Quality Policy		Tier: 2	
		Revision: 1.1	Date Approved / Effective: 20/02/2026
Prepared by: Executive General Manager	Reviewed by: CEO	Approved by: CEO	Review Date: 20/02/2029

1. Purpose

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

2. Scope

All workers engaged by St Joseph Affordable Homes are responsible for the quality of their work and have an obligation to ensure that all quality requirements are met.

3. Definitions

Worker	Any person undertaking work activities for St Joseph Affordable Homes inclusive of Employees, Board Members, Contractors and Volunteers.

4. Policy

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

- To operate and maintain a quality system that is capable of conforming to the requirements of Australian/New Zealand Standard ISO 9001.
- Give due regard to the regulations, standards, codes of practice and other requirements to which St Joseph Affordable Homes subscribes.
- To maintain effective control of quality at all stages of the client service delivery process.
- To 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.
- Set objectives and targets for improving quality of service performance through adherence to agreed procedures and applying processes for continuous improvement.
- To develop a culture where exceeding expectations is considered normal.

- Consult to develop and implement effective risk management programs that identify and control hazards and unsafe practices that could adversely impact on employees, 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.

St Joseph Affordable Homes is committed to providing effective, responsive and accountable quality of construction and services. This is demonstrated by management providing the organisational framework and systems, and providing 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.