

## **1 PURPOSE / BACKGROUND**

This policy provides the framework for the Integrated Management System, including the strategic objectives of SYC Ltd. (SYC). It is consistent with the requirements of applicable international standards and regulatory bodies.

## **2 POLICY STATEMENT**

SYC is committed to providing the highest standards of service delivery that is innovative, considers the voice of the people we work with, follows statutory, regulatory and accreditation requirements, and continually improves.

SYC is focused on achieving excellence by striving for the highest standards of safe, effective, ethical, and compliant service delivery. SYC will collaborate to deliver better outcomes by working together in an environment that brings out the best in people.

### **Our leadership**

SYC will establish and communicate Our Vision and Mission and, through our leadership, exemplify the values and principles to guide behaviour to achieve this. The Integrated Management System and Strategic Plan will provide a framework for setting strategic objectives and targets.

### **Our clients**

SYC has a relentless belief in people and their potential demonstrated through our person-centric service design and delivery. SYC will listen to our clients, understand, and respond to their needs in a timely, transparent and meaningful way. SYC respects individual rights to freedom of expression, self-determination and decision-making and will deliver services in an inclusive environment.

### **Our people**

SYC will deliver better outcomes by working together. Best practice is delivered by nurturing a culture that values great thinking and develops opportunities for personal growth for our people. SYC will prioritise our people's experience and wellbeing, reward, recognise and celebrate outstanding achievements.

### **Our Partners**

SYC will actively engage in purposeful partnerships to achieve higher value and positive outcomes, develop strong relationships with our partners, and work with them to jointly achieve Our Vision, Mission and strategic priorities and improve our performance.

### **Our processes and systems**

SYC operates an Integrated Management System, which includes the management of Quality, Information Security, Risk, and Health and Safety frameworks. SYC is committed to following the requirements of applicable international standards, regulatory and funding bodies, relevant laws, and internal requirements.

### **Continual improvement**

SYC will regularly monitor the Integrated Management System through Management Reviews, Compliance Reviews, Internal Audits and consultative Committees to improve the system and services delivered. SYC will embrace innovative thinking and open-mindedness to continually improve our services, processes, and Integrated Management System's efficiency and effectiveness. Feedback will be collected from our clients, our people, and our partners to improve the quality of our service and systems.

### 3 DEFINITIONS

For purposes of this document, unless otherwise stated, the following definitions shall apply:

Nil

### 4 ASSOCIATED DOCUMENTS / REFERENCES

#### 4.1 Internal

- Integrated Management System Overview
- SYC Strategic Plan
- Strategic Objectives and Targets

#### 4.2 External

- AS/NZS ISO 9001:2015 Quality management systems - Requirements

### 5 APPLICABILITY, ACCOUNTABILITY, RISK ASSESSMENT AND PROPERTIES

The Quality Policy applies to SYC Board and Executive and all employees, including permanent, fixed term or casual, and volunteers.

Organisational compliance with this policy will be determined through management review, internal and external audit, employee and client satisfaction surveys and employee and client feedback.

Opportunities for Improvement in relation to this policy or its implementation may be registered in Skytrust.

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