**MANAGEMENT SYSTEMS
Quality, Compliance and
Audit Policy**

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1. Aim

As a professional and respected service provider to the wider community, Coast Community Connections (CCCL) is wholly committed to ensuring Quality and Compliance in all business undertakings. This policy outlines the mechanisms in place to ensure that all business practices meet or exceed quality and compliance requirements.

2. Scope

This policy applies to all workers of CCCL. A worker is any person employed, contracted or volunteering at CCCL paid or unpaid.

3. Policy

3.1. Quality Management Systems

3.1.1. CCCL is committed to maintaining an effective and robust Quality Management System to ensure service delivery meets or exceeds quality standards.

3.1.2. As such the system will meet standards set out in accreditation guidelines and where appropriate meet the requirements of the ISO 90001 standards, monitoring and measuring all business activities for compliance with relevant laws, regulations and standards.

3.1.3. The Quality Management System also provides a framework for establishing and reviewing measurable Quality Objectives for each business unit. It initiates continuous improvement; and records the workflow sequences, controls, and process reviews.

3.2. Continuous Quality Improvement

3.2.1. CCCL will encourage and cultivate an organisational environment of continuous quality improvement to ensure its services are of the highest standard, meeting or exceeding the expectations of the community, key stakeholders and the relevant quality and licensing authorities.

3.2.2. Continuous improvement initiatives will facilitate, rely on and be responsive to input and feedback from all relevant stakeholders including employees, volunteers, clients, carers, community members and auditors.

3.3. Compliance and Audit

3.3.1. CCCL's Compliance and Audit System effectively reviews business activities against the requirements of legislation, regulation, quality standards and accreditations, and internal policies.

3.3.2. Compliance and Audit reviews may be undertaken by an internal Audit and Risk Committee or an external consultant, as determined appropriate by the Company.

3.3.3. Any compliance issues will be responded to in a timely manner.

3.3.4. Managers are to encourage workers are to adhere to their obligations, to create a culture of compliance and good corporate citizenship.

3.4. Management Reporting

3.4.1. CCCL maintains a system of reporting to measure business performance by capturing and interpreting performance data over time.

3.4.2. Management reporting is linked to strategic objectives, operational plans, and the risk management framework.

3.4.3. Through an effective management reporting system, Coast Community Connections will:

i. coordinate programs across the organisation to meet the desired outcomes of the strategic plan and direction;

ii. gather data and report evidence about progress of the strategic objectives and outcomes;

iii. identify operational requirements and commit resources for strategies and activities to support service delivery;

iv. align workforce planning strategies;

v. provide mechanisms for embedding continuous improvement;

vi. assign responsibility for results; and

vii. ensure effective risk management.

3.5. Policy Development

3.5.1. Policies are an important tool to assist with decision making, ensuring consistency in workplace behaviour and business practice which is specific to CCCL and in alignment with any relevant legislation.

3.5.2. Where appropriate, policies will be developed in consultation with workers who may be required to implement, or be impacted by, the policy.

3.5.3. Policies will be reviewed at least annually, or as required, for instance due to an incident or change in legislation.

3.5.4. Where required, policies will include or be supported by a procedure which sets out steps to be taken in implementing a policy.

4. Related Documents

enableHR