Quality Assurance Policy

Release date: Friday, 16 February 2024

Parent Policy: Policy Statement 6 Service Management

Scope: Whole of Organisation

Owner: CEO

At Barkuma, we deliver support and services designed to enhance the lives of people with disabilities and provide quality services or products to our partners.

At Barkuma, we are committed to quality assurance and continually strive to:

- ✓ Deliver quality outcomes to participants.
- ✓ Provide quality products and services to our partners.
- ✓ Review feedback and complaints to continuously improve our services.
- ✓ Comply with all state, federal, and legislative requirements.

To achieve our objectives, we will maintain and continually improve a Quality Management System that includes:

- ✓ Policies and procedures to guide staff.
- ✓ Processes for measuring customer or partner satisfaction and systems for rapid response and complaint resolution.
- ✓ Internal or external audits to assess the degree of compliance with our policies, procedures, and applicable legal requirements.
- ✓ Periodic review of the performance of key activities.
- ✓ Regular and clear communication throughout the organization that promotes a culture of continuous improvement.

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.

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

08 8414 7100 barkuma@barkuma.com.au Barkuma.com.au