

QUALITY POLICY

Safe Places provides residential out-of-home care for Children and Young People (Young People) with complex trauma. We strive to differentiate ourselves from others providing these services by delivering individualised therapeutic support, in a homely environment, with trauma informed employees. We are committed to providing those in our care with a solid foundation upon which they may build a successful future. This undertaking is supported by our vision *'At Safe Places it's all about the Young People'*. Our policy is to not only meet, but exceed all stakeholders expectations. This includes providing positive outcomes for our Young People and the Departments and/or Agencies who are ultimately accountable for their safety, welfare and wellbeing. At Safe Places, quality is about the Young People we support and delivering services, programs and models of care that achieve the desired outcomes. It motivates us to identify where improvements are needed and taking the actions needed to ensure the needs of the Young People we support are met.

The Safe Places Board and Executive Leadership Team demonstrates their leadership, commitment and accountability to stakeholder satisfaction by implementing effective strategic plans which create and communicate a shared vision. This is reinforced by ensuring resources are assigned to plan, implement, monitor, measure, analyse and continuously improve the documented management system. Certification to *ISO 9001:2015 Quality Management Systems* further demonstrates our commitment to outstanding service delivery which we strive to constantly improve.

To achieve internal and external stakeholder satisfaction, all employees are required to:

- Understand their role accountabilities and responsibilities, and strive to deliver a quality service. This requirement is essential whether delivering internal services and outcomes, or employees that have direct care and contact with our Young People;
- Comply with the documented policies, procedures and work instructions defined within the Safe Places Management System Library. Where an employee is unsure what is expected of them, they must discuss this with their supervisor and/or manager;
- Understand and comply with applicable state and/or federal legislation, licencing or accreditation requirements applicable to the location(s) where their duties are performed;
- Strengthen relationships with internal and external stakeholders to facilitate an understanding of their needs and expectations. This includes continuously seeking feedback to ensure their needs and expectations were met; and
- Support a learning organisational culture which seeks opportunities for improvement and supports value-adding outcomes, innovative solutions, knowledge sharing, lessons learnt and continuous improvement.

Managers and supervisors must ensure that areas and/or functions within their control:

- Set measurable objectives and targets which will monitor performance against Safe Places goals and promote evidence-based decision making;
- Ensure that service delivery, stakeholder satisfaction, nonconformances and continuous improvement are measured, audited, evaluated and reported against our targets, and trends in this data are used to refine and improve our performance; and
- Implement actions to prevent reoccurrence where nonconformances are identified, targets are not met or internal and/or external stakeholders are not satisfied.

Safe Places understands that the quality of the documented management system is a shared responsibility and ensures that every process is performed in a consistent manner utilising the same information, methods, skills and controls throughout its application. Business process owners must clearly document mandatory Safe Places processes, consult and manage changes as they occur and consistently communicate these requirements. All employees are empowered to raise a suggestion for improvement where they are identified.

This policy was approved by the Safe Places Board on the 20th March 2023.