

Woodcroft/Morphett Vale Neighbourhood Centre POLICY STATEMENT



SUBJECT:	Quality Management
-----------------	---------------------------

Portfolio Area:	Quality Management	Document Ref:	PS QM01(2018)
Applicable From:	May 2018	Version No.:	01

REVISION SCHEDULE:

Scheduled for review: May 2020

EFFECTIVE DATE:	ALTERATION(S):	AUTHORISED:	
		Signed/Title	Date:

1. SCOPE:

The purpose of this Policy Statement and related Operating Procedures supports the development of a quality culture as it relates to the Woodcroft Morphett Vale Neighbourhood Centre's ("the Centre") Management System. It has been developed for the continual improvement of governance, finance, people and culture, work health and safety, risk and audit, administration, marketing and fundraising operations.

It is to ensure that our delivery of service meets or exceeds our community's needs and expectations.

The Centre's quality framework consists of Policy Statements, Operating Procedures, Work Instructions, Records and Forms

The Quality Framework is applicable to all operations of the business.

2. POLICY STATEMENT:

The Management Committee ("the Committee") is committed to consistent and comprehensive quality assurance principles. To do this we will:

- maintain a culture of quality within the organisation that supports continuous improvement and evaluation
- monitor and measure processes against policies, objectives and requirements and report the results
- develop and implement processes to underpin quality service delivery to the community

3. OBJECTIVES:

The objectives of this Policy Statement and associated procedures are to ensure that:

Woodcroft/Morphett Vale Neighbourhood Centre

POLICY STATEMENT



- The quality management system provides a framework for measuring and improving our performance
- The Centre is compliant with all legislative and regulatory obligations
- The quality management system enables continual monitoring and improvement
- Highest standards governance and management is achieved

4. GUIDING PRINCIPLES:

The development of Operating Procedures under this Policy Statement is based on the following guiding principles:

- Compliance, risk management and reliability underpin our quality assurance principles and we are committed to consistent and comprehensive quality assurance principles.
- The commitment to a Quality Framework ensures that the practices and operations of the Centre are conducted in a consistent manner, with focus on quality and efficiency.

To achieve these principles we:

- Ensure that Procedures and Work Instructions comply with all relevant legislation, codes of practice and Australian and industry standards
- Ensure employees and volunteers comply with this Policy and associated procedures and work instructions
- Improve our performance and systems through our continuous improvement process
- Maintain quality management system certification to Australian Service Excellence Standards
- Provide education and training in order to improve our staff and volunteers skills, awareness, knowledge of quality assurance and practices
- Identify, report, investigate and resolve all issues and take action to prevent recurrence
- Maintain all relevant documentation to demonstrate compliance and facilitate process improvement

5. RESPONSIBILITIES:

The Committee is responsible for developing/approving a sound framework of organisational policies and procedures and ensuring quality of services.

6. CONSEQUENTIAL DOCUMENTS:

The following documents have been developed as a consequence of this Policy Statement and to guide its implementation:

- OP QM.04(18) Policy and Procedure Development
- OP QM.03(18) Document and Data Control
- OP QM.01(18) Quality Management – Management Committee
- Document Control guidelines
- Document Control register
- Strategic Plan
- Business Plan

Woodcroft/Morphett Vale Neighbourhood Centre POLICY STATEMENT



APPROVED BY THE MANAGEMENT COMMITTEE

This Policy Statement supersedes all other Policy Statements in relation to Quality Management and is applicable from the authorising date below.

Authorising Officer	Position	Date	Signature
Irene Woodcock	Chairperson	21/5/18	<i>I Woodcock</i>