

# QUALITY POLICY

## *Summary*

Ramahyuck District Aboriginal Corporation (Corporation) agreements with State and Commonwealth Government incorporate multiple compliance requirements. To meet our obligations in relation to this we have developed processes that support and guide our continuous quality improvement journey.

## *Background*

Quality improvement and accreditation are the consumer, Board and funder's guarantee that we are providing quality services, programs and sustaining quality relationships.

Many funding agreements now specify that particular programs must participate in quality review and achieve specified levels of performance.

The Board has resolved that the Corporation must participate in regular external reviews to achieve accreditation as this guarantees certification that standards are being met or exceeded and is a key risk management strategy.

## *Policy*

The corporation views continuous quality improvement as an essential component of every agency members role, and validation and accreditation are methods of evaluating that quality is embedded across the agency.

Best practice can only be achieved if processes and practices are benchmarked against other agency processes and practices and recognised standards.

An enabler for this Quality Policy will be the implementation of a Quality Management System that meets the ISO 9001:2016 Quality Management System standard. This system will be constantly reviewed to ensure that it is effective in helping us meet our quality objectives.

The Quality Policy also reinforces the ideals of our motherhood and our purpose statements:

## *Who we are*

Ramahyuck District Aboriginal Corporation is a community controlled, member-based health and wellbeing organisation committed to delivering high-quality services aligned with the aspirations of Aboriginal families living on the lands of the Gunai Kurnai people.

## *Our Purpose*

To achieve the highest level of health and wellbeing for Aboriginal individuals, families and communities in the Gippsland region by delivering whole-of-life cultural, health and wellbeing services and working with communities to achieve self-determination.

## *Our Focus Areas*

- Strengthening the resilience of our community and our organisation;
- Providing world-class services that are safe, accessible, wanted and used;
- Ensuring a sustainable and secure future for our families and our region;
- Building regional coordination and collective community impact;
- Facilitating the cultural determinants of health and wellbeing;
- Growing and transforming our service delivery models.

ISO 9001:2016 Quality Management System and additional accreditation processes further strengthen our ability to meet our customer, statutory and regulatory requirements.

*Applicability*

All Board, CEO, Management and Staff are committed to delivering quality services to our community.

*Related information*

*Legislation and guidelines*

- ISO 9001:2016 QMS

*Corporation policies and procedures*

- Control of Documented Information Policy
- Internal Audit Procedure
- Nonconformity and Corrective Action Procedure
- Preventative Action Procedures
- Risk Management Policy

*Current as at 2021/09/06 - Due for review in 2024*