Quality Policy		Tier: 3	
		Revision: 2.1	Date Approved / Effective: 16/03/2026
Prepared by: Manager Business Performance	Reviewed by: GM Housing Operations	Approved by: Executive Management Team	Review Date: 16/03/2029

1. Purpose

The purpose of this policy is to ensure the services delivered to both internal and external clients and stakeholders by Loreto Community Housing meet or exceed their requirements and those of the applicable regulatory bodies and the community.

2. Definitions

Worker	Any person undertaking work activities for Loreto Community Housing inclusive of Employees, Board Members, Contractors and Volunteers.

3. Scope

All workers engaged by Loreto Community Housing are responsible for the quality of their work and have an obligation to ensure that all quality requirements are met.

4. Policy

All workers are expected to support and actively work towards achieving the following quality objectives:

- Be familiar with, and work in accordance with the regulations, standards, codes of practice and other requirements of orgnanisational quality management systems, in particular the requirements of the Tier 1 Registration of the National Regulatory System Community Housing, and the Australian/New Zealand Standard ISO 9001:2015.
- Ensure they are aware of their responsibility for the quality of their own work and that they have the necessary skills and knowledge to undertake the duties required of their position.
- Develop a culture where exceeding expectations is considered normal.
- Contribute to the development and maintenance of effective risk management programs that identify and control risks, hazards and unsafe practices that could adversely impact on clients or stakeholders.
- Report all hazards, incidents, near misses and both physical and mental illnesses as soon as reasonably practicable, to assist in the removal of any deficiencies and create opportunity for improvement.

We are committed to providing effective, responsive and accountable, high quality services. This is demonstrated by management providing the organisational framework, systems, personnel with the required training and skills and the physical resources necessary to ensure that actions are consistent with these policies and achieve the quality objectives.

5. Related resources

- Employee Code of conduct policy (Tier 1 Archdiocese)
- Integrated Management System Manual