

1. Purpose

At Maxima, quality is integral to everything we do.

To achieve quality, Maxima is efficient, legal, accountable, sustainable, participatory and reflective in practice by delivering services for employment, disability, training and career development that are effective, of good practice, safe, accessible, fair, responsive, inclusive & culturally sensitive and coordinated.

Maxima will:

- provide the highest standard of service and care to our customers;
- promote a positive culture of health and safety and is committed to eliminating injury as far as practicable by identifying and eliminating hazards and reducing health and safety risks;
- promote sustainability and environmental awareness;
- support National Reconciliation.

This policy forms the framework upon which Maxima sets its Business, Quality, Safety and Environmental objectives, and is the driver for maintaining a robust Integrated Management System to provide the best customer service and comply with all relevant legal and regulatory requirements. Maxima makes this Policy available to all interested parties.

2. Scope

This policy applies to all Maxima employees, customers, contractors, subcontractors and any other interested party.

3. Definitions

Interested Parties (also referred to as stakeholders) are a person or organisation that can affect, be affected by, or perceive themselves to be affected by a decision or activity

Quality is the degree to which a set of inherent characteristics fulfils requirements (From ISO 9000:2015)

Workers as defined by the WHS Act 2011 including employees, labour-hire, trainees and apprentices, contractors, students.

4. Principles

Maxima has adopted the seven quality management principles from Quality Management Guidelines to:

- Listen to and understand our customers;
- Demonstrate values and culture driven by Leadership;
- Empower workers by building and sharing knowledge;
- Use a process approach;
- Have an ongoing focus on improvement and innovation;
- Make decisions which are risk-based (preventative) and evidence-based;
- Invest in corporate relationships.

4.1 The Approach

Maxima have adopted the following approach to demonstrate our commitment:

- Setting measurable quality, safety and environmental business objectives, which are monitored, analysed and evaluated;
- Planning, designing, developing, producing, delivering and supporting services to meet customer needs and expectations;
- Seeking, measuring and monitoring **people's** satisfaction and taking appropriate actions;
- Enabling fair and effective representation and contribution for people to raise new ideas, share knowledge and experience;

- Communicating the mission, vision, strategy, policies and processes throughout the company;
- Managing risks;
- Problem solving issues using a continual improvement model;
- Making decisions based on evidence; balanced with experience and fairness;
- Ensuring that data and information are sufficiently accurate, reliable, controlled and secure;
- Establishing collaborative development and improvement activities with suppliers, partners and other interested parties;
- Encouraging, recognizing and celebrating achievements.

4.2 Setting Quality Objectives

Maxima will produce an annual business plan with measurable objectives that apply to both the company, and divisions specifically. When setting the objectives, the following quality features are represented:

1. Efficient: **Maxima's** services are cost-effective and operate smoothly.
2. Legal: Maxima ensures compliance with all laws and regulatory requirements that govern its operations.
3. Accountable: Maxima is open and transparent with its customers, workers, funders and other interested parties.
4. Sustainable: Maxima is environmentally responsible by reducing both direct and indirect environmental dependencies and impacts of our operations.
5. Participatory: Maxima listens to customers and actively engages customers, relevant external organisations, workers and other interested parties in defining, delivering and improving services and maintaining their relevance.
6. Integrated: Maxima works with the external organisations and individuals to share knowledge, avoid unnecessary duplication, and achieve better outcomes for customers and other stakeholders.
7. Effective: Services consistently achieve the desired result.
8. Competent: Services reflect current good practice.
9. Safe: Services are provided in ways that avoid or minimise harm to customers and workers.
10. Accessible: Services are provided in a convenient location, at suitable times, are affordable and equitable, are culturally safe & appropriate and can be used by all regardless of disability.
11. Fair: Services are prioritised based on need.
12. Responsive: Maxima is aware of its customers, treats them with respect and dignity, and provides services that are relevant and flexible to meet the customers differing needs and expectations.
13. Inclusive and culturally sensitive: Services are designed and delivered in ways that acknowledge and accommodate the range of its customers in terms of such things as culture, language, age, gender, sexual orientation, disability and ability. Acceptability to customers is an important consideration.
14. Coordinated: Processes and services within Maxima are designed to complement one another for the benefit of customers.

The objectives will be monitored regularly as per **Maxima's Planning Framework**.

5. Governing Documents

Maxima's commitment to Quality is asserted through ongoing certification with the following standards agencies:

- ISO 9001:2015 Quality Management
- ISO 45001:2018 Occupational Health and Safety
- ISO 27001:2013 Information Security Management
- National Standards for Disability Services
- Group Training Organisation (GTO) National Standards

- Standards for RTOs 2015
- National Disability Insurance Scheme (NDIS) Quality Framework.

Maxima refer to the following standards for guidance:

- ISO 14001 Environmental Management
- ISO 31000 Risk Management.

Maxima complies with a range of legislation in the jurisdiction in which the activities are delivered.

Refer to the [Legal and Other Requirements Register](#)

6. Responsibilities

The effective implementation of this directive requires the commitment of all personnel.

Responsibilities	
Role	Responsibilities
The Board	<ul style="list-style-type: none"> • Ensuring that Maxima complies with obligations under the WHS legislations applicable in all of the jurisdictions in which it carries on business, ensuring an effective WHS management system is developed; • Authorising and reviewing quality, safety and environmental objectives that reflect the corporate strategic direction and review performance against these objectives.
Executive Management	<ul style="list-style-type: none"> • Actively participating in Quality, Safety and Environmental Management in a leadership role to ensure that focus is maintained on eliminating injuries, illness and achieving legislative compliance; • Reviewing Quality, Safety and Environmental objectives that reflect corporate strategic objectives and Division initiatives with an ongoing focus on continual improvement; • Ensuring effective systems are established, communicated, implemented and reviewed; • Ensure that all Health and Safety matters affecting employees and other interested parties are effectively communicated to them; • Ensuring there are systems for reporting, investigating and reviewing incidents including critical incidents to enable risk control measures to be developed and implemented to prevent recurrences; • Monitoring and assessing the effectiveness of the outcomes of Quality, Safety and Environmental programs.
Risk and Quality Manager	<ul style="list-style-type: none"> • Having overall responsibility for the content of this policy and for ensuring the integrity of the management system and has the responsibility to ensure the development, implementation and monitoring of the system.
Operations Managers	<ul style="list-style-type: none"> • Establishing and reviewing division objectives that reflect corporate strategic objectives with a focus on ongoing continual improvement; • Ensuring all relevant Policies, Procedures and Work Practices are developed, communicated implemented and reviewed; • Ensuring WHS matters affecting employees are effectively communicated to them; • Ensuring systems are in place to manage WHS infringements and/or breach of work health and safety legislation, and shall ensure preventative actions are implemented to prevent recurrence; • Ensuring operating roles, responsibilities and authorities are correctly assigned, and employees are adequately trained in required WHS competencies to safely perform those roles; • Consulting with all relevant internal and external WHS specialists for advice and direction on WHS matters.

Line Managers	<ul style="list-style-type: none"> • Ensuring this policy and any supporting documents are successfully implemented and communicated to their team; • Having working knowledge and understanding of relevant WHS and compensation legislation, and Maxima’s Policies and Procedures; • Ensuring that all employees under their supervision: <ul style="list-style-type: none"> ○ understand and fully discharge their responsibilities on WHS matters including relevant Maxima WHS Policies and Procedures; ○ are adequately trained, supervised and provided with relevant resources for allocated tasks and responsibilities; • Following all reasonable employer instructions with regard to WHS.
All Maxima Workers	<ul style="list-style-type: none"> • Responsibility to meet their obligations under the WHS legislation, identify and eliminate hazards and to prevent injury to themselves and others; • Having the right to refuse to carry out unsafe work and request alternative safe duties appropriate to their skills and capabilities if they have a reasonable concern that to carry out the work would present a serious risk to their health and safety; Employees do this without fear of reprisal; • Taking reasonable care to: <ul style="list-style-type: none"> ○ Protect their own health, safety and welfare at work; ○ Avoid adversely affecting the health, safety and welfare of any other person or adversely affecting the environment through any act or omission at work; ○ Use clothing or personal protective equipment provided for WHS purposes relevant to that duty; and ○ Comply with any reasonable instruction that their employer may give in relation to health, safety, welfare and the environment at work; • Having those responsibilities detailed in a current Position Description.

7. Breach of Policy

Maxima takes its environmental responsibilities, approach to quality and the health and safety of its workers and customers seriously and failure by workers to comply with the requirements in this Policy and the supporting Procedures or processes may result in disciplinary action, up to and including termination of employment.

8. Associated Documents

Key associated documents

- Policy on Policy (GP 103-1)
- Customer Service Charter (GP 102)
- Incident Management Policy (GP 150)
- Risk Management Policy (GP 059)
- Customer Feedback Process
- Project Management Framework (GP 104)
- Integrated Management System (GPR 100-1)
- Reconciliation Action Plan

9. Document Control

Document Owner				
Position		Incumbent	Approval Date	
Chief Executive Officer		David Cockram	11/09/2020	
Version Control				
Date	Version	Version Details	Author	Reviewer/s
23/05/2019	2.0	Revised to include the definition of a worker as per Management Review 1/8/18	Naomi Miranda	General Managers
02/09/2020	2.01	Revised to include Maxima's commitment to Reconciliation and Environmental sustainability	Naomi Miranda	All Operations and General Managers
11/09/2020	3.0	Endorsed and Published	Naomi Miranda	David Cockram
23/11/2021	4.0	Revised to reference disability services, include all standards and other minor edits.	Steve Soso	David Cockram