

# QUALITY

Civic is committed to creating a quality experience that is valued by our clients and provides the best possible outcomes for them.

The purpose of our quality management system is to ensure that at the point of service delivery, our services are safe, responsive, effective and integrated for every person, every time. Civic's Board, Management and Staff are committed to quality through sound governance and management in all aspects of our service.

We value listening to individuals, as they are central to our services and quality management system. Quality enhancement within Civic shall result from a culture of improvement, innovation and being client focused to maximise benefits for our clients and to be adaptive to the changing needs of people using our services.

## CIVIC'S KEY QUALITY OBJECTIVES

To align Civic's Quality Management System with our Vision, Mission, Values and Strategic Plan.

- Compliance with legislation, regulations, and standards relevant to Civic.
- Providing best possible outcomes for clients and commercial customers by driving improvements in our services and seeking ongoing review, feedback and evaluation of all of our activities.
- To undertake risk assessment and management to ensure the quality management system is effective, achieving improved results and preventing negative effects.
- To ensure staff are engaged and empowered to identify issues and opportunities for improvements and innovation.
- To make effective use of standards and related compliance activities to inform good practice and improvements in services.
- To ensure well-informed management decision-making with useful data from tracking and review processes.