

Integrated Quality & Safety Policy

Policy

Maxima is a not-for-profit organisation which works with customers nationally to provide a range of employment, training and career development programs and services.

Maxima promotes a positive culture of health and safety and is committed to eliminating incidents and injury as far as practicable. To achieve this, and demonstrate continual improvement, Maxima will routinely identify, monitor and address its service, quality and health and safety management by setting and measuring objectives. Staff are encouraged to provide improvements and new ideas relating to the improvement of quality, health and safety in the workplace.

This policy forms the framework upon which Maxima sets its objectives, and is the driver for implementing and improving our integrated management system so that we can maintain and improve our service, quality and safety performance whilst complying with all relevant legal and regulatory requirements.

Principles

Maxima have adopted the seven quality management principles from ISO 9000 in order to enhance corporate performance and achieve sustained success.

- We listen to and understand our customers
- Leadership creates and sustains shared values and culture
- Staff are engaged, empowered and competent
- We use a process approach
- There is an ongoing focus on improvement
- Decision making is risk-based (preventative) and evidence-based
- We invest in corporate relationships.

Maxima will adopt a number of strategies to demonstrate our commitment to quality and safety:

- Develop safe working practices to ensure hazards to workers are controlled
- Gather feedback to help improve the services we provide
- Enable fair and effective representation and participation of workers in service, quality, health and safety matters
- Continually improve the effectiveness of our systems and processes so that we meet or exceed our customers expectations without compromising health and safety
- Ensure compliance with legal and other requirements affecting the business
- Develop and maintain an integrated management system (IMS) which meets Maxima's business needs including but not limited to the requirements of ISO 9001:2015, ISO 45001:2018, the National Standards for Disability Services, GTO National Standards and ASQA RTO Standards.

Responsibilities

The Maxima **Board and Chief Executive Officer**, has the responsibility to ensure that Maxima complies with its 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.

The **Risk and Quality Manager** is the identified representative responsible for ensuring the integrity of the management system and has the responsibility to ensure the development, implementation and monitoring of the system.

Workers have the responsibility to meet their obligations under the WHS legislation, in particular identify and eliminate hazards and to prevent injury to themselves and others. Workers have 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.



Chief Executive Officer
David Cockram