

OZCHILD QUALITY STATEMENT

All OzChild people adopt quality management practices and systems for the continuous improvement of the organisations operations in pursuit of our OzChild Vision. Quality management is essential to ensuring efficient and effective service delivery. OzChild is committed to meeting all legislative, regulatory and registration requirements and actively encourages continuous improvement. Quality objectives have been developed in line with OzChild's Strategic Plan.

OzChild Board of Directors, leadership group and its people are committed to providing high quality services by continuously evaluating and improving its services towards best practice.

To meet this objective OzChild is committed to implementing and maintaining a Quality Management System based on the requirements of the International Standard ISO 9001:2015.

OzChild's management information systems are developed and implemented to meet all relevant statutory requirements and standards.

OzChild is committed to supporting its quality improvement principles and practices and this commitment acknowledges the importance of ongoing professional development, innovation and the importance of building and nurturing relationships with our clients.

OzChild will:

- Train people and provide the appropriate resources necessary to deliver services to our client's requirements
- Ensure that the Quality Management System requirements are communicated and understood throughout the organisation and are accessible
- Identify the changing needs and expectations of our clients and stakeholders, both internal and external, and act on feedback received
- Provide information to our interested parties on the quality of the services we provide
- Achieve the goals and objectives of OzChild's Strategic and Business Plans
- Encourage active participation in continual improvement
- Maintain an independent internal audit function
- Conduct audits of our processes
- Provide appropriate infrastructure to achieve outcomes
- Ensure a client centred and directed approach that is concentrated on delivering the best possible individualised outcomes for clients
- Facilitate innovation and learning through evaluation and research



Dr Lisa J. Griffiths
Chief Executive Officer