



Program Quality and Performance Policy

Policy Particulars

Reference	BPQP	Version	1
Drafted by	Corporate Services Advisor.	Approved on	28 August 2024
Responsible person	General Manager Corporate Services	Scheduled review date	August 2025, 1 year
Authorising Authority	Board	Endorsing Authority	Audit & Risk Sub Committee

Purpose

To embed program excellence into the culture and work practices of CVGT Employment (CVGT) through a commitment to systematically monitor, evaluate quality and performance and implement continuous improvement.

Scope

The policy ensures that CVGT has established and maintained systems of oversight, management and internal control in delivering Commonwealth funded Employment Programs.

The policy aligns with the *ISO 9001:2015 Quality Management Systems* including the quality management principles:

- Engagement of people
- Customer focus
- Leadership
- Process approach
- Continuous improvement
- Factual approach to decision making
- Relationship management.

All employees, Board Directors, contractors and volunteers engaged by CVGT are required to adhere to this policy.

Definitions

Continuous Improvement	Performance	Quality	Compliance
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Policy

Attributes of effective and efficient Program Quality and Performance

The attributes of effective and efficient Program Quality and Performance align with good management systems and incorporate:

- allocating and aligning people and resources to deliver results and contribute to CVGT’s Strategic Plan
- building an approach to manage for quality and performance that is integrated across programs, and consistently applied across all parts of CVGT
- delivering services that are responsive to the needs of our customers and stakeholders
- identifying and resolving systemic issues that are impacting program quality and performance
- Managers/Supervisors taking a visible, consistent and accountable role in driving resolution of quality and performance issues; and
- ongoing review and evaluation of quality and performance against quality and performance metrics and the reporting of these to the Executive and Board.

Program Quality and Performance model

The Program Quality and Performance model provides the organisational arrangements that support:

- achievement of Deed and compliance obligations
- a consistent approach
- an ongoing strive for continuous improvement
- enhanced customer satisfaction through the effective application of our systems; and
- continued development and training of our staff as a key resource.

The Program Quality and Performance model is represented by the following diagram:





Program Quality and Performance Principles

CVGT is committed to systematically monitoring and evaluating Program Quality and Performance and implementing continuous improvement to ensure quality outcomes.

The following principles underpin this commitment:

- More than Compliance
 - Compliance is not the only outcome, it’s part of an integrated approach to achieving program excellence.
- Results Orientated Transparency
 - Governance arrangements in relation to program performance will be transparent with clear accountabilities.
- A Considered Approach to Risk
 - A positive risk culture that informs balanced decision-making.
 - A coordinated approach to controls, based on the three lines of defence model to guide assurance activity.
- Positive Ownership and Accountability for Results
 - We talk about progress, results, and opportunities to improve our Quality and Program Performance. We share information and ideas with one another. Managers/Supervisors take responsibility for achieving performance results.
- Customer Focused
 - We design our processes to suit various stakeholders and customer groups. Multiple customer and stakeholder perspectives are included in our decision-making process.

Related Legislation and Standards

- ISO 9001:2015 Quality Management Systems – Requirements.
- ISO 45001:2018 Occupational Health & Safety Management Systems – Requirements with guidance for use.
- ISO 27001:2013 Information Security Management systems – Requirements.
- ISO 31000:2018 Risk management – Guidelines

Exclusions

Nil.

Definitions

Continuous Improvement	the process of analysing performance identifying opportunities and making regular small changes and improvements to the processes, services and resources.
Performance	the action or process of carrying out a task, function or activity to achieve desired goals and outcomes.



Quality	the standard to which something is provided when compared with other like things and the ability to meet needs and expectations.
Compliance	the act or process of adhering to specific legislation, regulations and standards.

Related Documents

The Program Quality and Performance Policy should be read in conjunction with the following associated documents, which include but are not limited to:

- Program Quality and Performance Procedure
- Integrated Management System Policy
- Integrated Management System Manual
- Risk Management Policy
- Work Health and Safety Policy

Breach of policy

A breach of this policy is grounds for disciplinary action, up to and including termination of employment.

Authorisation

This policy has been endorsed by the Executive Management Team and Audit & Risk Sub Committee and authorised by the Board of Directors.

Lee Bombardieri
 Chair, Board of Directors
 CVGT Employment
 28 August 2024

Version History

Version	Latest review date	Revision Date	Summary of changes
1	28 August 2024	August 2026	This policy combines and replaces the Quality Management Framework, Quality Management Policy, Compliance Framework Policy and Audit and Assurance Framework Policy. Approved and adopted by the Board