4.0 Quality Management System	4.1	General	
	4.2.1	Doc Requirements General	
	4.2.2	Doc Requirements Quality Manual	
	4.2.3	Doc Requirements Control of Docs	
	4.2.4	Doc Requirements Control of records	
5.0 Management Responsibility	5.1	Management Responsibility	
	5.2	Customer Focus	
	5.3	Quality Policy	Y
	5.4	Planning Inc 5.4.1-5.4.2	
	5.5.1	Responsibility & Authority	
	5.5.2	Management Representative	

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	5.5.3	Internal Communication	
	5.6	Management Review	
6.0 Resource Management	6.1	Provision of resources	
	6.2	Human resources	
	6.3	Infrastructure	
	6.4	Work Environment	
7.0 Product Realization	7.1	Planning of Product Realisation	
	7.2	Customer-related Processes	
	7.3	Design & development	
	7.4	Purchasing	
	7.5	Production and service provision	
	7.6	Control of monitoring & measuring devices	
8.0 Measurement, Analysis & Improvement	8.1	Measurement Analysis & Improvement	
	8.2	Monitoring & Measurement	
	8.3	Control of non- conforming Product	
	8.4	Analysis of Data	
	8.5	Improvement	

Key Legislation, Acts and Standards AS/NZS ISO 9001:2008 Quality management systems – Requirements
 AS/NZS 4360:2004 Risk management standard
 AS/NZS 4801:2001 Occupational Health and Safety Act
 Information Privacy Act 2000
 Health Records Act 2001.

Key words Quality Policy, Quality, Quality statement, Quality Management Program, Quality Program, ISO, DHS Standards.

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