



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 Tasmania seeks to foster a love for the poor and vulnerable, a spirit of humble service, of mercy and compassion for all.

Scope And Aim

This Quality Policy is applicable to all CatholicCare Tasmania services and is client and stakeholder focused with the aim of enhancing their service satisfaction.

Quality Service Across Programs

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

This Policy is underpinned by a commitment to these obligations through:

- Establishing and maintaining a Quality Management System which satisfies the requirements of ISO 9001: 2015 and other selected client and stakeholder specific quality requirements (e.g., certifications, internal and external standards).
- Consistently providing products and services in a manner that satisfies client and stakeholder requirements.
- Implementing appropriate actions to address any risks and opportunities associated with internal or external issues, to meet the needs and expectations of interested parties.

- Ensuring that all Agency personnel are fully competent to carry out their assigned tasks.
- Striving to continually improve our services provided to clients and stakeholders using the quality policy objectives, performance evaluation including audit results, and at Management Review.
- Establishing annual quality objectives and strategic evidence to demonstrate compliance with the Quality Management System.
- Maintaining documented information as objective and operational levels that will be measured and reported upon at the Management Review meeting.
- Controlling and continually monitoring all projects undertaken.
- At a minimum, complying with all applicable legislation, laws and regulations.
- Reviewing the Quality Management System at planned intervals to ensure it is effective and achieving the stated quality policy.

Our Commitment

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

Evaluation

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

Signed: **Julia Mangan**
Chief Executive Officer

