

## QUALITY POLICY

Workways Australia Limited (Workways) Board and Executive Management Team(EMT) is committed to establishing an organisational culture that encourages continual review and improvement across all levels of organisational performance to ensure service delivery remains effective and appropriate. This will be achieved through active implementation and maintenance of the Quality Management Framework (Framework) and supporting processes.

This Policy applies to all employees. Whilst the Board, EMT, Quality and Risk Management Committee, and key portfolio holders are primarily responsible for monitoring and evaluating all aspects of the Framework, all Workways employees are encouraged to be active contributors to this process.

This commitment to business improvement will:

- Enable continued delivery of consistent targeted services;
- Provide a challenging, safe and satisfying work environment for our people;
- Foster establishment of valuable relationships with current and future stakeholders and service users, and
- Provide tangible evidence of business excellence across Workways' core business

Workways, through the Framework, will demonstrate compliance with the following Australian Government jobactive Quality Assurance Framework Principles:

1. Satisfaction with services and provision of individualised and tailored services;
2. Effective corporate governance arrangements, including management systems;
3. High level leadership;
4. Effective planning strategies;
5. A supportive working environment that values the development of its people through staffing and organisational development plans;
6. An effective set of measurement tools across all areas of operations;
7. Effective arrangements for communicating with clients, including facilitating resolution of client complaints, and
8. An understanding of and ability to develop and build strong labour market presence

**Reference Documents:**

- ISO9001:2015 Quality Management Systems
- Australian Government jobactive Quality Assurance Framework

**Workways Related Documents:**

Organisational Chart

Committee Relationships Chart

[Quality Management Framework](#)

[Customer/Client/Stakeholder Complaint Policy](#)

[Quality and Risk Management Committee Terms of Reference](#)

[Integrated Risk Management Framework](#)