

## YMCA Geelong– Quality and Assurance Policy



Policy Number	Date Approved	Date Last Amended	Status
YG 204-O	04/12/2019	22/10/2018	APPROVED

### 1. PURPOSE

The Quality and Assurance Policy of YMCA Geelong presents the organisation's commitment to the management of policies, procedures and processes required for the planning and execution of our core business activities, as defined in our Quality Management System; and the practice of scheduled assurance activities across the organisation, to review and confirm the required risk controls are present and effective.

### 2. SCOPE

This Policy applies to The Young Men's Christian Association of Geelong and related entities and Geelong and District YMCA Youth Services for the purposes of this document we refer to these entities as YMCAGEelong. All Policies and Procedures must conform to this Policy. The scope of this Policy applies to all Board members, staff and volunteers.

### 3. POLICY

YMCA is committed to undertaking assurance activities as a key component of the management of risk within the organisation. The organisation's commitment to the Quality Management System and Assurance Program will be fulfilled by ensuring:

- A focus on our customers and their relevant requirements.
- Consistent document control processes are applied to all organisational Policies and Procedures.
- Clear responsibilities, accountabilities and adequate resourcing across all levels of the organisation, for planning, decision making, risk management and control of processes.
- We conform to relevant legislative, regulatory and professional standards and requirements relevant to the industries and businesses in which we operate.
- We report on practices at various levels of the organisation including Key Performance Indicators that measure quality, performance and service levels.
- A commitment to risk based internal and external audit and review and delivery of the organisations Assurance Activity Plan.
- We maintain the Quality Management System in accordance with ISO 9001.
- Assurance Program is inclusive of the three tiers of assurance; External Audits, Internal Audits and Management Assurance.
- All assurance activities are undertaken by competent people, as per the YMCA Assurance Procedure.

#### 4. LEGISLATIVE AND INDUSTRY REQUIREMENTS

- ISO 9001 Quality Management Systems - Requirements
- AS/NZS ISO 19011:2014 Guidelines for Auditing Management Systems
- HB 158-2010 Delivering Assurance based on ISO:31000 Risk Management Principles and Guidelines

#### 5. DEFINITIONS

Assurance	A process that provides a level of confidence that objectives will be achieved within an acceptable level of risk.
Assurance Activity Plan	A documented schedule/calendar that outlines the activities for objective examination of evidence, for the purpose of providing an independent assessment on governance, risk management and control processes for the organisation.
Assurance Program	The undertaking of assurance activities at YMCA across the three tiers: External, Internal and Management Assurance.
Continuous Improvement	A systematic, ongoing effort to improve the quality of products and services provided by YMCA via the plan, do, check, act cycle.
External Audit	The examination by an independent third party. Focuses on validation of our internal risks controls and compliance to standards.
Internal Audit	The examination by an independent person. This is an objective and consulting activity, focusing on validation of our internal risk controls and compliance to standards.
Management Assurance	Assurance activities which test the effectiveness of implemented risk controls and are completed by management (includes self, peer and specialist assessment and continuous monitoring activity).
Quality Management	Includes all the activities the organisation utilise to direct, control and coordinate quality. These activities include formulating a quality policy and setting quality objectives. They also include quality planning, quality control, quality assurance and quality improvement.
Quality Manual	A manual documenting an organisation's quality management system (QMS).
Risk Management	Coordinated activities to direct and control an organisation with regard to risk.

## 6. ROLES AND RESPONSIBILITIES

Department/Role	Responsibilities
CEO	<ul style="list-style-type: none"> <li>• The Quality and Assurance Policy is resourced appropriately with systems in place to comply with policy requirements.</li> <li>• Establishing, documenting and implementing a quality management system that conforms to specified contractual requirements and satisfies the requirements of the ISO 9001 standard.</li> <li>• Ensure that formal management review meetings are conducted at planned intervals, with documented agenda and minutes as records. During these meetings, management reviews the quality management system for continuing suitability, adequacy and effectiveness.</li> <li>• Provides annual report of YMCA Geelong. Executive team.</li> <li>• Report on assurance activities to the executive team. including KPI's, outcomes of audits and progress of corrective actions.</li> <li>• Maintains oversight of the Policy and Procedure Library to ensure currency of organisational documents, conformance with legislation and appropriate reporting to the Board</li> </ul>
Senior Management Team	<ul style="list-style-type: none"> <li>• Ensuring there are policies and procedures for their area of responsibility that ensures organisation wide compliance to YMCA policy requirements.</li> <li>• Training and educating staff and volunteers so that they can best perform their roles.</li> <li>• Monitor and implement changes to legislation and policy requirements.</li> <li>• All changes and updates to organisation wide policy requirements are communicated via relevant channels</li> <li>• Comprehensive operational manuals active on Extranet.</li> </ul>
YMCA Board YMCA Board	<ul style="list-style-type: none"> <li>• Endorse the outsourced internal audit schedule, scope and findings.</li> <li>• Review of the Quality Management System as per the outcomes of the annual audits to the Executive team.</li> <li>• Review the organisation's Policy Procedure Framework and ensure currency of organisational documents and conformance with legislation.</li> </ul>

## 7. QUALITY ASSURANCE ACTIVITIES

The Quality and Assurance Policy will be monitored through:

- Operational Key Performance Indicator reviews.
- Annual external audit process.
- Quarterly reporting to the Board and Risk Sub-Committee on assurance activities.
- The Quality Management System is internally reviewed annually to ensure compliance with the ISO:9001 standard.
- Management Review of the Quality Management System at planned intervals with relevant senior and operational Managers.
- The policy will be reviewed every three years.

## 8. SUPPORTING DOCUMENTS

### (LINKS TO PROCEDURES, FORMS AND/OR WORK PRACTICES)

YMCA Geelong-Assurance Procedure

YMCA Geelong-Risk Management Policy

YMCA Geelong-Document Control and Records Management Policy

YMCA Geelong-Document Control and Records Management Procedure

YMCA Geelong-Assurance Activity Plan

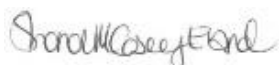
## 9. APPROVAL AND REVIEW

**Approved By:** CEO  
**Meeting Date:** 04/12/2019  
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**Policy Owner:** CEO  
**Contact Details:** [geelong@ymca.org.au](mailto:geelong@ymca.org.au)

### Amendments

Version	Date	Author	Change Description
V1	04.12.2019	Shona Eland	Approved

Adopted by the YMCA Geelong on 04/12/2019



Chief Executive Officer YMCA Geelong Inc