



Deaf Services Limited’s Quality Policy

1. Purpose

The purpose of this policy is to outline Deaf Services’ commitment to implementation, maintenance and review of a quality management system.

2. Definitions and Abbreviations

Term	Meaning
Client	People who are Deaf or hard of hearing who receive any of our support services.
Participant	A client who has an NDIS package.
Staff	People employed to provide management and operational support to our clients
Documents	All manuals, reference books, registers and files.
Forms	All single or multi-part paper work that has an approved layout. When data is recorded on forms they in turn become records. Forms may be computer generated or pre-printed.
Records	Completed forms.
ISO	International Standards Organization. An international standard-setting body composed of representatives from various national standards organizations. ISO promotes worldwide proprietary, industrial and commercial standards.
ISO9001	ISO 9001 is the international standard that specifies requirements for a quality management system (QMS). Organisations use the standard to demonstrate the ability to consistently provide products and services that meet customer and regulatory requirements.
ISO9001:2015	ISO 9001 was first published in 1987 by the International Organization for Standardization (ISO), an international agency composed of the national standards bodies of more than 160 countries. The current version of ISO 9001 was released in September 2015, hence it is known as “ISO9001:2015”.



3. Scope and Applicability

(a) Scope

Deaf Services' Quality Management System is designed to conform to ISO 9001:2015.

The scope of the QMS is specifically defined as everything within the direct control and authority of Deaf Services **only**.

The scope of the Quality Management System does not extend to time-limited projects, either funded or unfunded. It also does not currently include the Deaf Lottery, although this will be brought into scope in 2018 - 2019.

(b) Applicability

All aspects of ISO9001 are applicable to Deaf Services' operations except *7.1.5 Monitoring and measuring resources* and *8.3 Design and development*. As a provider of services under contract to Government departments and governed by program Guidelines and Service Agreements, Deaf Services has limited control and authority in the design and development of its services.

4. Responsibilities

Deaf Services' Quality Policy and Quality Objectives are evaluated regularly by top management and presented to all employees. These set objectives are to be completed through the strategic planning cycle or until further modifications.

All employees in Deaf Services are responsible to fulfill the Quality Objectives and to live up to the Quality Policy throughout the current year or until further modifications. All employees of Deaf Services are responsible for ensuring / improving quality.

5. Policy

Deaf Services aims to meet or exceed each of our clients' requirements, providing support, care, and services of the highest quality.

We will maintain a quality management system and will continually improve its effectiveness to meet the requirements of the ISO 9001:2015 standard.

This Quality Policy is appropriate for the purposes and context of Deaf Services and supports its strategic direction.

Senior Management reviews the Quality Policy for continuing suitability in Management Review annually. The Quality Policy provides the framework for establishing and reviewing Quality



Objectives.

Quality Objectives, consistent with the Quality Policy, are measurable and approved by Management. The Quality Policy includes commitments to

- Comply with ISO 9001:2015 requirements
- Comply with client quality requirements
- Continually improve the effectiveness of the quality management system

The Quality Policy and Quality Objectives are communicated, understood, and applied within Deaf Services by several means, including:

- Posting of the Quality Policy on Deaf Services' website and DeafShare
- Periodic meetings, such as monthly Management Team Meetings and Board meetings, at which the Quality Policy and Quality Objectives are discussed, and for which attendance is recorded. Along with the results, discussion about employees' contributions and implications of not conforming to QMS requirements are discussed.

Senior Management assures that Quality Objectives are established and understood throughout Deaf Services, as appropriate, including those that support service quality requirements. Deaf Services' quality management system planning meets the applicable requirements of ISO 9001:2015 and the Quality Policy and Quality Objectives. Planning is recorded in the Management Team Meeting Minutes and other planning documents.

6. Relevant Standards

- **ISO 9001:2015** – As outlined in the Scope and Applicability Statements
- **Home Care Standards** – Ageing Well
- **Human Services Quality Framework** – Lifestyle Support Services (LSS), commUNITY, Hear for Kids, Language Services, and the Auslan at Home part of Education.
- **Australian Skills Quality Authority (ASQA) Standards for Registered Training Organisation (RTOs) 2015** – the RTO part of Education



7. Monitoring, Evaluation and Review

This policy will be reviewed on a regular basis. Information which can be collected to inform this review process includes:

- Feedback from external ISO auditor
- Feedback from other external auditor e.g. HSQF, Aged Care Quality Review Team, ASQA
- Data from internal audit processes
- Formal and informal feedback from staff, clients, participants, and other service providers

8. Relevant Procedures

- Quality Management Framework
- Quality Management procedure
- Management Review procedure
- Internal Audits procedure
- Continuous Improvement procedure
- Planning procedure
- Document and Records Control and Management procedure