

# QUALITY POLICY



YellowBridge QLD is committed to delivering service excellence, and regards quality assurance and improvement as vital in order to realise its vision, mission, objectives and strategic directions.

YellowBridge QLD approach to quality is based on:

- A cyclical framework of:-
  - Plan
  - Implement
  - Monitor and Review
  - Improve;
- Regular self-review within business areas for quality improvement;
- An established alignment between plans, review and improvement;
- Monitoring from an evidence base including evidence from employees, clients, business partners and other key stakeholders; and
- Use of external auditors to benchmark success and areas for improvement.

To achieve this objective, we will:

- Establish and maintain a Quality Management System in accordance with AS/NZS ISO 9001:2016;
- Maintain within the Quality Management System the requirements for the Quality Framework References:
  - NDIS Quality and Safeguarding Framework
  - Human Services Quality Framework (HSQF)
  - Aged Care Quality Standards (ACQS)
  - National Regulatory System for Community Housing (NRSCH)
- Set objectives and targets to measure our performance and identify opportunities for improvement;
- Provide adequate resources to continually review and improve our business processes;
- Encourage all people to integrate quality management into the way we work and promote its application as a method for continual improvement within their area of responsibility; and
- Actively seek performance feedback from our customers and address opportunities for improvement that are identified.

## Related Policies

- Not applicable

## Related Procedures

- Not applicable

## Related Documents

- Statement of Commitment to Quality and Continual Improvement
- Certificate of Approval – AS/NZS ISO 9001-2016: Quality Management Requirements

## Quality Framework References

- Standards 1 & 6 – Human Services Quality Framework
- Standards 4, 5 & 6 – National Regulatory Code Community Housing
- NDIS Quality & Safeguarding Framework
- Aged Care Quality Standards
- Aged Care Act 1997

## ISO 9001:2016 Quality Management Standards References

- All Standards

## Policy Approval Authority

- YellowBridge QLD Ltd Board

## Policy Custodian

- Chief Executive Officer



YellowBridge QLD quality management system ensures that our policies, procedures and practices remain contemporary, reflect best practice, and ensure that the services we provide are the best possible.

