

# Quality Policy

## 1.0 Purpose

AMES Australia is committed to a Quality Management System that complies with ISO 9001 standard. Policies, procedures, frameworks and plans are developed covering all aspects affecting quality.

## 2. Policy Statement

AMES Australia is committed to providing quality by:

- Providing outstanding and comprehensive service to clients from culturally and linguistically diverse backgrounds based on its Strategic Plan.
- Valuing the talent, resourcefulness and dedication of staff and volunteers. Staff and volunteers are encouraged and provided opportunities to broaden their skills and expertise, and to increase and share their knowledge, skills and activity.
- Continually improving performance in all aspects of the business by focusing on knowledge and innovation. AMES Australia monitors, measures performance and acts to improve the effectiveness, efficiency and sustainability of service delivery, providing valuable outcomes for clients.
- Promoting full recognition of the diverse range of cultures, knowledge and skills within its community.
- Complying with relevant applicable regulations and requirements.

## 3. Implementation

The principal objective of the Quality Policy is to support the achievement of AMES Australia's Aspiration and Strategic /Supporting Priorities as follows:

### **Aspiration:**

Continue to increase social and economic inclusion for the multicultural community as a national specialist provider, connector and advisor.

### **Strategic Priorities:**

- Provide integrated core services
- Diversify service provision
- Lead in digital delivery to multicultural community

### **Supporting Priorities**

- Build organisational capability and skills
- Operate as a connected organisation
- Focus on influencing and partnering

Aspects of quality management have been specifically assigned to appropriate staff with the responsibility and authority to ensure effective implementation.

The quality and reliability of our programs and services are the responsibility of all staff and volunteers. Our aim is to continually monitor and improve in order to satisfy the needs of our stakeholders. As a part of this process, the organisation has implemented systems for corrective and preventive action and the control of non-conformances.

#### 4. Related Policies, procedures, forms, guidelines or other resources

- [Continuous Improvement Framework](#)
- [AMES Australia Strategic Plan](#)
- [Top Management Responsibility | GOV-25](#)
- [Quality System Documentation and Document Control | GOV-23](#)
- [Customer Suggestions, Compliments and Complaints | GOV-26](#)
- [ISO 9001:2015 International Standard-Quality Management System \(Requirements\)](#)

#### 5. Evaluation/Reporting/ Review

This policy will be reviewed biennially by Executive team.

This policy is available to all staff from the Quality System and also available on the AMES Australia website. Any change to the policy is communicated via email.

This policy is included on employees' induction process.

#### 6. Definitions

##### **Quality Management System (QMS)**

The Quality Management System consists of the organisation's structure together with planning, resources and documented information that we use to achieve our strategic objectives. It includes the Quality System, Intranet, pages on KiT, AMES Australia website and extranets.

#### 7. References

This policy has been approved by the **Executive** on **6 September 2022**.

Next review is 6 September 2024.