

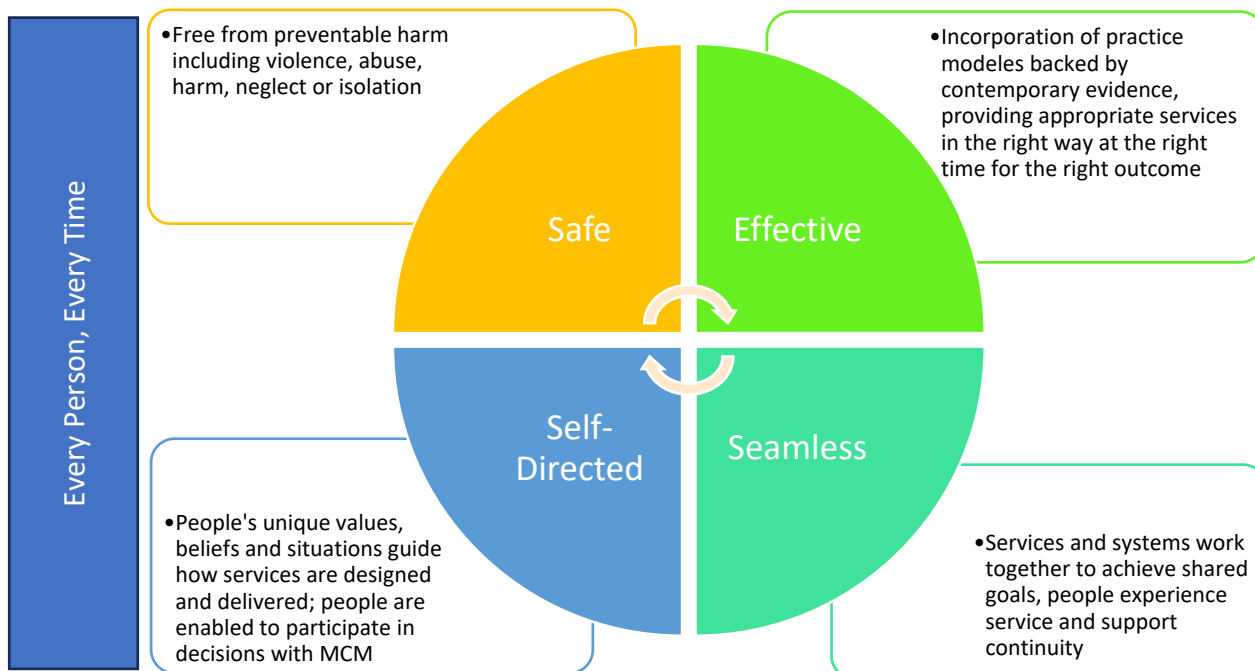
Quality Policy

Purpose
<p>The purpose of this Quality Policy is to establish a clear and consistent commitment to quality that aligns with the strategic direction of MCM Services, Hester Hornbrook Academy, MCM Housing, Quantum Support Services (hereinafter referred to as MCM Group). It defines the MCM Group intent to meet customer and service users' requirements, comply with applicable statutory and regulatory obligations, and continuously improve the effectiveness of the Quality Management System (QMS).</p> <p>This Quality Policy has been developed to align with ISO 9001:2015¹ International Standards - Quality Management Systems. The Quality Policy supports compliance with all applicable standards and regulatory requirements governing our diverse services.</p> <p>This policy provides principles for setting quality objectives and guides the organisation's approach to ensuring customer and service user satisfaction, enhancing operational performance, and fostering a culture of continual improvement across all levels of the organisation.</p>
Scope
<p>This policy applies to all MCM Group staff, volunteers and contractors who facilitate operations, functions and activities conducted by the MCM Group.</p>

Policy Statement

MCM Group is committed to delivering safe, effective, connected, person-centred services.

To do this, MCM will maintain and continue to improve integrated systems, processes, leadership and culture that are at the core of safe, effective, connected, person-centred community services.



¹ MCM is certified against all ISO Standards 9001:2015 with the exclusion of Standard 7.1.5 - Monitoring and measuring resources.

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Fundamental to achieving excellence and providing quality person-centred services are robust, integrated quality governance systems designed to provide a basis from which quality and safeguarding functions are brought together and connected to prevent harm and achieve service excellence. Achieving this vision requires a whole-of-organisation approach where everyone is focused on the same goal of excellent services and where there are strong connections between all parts of the quality and safety system.

Quality at MCM Group is not about compliance, however, there is a recognition that compliance is necessary. MCM Group is committed to meeting the required external standards as specified and mandated by funding and other bodies. We aim to meet and exceed the needs and expectations of our customers, service users, stakeholders, and community partners by delivering responsive, ethical, and innovative services.

We maintain a Quality Management System (QMS) aligned to ISO 9001:2015. Our quality objectives are reviewed and defined annually and are integrated into our strategic & annual plans, delivery, and review processes. Below outlines the current MCM Group quality objectives:

1. ENABLE

- We are committed to ensure our workforce is safe, engaged and empowered
- We are committed to supporting professional development plans and opportunities for our staff.
- We will have a greater focus on diversity – moving towards a workforce that is inclusive and reflects the people and communities we support.

2. DELIVER

- We will focus on lived experience, including client voice.
- Best practice, continuous improvement and client satisfaction for all programs and services.
- Understanding and improving impact of outcomes for service users.
- Increase diversity of funding sources and ensure financial sustainability

3. GROW

- We will have targeted growth in areas we can make the biggest difference – in addressing service gaps and unmet need supporting young people and families. This includes continuing to grow Hester Hornbrook Academy and establishing and growing MCM Housing to be a youth social housing provider, to increase the numbers of young people involved in education, training and employment.

4. INNOVATE

- We will focus on system change via advocacy to influence positive impact for the people we serve and for others in the community.

We are committed to designing and piloting new programs to meet unmet needs for young people and families. We are excited about how we might do this by exploring new and innovative ideas coupled with technology.

Governance

There are five domains of focus that underpin quality governance at MCM Group:

1. **Leadership and Culture:** Visible, accountable and purposeful leadership at all levels of the service system is required to cultivate an inclusive and 'just' culture and facilitate the delivery of high-quality services
2. **Service user Partnerships:** Effective service user and family partnerships are crucial for improving outcomes, and the service user experience.
3. **Risk Management:** Services must have in place a broad-based risk management system that integrates organisational, financial, occupational health and safety and practice risk.
4. **Best Practice:** Staff must be effectively supported to continuously improve the safety and appropriateness of support they provide through evidence-informed best practice
5. **Workforce:** Staff must have the appropriate skills and knowledge required to fulfil their roles and responsibilities. Systems are required to support a skilled, competent and proactive workforce

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This is supported and enabled by robust governance, internal & external auditing, customer, service user, staff feedback (compliments and complaints), transparency, continuous monitoring, evaluation and improvement.

The structure and effectiveness of the quality management system will be reviewed regularly by the MCM Board Quality and Risk Committee to ensure its ongoing effectiveness.

Accountability
<p>Board: Enables quality to happen at MCM Group, ensuring adequate resources in place to support</p> <p>MCM Board Quality, Safety & Risk Committee: Provides strategic oversight and governance for quality across the MCM Group.</p> <p>Hester Hornbook Academy Quality Safety & Risk Committee: Provides strategic oversight and governance for quality at Hester Hornbook Academy.</p> <p>CEO: Provides appropriate governance and communication of quality matters to the Board, direction as a member of the MCM Quality and Risk Committee.</p> <p>Clinical Governance, Practice Effectiveness & Risk Management (CGPERM) Committee A committee that has oversight of the systems in place to deliver safe, high-quality care and continuously improve services. At MCM Group clinical governance also encompasses non-clinical services that may have a significant impact on safe effective person-centred care or support.</p> <p>Executive: Provide leadership and governance for quality within their division. Allocation of appropriate resources, development and reporting of relevant Indicators to the CGPER Committee. Leading and enabling improvement and service excellence.</p> <p>General Manager, People, Quality & Safety Provide leadership and governance for quality across the organisation. Allocation of appropriate resources, development and reporting of relevant Indicators to the CGPER Committee. Leading and enabling improvement and service excellence</p> <p>Head of Quality Assurance and Risk Management: Guide, inform, monitor and report on quality systems, processes and indicators across MCM Group. Support programs and services in undertaking quality improvements.</p> <p>Staff, volunteers and contractors: Participate in and be committed to the constant quality improvement of what we do at MCM Group.</p> <p>The people we support/customers/service users: Provide advice and feedback about the services we provide to support continual improvement.</p>
Standards and Legislative context
<ul style="list-style-type: none"> • ISO 9001: 2015 Quality Management Standards. • Social Service Standards • Child Safe Standards • Home and Community Care • NDIS Practice Standards

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- Victorian Housing Registrar Performance Standards
- National Palliative Care Standards
- All applicable standards requiring external review and accreditation.

Definitions

The following definitions apply to this document:

Quality:

The delivery of high quality (safe, effective, seamless, self-directed) services to every person, every time.

Supporting Material

Document title
Quality & Safeguarding Framework
Associated Quality & Safeguarding Framework system documents
Quality Improvement Procedure

Development and Review

Owner: General Manager People, Quality and Safety

Author: Head of Quality Assurance and Risk Management

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