

Quality Management Policy



In this policy we will refer to Mosaic Multicultural Connections as *Mosaic* or *we*.

Introduction

This Quality Management Policy explains how Mosaic maintains high standards across everything we do. It sets out how we manage quality systems, meet accreditation requirements, and continually improve our programs, services, and operations.

This policy applies to everyone at Mosaic, including Board of Directors, Executive Leadership Team, Aged Care Team, Settlement, Communities and Families Team, Volunteer Coordinators and Volunteers.

Policy commitment

We are committed to keeping our services at a high standard. We do this by creating clear systems and policies, regularly checking how we're performing, and making improvements where needed.

Mosaic's commitment to quality service delivery offers benefits for our client's access to better and more reliable services, with greater focus on individual.

Supporting policies and procedures

Mosaic supports quality services through a range of systems, policies, and procedures that guide how we plan, deliver, and improve our work. These include processes for managing quality, handling feedback and complaints, identifying and reducing risks, investigating and learning from incidents, and being open with clients when things go wrong. We also focus on staff learning and development to help our team grow and maintain high standards. Tools such as checklists, forms, and regular reviews help us monitor performance and find ways to keep improving our services.

Our Approach to Quality

At Mosaic, we are committed to providing safe, reliable, and high-quality services. We regularly check how well we are doing and look for ways to improve.

We assess our performance through staff feedback, internal reviews, and independent audits to make sure we meet recognised quality standards. When needed, we also invite external experts to review our services and help us find areas for improvement.

We take issues such as complaints, incidents, or service gaps seriously. We analyse what happened, learn from it, and take action to prevent it from happening again. Our management team monitors progress through clear improvement plans and regular reporting to the board.

We also invest in our people. Through staff surveys, training, and ongoing learning opportunities, we help our team build the skills and confidence needed to deliver excellent care and support every day.