

Quality Management Policy



Grow Support Services is committed to delivering consistently high-quality support coordination services. To do this, we have implemented a governance framework with pragmatic objectives, key performance indicators, feedback and monitoring systems.

Grow Support Services considers feedback to be a valuable input to continual improvement.

The Directors will specifically focus on continuous improvement by reviewing the organisation's performance annually.

The Directors is responsible for instigating, monitoring and implementing internal and external audits, in accordance with the Internal Audit & Compliance Schedule.

Staff are responsible for identifying and actioning opportunities for continuous improvement.

Grow Support Services is committed to maintaining clear and accountable information systems to support and record management processes and service delivery to clients, and which protect rights of staff and clients with regard to privacy and confidentiality.

Grow Support Services is committed to effective management of its finances and the prevention of fraud or mismanagement of its funds.

All continuous improvement issues or opportunities identified will be reported to and tracked by the Directors.