Quality Policy

AMES Australia is committed to a Quality Management System that complies with ISO 9001:2015. Policies, procedures, frameworks and plans are developed covering all aspects affecting quality. These are reviewed regularly.

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.

The principal objective of the Quality Policy is to support the achievement of AMES Australia's Strategic Objectives:

Innovation: Design and deliver integrated settlement services that reflect individual and community aspirations
Partnerships: Optimise partnerships to enhance social and economic inclusion
Influence: Impact policies and practices which affect positive settlement outcomes
Sustainability: Foster an integrated, resilient organisation with people at its heart

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.

This Policy must be read in conjunction with the Continuous Improvement Framework.

Approved by the Operations Management Committee

30 August 2016

Due for review: 30 August 2018