

Quality Policy

POLICY STATEMENT

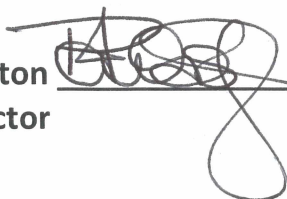
Centacare North Queensland (NQ) is committed to delivering high-quality services, safe and responsive services that strengthen individuals, families and communities across North Queensland and surrounds.

Centacare NQ maintains a structured and integrated Quality Management System (QMS) to ensure consistent, safe and inclusive service delivery that enhance client outcomes and uphold the trust placed in CentacareNQ.

Centacare NQ QMS is:

- Guided by the National Statement of Principles for Child Safe Organisations, Human Services Quality Framework, NDIS Practice Standards and the mission and ethos of the Catholic Church.
- Designed to promote a culture of continuous improvement through systematic review and evaluation of incident reporting, internal and external audits and performance evaluation to drive ongoing improvement.
- Incorporates feedback from clients, families, children, employees and stakeholders.
- Includes robust complaints management, incident reporting and risk management processes.
- Ensures safeguarding practices that prioritises the safety, wellbeing and rights of children and vulnerable persons.
- Ensures that all employees, volunteers, students, contractors and governing body members understand and fulfil their shared responsibilities to be aware of and comply with policies, procedures and standards that inform operations and safe service delivery.
- Ensuring systems, processes, and governance arrangements are robust, transparent and compliant with statutory, environmental, regulatory and funding requirements.

Paula Washington
Executive Director



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