

POLICY Client Services Governance

1. PURPOSE

The purpose of this policy is to define the manner in which Senses Australia will ensure the quality of its services, safeguard its high standards and create an environment in which excellence in service provision will flourish.

2. SCOPE

This policy applies to all Senses Australia employees, services and supporting processes.

3. POLICY STATEMENT

Senses Australia will

- demonstrate sound strategic and policy leadership in client safety and service quality;
- ensure appropriate safety and quality systems are in place in areas which impact upon client services;
- ensure organisational accountability for safety and quality in client services; and
- maintain an organisational environment which encourages excellence.

RELATED POLICIES
Nil.

SUPPORTING QMS DOCUMENTS
PROCEDURE Client Services Governance

RELEVANT LEGISLATION OR STANDARDS
Nil.