



# Quality Policy

## *Our service to those in need*

CatholicCare Tasmania stands in the long tradition of Catholic service to those in need. It seeks above all to enhance people's lives by offering the full Christian vision for human life. CatholicCare seeks to foster a love for the poor and vulnerable, a spirit of humble service, of mercy and compassion for all.

## *Scope & Aim*

This Quality Policy is applicable to all CatholicCare Tasmania Programs and is customer focused with an aim to enhance customer satisfaction by meeting customer requirements.

## *Quality service across programs*

CatholicCare Tasmania policies, procedures and practice documents aim to ensure consistent quality services across all programs and regions. Our organisation has an obligation to meet the requirements of internal and external clients, stakeholders, regulatory bodies and funding providers. The operations and direction of all Programs are informed by the Archbishop's Charter for CatholicCare and the objectives of the CatholicCare Strategic Plan.

This Policy is underpinned by a commitment to these principles and actions through:

- Establishing and maintaining a Quality Management System which satisfies the requirements of ISO 9001: 2015 and/or any other client and stakeholder-specific quality requirements.
- Consistently providing products and services in a manner that satisfies client and stakeholder requirements.
- Implement appropriate actions to address any risks and opportunities associated with internal/external issues, to meet the needs and expectations of interested parties.
- Ensure that all Agency personnel are fully competent to carry out their assigned tasks.

- Strive to continually improve our programs and services provided to clients and stakeholders through the use of this Policy's objectives, performance evaluation including audit results, and at Management Review.
- Establish annual quality objectives at strategic and operational levels that will be measured and reported upon at the Management Review meeting.
- Maintain documented information as objective evidence to demonstrate compliance with the Quality Management System.
- Control and continually monitor all projects undertaken.
- At a minimum, comply with all applicable legislation, laws and regulations.
- Review the Quality Management System at planned intervals to ensure it is effective and achieving the stated quality policy.

## *Our Commitment*

The CatholicCare Leadership Group are committed to the above and encourage this commitment by all personnel at all levels of the organisation.

## *Evaluation*

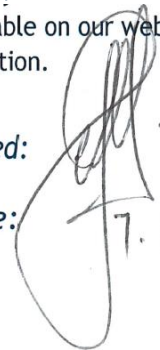
The Quality Policy is evaluated as part of the overall review of the Quality Management System to ensure that the stated objectives are met.

## *Where is this information displayed?*

The CatholicCare Tasmania Quality Policy is displayed in our sites across Tasmania, made available on our website, and is induction.

Signed:

Date:

  
7.6.2021



QMS Certification Services