

## P 053 Employment Services – jobactive Quality Policy

### 1. PURPOSE

The purpose of this policy is to state the commitment to Quality in order to consistently meet customer, client and applicable statutory and regulatory requirements.

### 2. SCOPE

This policy applies to all MTC Board members and its committees and all Employment Services staff.

### 3. POLICY

MTC Employment Services is a jobactive Employment Services Australian provider who is a member of CoAct and undertakes to provide the best achievable quality services to its customers and clients. In the implementation of this Quality Policy we will work as a team to generate an appropriate return to our Stakeholders and provide a satisfying and rewarding workplace for our employees.

MTC is a not-for-profit organisation that is focussed on providing quality candidates to business. We are an active community based organisation and strive to meet our mission of: **Enriching Lives, Creating Opportunities by empowering people to reach their full potential and Benefiting Communities.** Through the successful delivery of employment services we will create an annual surplus that is redistributed to the Community through the development and delivery of community-based initiatives.

Quality at MTC Employment Services division is achieved through commitment to the following aspects of our organisation:

#### \* Quality Processes, Systems and Objectives

MTC Employment Services management systems, documentation and information systems are designed to yield reliable and consistent services to our customers and clients, which conforms to all contractual requirements. The Quality System is designed to commit to complying with the requirements of ISO 9001:2015 and all contractual agreements, including applicable statutory and regulatory requirements, made between MTC and our customers. The quality objectives for the Division are established as part of MTC's annual planning cycle:

MTC Strategic Plan ⇒ Division Business Plan & Goals ⇒ Individual Site Business Plans ⇒ Individual Staff Annual Plan

#### \* Quality people

MTC Employment Services is committed to providing a safe and healthy workplace for our employees, who will be well trained in all aspects of the delivery of our services.

#### \* Quality Customer and Client Focus

MTC Employment Services is committed to satisfying the expectations and needs of our customers and clients. This will be achieved by providing not only quality services to our customers and clients but also by providing quality customer service that includes providing reliable information and fast and efficient service.

#### \* Continuous Improvement

MTC Employment Services is committed to the continuous improvement of its Quality Management System. It will establish Quality Objectives which will be continuously reviewed. MTC Employment Services employees are encouraged to contribute to the continuous improvement of our services, processes and systems.

It is a prime responsibility of employees to ensure that all aspects of the Quality System are understood, implemented and maintained at all times.

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General Manager Employment Services

Dated: 2<sup>nd</sup> February, 2017