



Quality Policy

The Trustee of Heart 2 Heart CRCS is committed to providing consistent services that meet the quality requirements of our Participants.

This objective will be achieved through the provision of leadership, resources, processes, education and a demonstrated commitment to this policy.

To this end, we shall implement and maintain a Quality Management System which:

- Ensures that we understand and meet Participants expectations;
- Provides operational guidance in the form of plans, procedures and instructions which ensure that activities are performed in a planned, systematic and efficient manner;
- Ensures all personnel have adequate information and training to competently perform all tasks to a consistent standard of quality;
- Ensures that we comply with all statutory requirements and the contractual obligations of all our agreements in relation to quality;
- Ensures the sharing of knowledge and continuous improvement of our business processes and methods of work;
- Supports Aboriginal and Torres Strait Islander people to strengthen their family and community connections;
- Supports Aboriginal and Torres Strait Islander people's connection with family, extended family and community connections;
- Establishes, maintains and enhances links with families, friends or other support networks, as appropriate
- Conforms to the requirements of AS/NZS ISO 9001; and
- Provides a framework for establishing and reviewing quality objectives and measures.

A handwritten signature in black ink, appearing to read 'Lisa Miller'.

Lisa Miller

Trustee – H2HCRCS

June 2017

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