

Objective

The objective of this policy is to outline how we achieve and maintain Quality at Cafs.

Cafs is committed to this policy and to:

- developing and maintaining a robust quality management system across all corporate and program functions
- continually improving our systems and processes
- delivering quality services with positive outcomes for the communities we serve.

Scope

This Policy applies to all systems and processes at Cafs and is inclusive of all staff, volunteers, students, contractors and Board members, with the exception of Wozzles WearHouse.

This policy applies to everyone mentioned herein including:

- Aboriginal and Torres Strait Islanders;
- LGBTIQ+
- People of different race, ethnicity, cultural background
- People of all abilities;
- People of all religions or religious beliefs.

Policy Statement

To ensure we meet our policy aims, we operate and maintain a quality management system which includes:

- The regular review and establishment of quality objectives
- Reviewing procedures and processes
- Undertaking management review meetings at regular intervals.

We are committed to:

- Delivering quality services with positive outcomes for the communities we serve
- Placing the client is at the centre of our service delivery
- Providing high quality supports and services that maintain certification against ISO9001
- Ensuring a system of continual improvement of our Quality Management System

This quality policy statement is communicated to all new staff at Induction.

More Information

Definitions for this policy can be found in the Cafs Definitions and Acronyms Manual.

Quality Manual

Strategic Business Plan 2019-2022