

1. Purpose

IMPACT Community Services is committed to ensure that quality services and support, embodied in our **Strategic and Business Plans**, are provided in accordance with the Standards, Acts and Legislation as listed below in Clause 3 – References.

2. Policy

2.1. Quality Policy Statement

All of our activities are underpinned by the overriding principle of supporting individuals and families build resilience and reconnect with the community in a positive way to realise and reach their full potential.

All Board Directors, Managers and Staff are committed to achieving our Quality Objectives, which have been developed and aligned to IMPACT Community Services Strategic and Organisational Objectives.

IMPACT Community Services is committed to:

- Embracing a quality culture that encourages an empowered, creative workforce where everyone takes responsibility for his or her own actions. In addition, employees at all levels share the organisation's values, vision and commitment to its goals;
- Understanding individual differences of people who come from a broad range of abilities, backgrounds and cultures;
- Ensuring our values are culturally appropriate and promote inclusiveness of Aboriginal and Torres Strait Islander people;
- Maintaining a culture that says 'Quality is the way that we do business';
- Designing work systems and procedures which 'build in' quality and eliminate waste;
- Conducting our business with integrity and professionalism;
- Maintaining financial viability through sound financial practices, whilst maintaining our Public Benevolent Institution status, thus ensuring a long-term commitment to the community that we service;
- Meeting and exceeding all contractually agreed requirements in current and future programs;
- Sourcing a variety of funding options which enable opportunities for diversification and growth to assist the organisation to achieve long term sustainability;
- Providing quality premises, facilities and support services;
- Developing a range of quality communication tools that assist with enhancing IMPACT Community Services profile as a quality service provider;
- Committing to continuous improvement of all services and operations throughout the organisation;
- Providing work conditions that are safe, healthy and free from discrimination and harassment through efficient and effective management practices at all levels;
- Ensuring that all internal and external clients receive caring, supportive and individualised attention.

2.2. Privacy and Confidentiality

IMPACT Community Services has a Privacy Policy which is located on the Intranet and the organisation's website. It outlines the commitment to privacy of personal (including sensitive) information. This policy relates to clients/customers, donors, business partners and the people of IMPACT Community Services (including staff and volunteers). The procedures **MGT012 Security of Confidential Information** and **ADM029 Privacy of Personal Information including Access to Records** detail processes to be followed.

Privacy is a documented and controlled risk on the organisation's Risk Register and Treatment Plan which is reviewed at quarterly Risk Committee Meetings.

Privacy Information is provided to all clients via the Quality Management System's participant handbooks and privacy statements, and to all staff via Human Resources induction processes and signing of Confidentiality Statements.

2.3. Human Rights

Additionally, this policy abides by all legislative requirements (see **Section 3** below) to provide staff, volunteers, visitors and clients, with (where applicable):

- Equal Employment Opportunities;

- An environment free from harassment and bullying (supported by *ADM025 Complaints and Appeals: Clients and Visitors*, *ADM026 Grievance: Staff and Volunteers* and *HRM006 Workplace Bullying, Sexual Harassment and Discrimination*);
- adherence to Universal Declaration of Human Rights and the Human Rights Act 2019 (Qld);
- Protection of children and youth (IMPACT's Child and Youth Risk Management Strategy and Framework for Safeguarding Children and Young People) and adherence to National Principles for Child Safe Organisation;
- Prevention and a response to abuse and neglect as per *POL019 Safety and Wellbeing of Children, Young People or People with a Disability* and *ADM024 Disclosure and Reporting of Violence, Harm, Abuse, Neglect and Critical Incident*;
- the right to services that have reduced or eliminated restrictive practices, *NDIS006 Restrictive Practice* refers;
- An environment that encourages and supports cultural diversity;
- A philosophy of anti-discrimination;
- Principles and guidelines that ensure access and equity for all.

2.4. Environmental Practices

- The practice of sound environmental stewardship and promotion of health, safety and well-being of its employees originates with Executive Leadership Team, is emphasised through all levels of responsibility within the organisation and is supported by *POL023 Environmental Policy* and *MGT011 Environmental Management Procedure*.

2.5. Risk Management

- Risk Management is an integral part of IMPACT's organisational processes, contributing to the achievement of objectives and improvements of health and safety, legal and regulatory compliance, public acceptance, environmental protection, financial performance, product quality, efficiency in operations, corporate governance and reputation and the identification of opportunity. The Risk Management Framework is supported by the *POL002 Risk Management Policy* and *QMS005 Risk Management Manual*.

2.6. Quality Policy Review

- The Executive Leadership Team's review of this Policy is to be conducted no later than twelve (12) months following the previous review.
- The purpose of these Reviews is to ensure that *POL003 Quality Policy* remains current, relevant to the needs and expectations of clients and employees, and aligned with our Mission, Vision and Values Statement.
- Results of regulated QMS Internal Audits are taken into consideration during this review process.
- This policy ensures through the vigilance of our Quality Management System's continuous improvement practices and our adherence to all relevant procedures, standards and **Acts** that staff and client satisfaction is assured.

3. References

Acts:	All the Acts and Legislation relevant to services conducted at IMPACT Community Services are listed in the Compliance Register which is available to view from the QMS menu.
QMS:	All Policies, Procedures, Manuals and Forms which cover all operations and services of IMPACT Community Services are available from the QMS menu.
Standards:	ISO 9001:2015 Quality management systems – requirements ISO 31000:2018 Risk management - guidelines ISO 14001:2015 Environmental management systems – requirement with guidance for use. ISO 45001:2018 Occupational health and safety management systems AS/NZS 4146:2000 Laundry Practice Standards for Registered Training Organisations (RTOs) 2015 Human Services Quality Standards NDIS Practice Standards and Quality Indicators Australian Accounting Standards

Reference to: Australian Privacy Principles
Universal Declaration of Human Rights
National Principles for Child Safe Organisation

Changes to this Policy have been approved by:



Managing Director