



Purpose

The objective of this policy is to outline how we achieve and maintain Quality at Cafs, and embed compliance in the culture of the organisation, in order to improve business, financial and quality management, and operate in a sustainable and ethical manner..

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
- complying with all relevant legislation, regulators, standards and industry guidelines.

This procedure should be read in conjunction with the *Cafs Quality Governance Framework* and associated procedures.

Scope

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

At Cafs, we actively celebrate diversity and inclusion. We believe that the differences our people and clients bring to our organisations add to our strength. We strive to create workplaces that reflect the communities we serve and where people feel empowered to bring their full, authentic selves to work. We nurture a culture of equality for all and ensure we are a powerful platform and leader in the community for social change.

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
- Management of our regulatory compliance requirements.

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
- Identifying and assessing compliance obligations as part of risk management mitigation
- Continuously tracking and demonstrating our fulfilment of compliance obligations through compliance assurance within the Law Compliance Comply Online system
- Promoting a culture of effective corporate governance and compliance practices, and encouraging behaviours that create and support compliance.

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

Internal Files/Links:

[Cafs Strategic Business Plan 2019 - 2022](#)
[Quality Governance Framework](#)

CEO Office files
 Business Excellence files

Quality Document References:

[Cafs Definitions & Acronyms](#): Manual -Quality & Compliance
 Regulatory compliance: Procedure -Quality & Compliance (**Not Issued** - In Draft)



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