



Quality Assurance

Parent Policy: Policy Statement 7 Governance

Scope: Corporate applies to whole of organisation

Owner: Board

Delegate: Executive Manager Policy, Practice, Client Outcomes

QUALITY POLICY

Barkuma will maintain a practical but comprehensive Quality Management System based on ISO Quality Management Principles.

Barkuma's Board and senior management endorse, regularly review and promote this quality policy through active participation in risk management and quality improvement activities.

Barkuma is committed to quality assurance and strives to maintain and improve the effectiveness of service delivery by:

- Measuring and regularly reviewing performance across core activities.
- Documenting and measuring quality objectives through internal audits and management reviews.
- Meeting and striving to exceed customer expectations.
- Providing regular and clear communication across the organisation that promotes a culture of continuous improvement.
- Reviewing feedback and complaints to continuously drive service improvements.
- Meeting compliance with all State, Federal & legislative requirements.

Barkuma's Quality Management System is an integrated system inclusive of requirements defined by our customers, funding bodies and relevant industry standards which apply to all services and all locations.

Endorsed on behalf of Barkuma Board

26/05/2021

Simon Rowberry, Chief Executive Officer