Deaf Children Australia.

QUALITY MANAGEMENT POLICY

Scope

This policy applies to all employees, directors, contractors and volunteers of Deaf Children Australia (DCA), including Sign for Work.

Our Commitment to Quality

DCA is committed to delivering safe, inclusive and high-quality services for deaf and hard of hearing children, young people, their families, and people accessing employment services through Sign for Work under the Inclusive Employment Australia contract.

Our Quality Management System (QMS) complies with:

- ISO 9001:2015 Quality Management Standard
- National Standards for Disability Services (NSDS)
- Disability Services and Inclusion Act 2023 (Cth)
- Relevant State and Federal legislation and funding agreements

Our Quality Policy provides the framework for setting and reviewing quality objectives.

We commit to:

- Meeting the needs and expectations of participants, families, employers, funders, regulators and other stakeholders
- Complying with all applicable statutory, contractual and regulatory requirements
- Continually improving the effectiveness of our QMS and services
- Respecting the rights, dignity and choices of participants in line with the NSDS Standards
- Actively engaging participants, families, employers and communities in service planning and improvement
- Managing emerging risks, including those related to cyber security and climate change, to ensure resilience and sustainability

Values and Approach

This policy reflects DCA's mission and values, which guide our commitment to respectful, accountable, inclusive and high-quality services.

As part of our integrated Quality and Information Security Management Systems, DCA assesses environmental risks, including those related to climate change, as part of our strategic planning, risk management, and business continuity processes. These considerations are addressed through DCA's risk management processes, risk register and supporting organisational policies.

Communication and Application

This policy is maintained as documented information within the DCA QMS. It is communicated through induction, training and ongoing engagement to ensure it is understood and applied by all employees and volunteers. It is also available to stakeholders and the community upon request.

Review

The Quality Policy is reviewed annually by the Leadership Team and DCA Board to ensure continuing suitability, alignment with strategic direction, and compliance with evolving standards and legislation.