

# ISO 9001:2015 Quality Policy (POL 10.03)



## PURPOSE

The Quality Policy acts as a compass by providing the direction and framework for establishing key corporate level performance measures, as well as related objectives and targets.

The purpose of this policy is to define how **cape** applies ISO 9001:2015 Quality Management System Standard and how we apply quality management principles, the Plan-Do-Check-Act (PDCA) cycle and risk-based thinking to enable well-planned and adaptive processes.

## LEADERSHIP

Executive management ensures that our corporate policies are established and documented, and that the policies are available to all interested parties via the organisations internal document management system. The Chief Executive Officer through the General Manager of Quality Safeguarding and Practice has overall responsibility for defining, documenting, and ensuring the review of our Quality Policy in consultation with management teams and other personnel, or their representatives.

The policy is to be reviewed at least annually, as part of the **cape's** internal review program or at a frequency determined by:

- The changing needs and expectations of relevant interested parties, Section 4.2.
- The risks and opportunities that are presented through the risk management process, Section 6.1.

The Chief Executive Officer and **cape solutions** management team have overall responsibility for implementing the policy and communicating it to all employees via training, regular internal communications, and reinforcement during annual employee performance reviews.

Employee understanding of our policies and objectives is determined during internal audits and other methods deemed appropriate.

## SCOPE

This document applies to all services and products delivered by cape employees within the **cape solutions** division. The products and services included in the scope of the QMS include the following:

- Packaging, Kitting & Assembly
- Food Packaging
- Printing and mailing
- Third Party Logistics (3PL)
- Assemblies
- Plants
- Labour Hire (in development)

The organisation provides supported employment to people with disabilities (participants) and opportunities to obtain open employment in the community.

**cape** has determined that Clause 8.3 of the ISO 9001:2015 Standard (Design and Development) is excluded from the quality management system as there are no services or products designed by **cape**.

**cape's** interested parties/ stakeholders include the following:

- People with a disability
- Customers
- **cape** Board
- Employees
- Competitors
- Suppliers
- Government Funding Agencies
- Regulators
- Philanthropic Trusts and Foundations

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## POLICY

**cape** applies quality management principles and is committed to customer focus, leadership, engagement of people, the process and systems approach, improvement, evidence-based decision-making and relationship management and its application.

The use of the Plan-Do-Check-Act (PDCA) cycle and risk-based thinking ensures that we know the requirements of the quality management system, we consistently meet standards and organisational requirements, we evaluate our processes in terms of value added, processes perform effectively, and we improve processes based on the evaluation of data and information.

<b>Plan</b>	Planning occurs to ensure that <b>cape</b> knows what the quality management system needs to do to align to standards, legislative obligations, and requirements of key stakeholders, what processes are required, the resources needed to deliver outcomes as per participant requirements and identify risks and opportunities.
<b>Do</b>	<b>cape</b> ensures that services operate based on organisational and participant requirements established in planning, in line with the NDIS Practice Standards.
<b>Check</b>	<b>cape</b> monitors, and where applicable measures processes and services against policies, objectives, requirements, and planned activities and reports the results. <b>cape</b> is monitored through <b>cape's</b> Board and its sub-committees - Risk & Compliance, Finance & Audit and Quality Governance and top management.
<b>Act</b>	<b>cape</b> takes actions to improve performance, as necessary.

## Quality Objectives

The **cape** Strategic Plan, Employment Services Model and Industry Business Plan outline the strategic environment, the quality objectives and allocates resources to implement initiatives. The current quality objectives and key performance indicators (KPI) are outlined below:

Quality Objectives	KPI
1. Continual improvement of quality performance (SERVICE & RELIABILITY)	Reducing product/process non-conformances
2. Continual improvement of quality performance (FEEDBACK/COMPLAINTS & INCIDENTS)	Improvement to customer feedback Complaints resolved within organisation procedure All incidents & near misses are logged, analysed & reported
3. Continual improvement of quality performance (EFFICIENCY)	Increased revenue - achieve monthly sales targets Efficiency reports - recovery rate achieved for all jobs
4. Comply with the requirements of funding bodies requirements / specific legislation	Comply with ISO 9001:2015 Quality Management System Standards
	Comply with the FSSC 22000 Food Safety and Quality Management System Standards

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Quality Objectives	KPI
	Comply with the NDIS Quality and Safeguards Framework, NDIS Practice Standards, NDIS Act 2013; NDIS code of conduct, NDIS rules.
	Comply with HACCP (Food Safety) Cas:2020 Certification
	Comply with Hume City Council and Whitehorse Council - Food Act Food Act 1984; Food (Forms and Regulation) Regulations 2015; Food Standards Code
	Comply with Australian Charities and Not-for-profits Commission (ACNC) requirements. Australian Charities and Not-for-profits Commission Act 2012 (Cth) (The ACNC Act)
	Comply with Export Registration. Export Control Act 2020
	Comply with Nursery Industry Accreditation Scheme Australia – registration. Australian Plant Production Standard (APPS)
	Comply with the Disability Act
	Comply with Social Traders Certification Standards
	Comply with the Social Services Standards framework (TAC participants)
	Comply with the Labour Hire Licencing Act (2018) and Labour Hire Licencing Regulations (2018)
5. Comply with the requirements of relevant legislation	Legislative & Regulatory Compliance Register Maintained.
6. Document improvement plans, activities, and outcomes	Employment Services Model Implementation
7. Ensure responsible financial management and governance	Performance to budget
8. Involve board, staff, employees, participants in service review processes	All stakeholders are provided information and opportunity to be involved in service reviews

## References

### Standards

ISO 9001:2015 Quality Management Systems – Requirements  
 NDIS Quality & Safeguards Practice Standards & Legislated Rules  
 HACCP (Food Safety) Cas:2020 Certification  
 FSSC 22000 Scheme V6  
 Social Services Standards  
 Food (Forms and Regulation) Regulations 2015; Food Standards Code  
 Australian Plant Production Standard (APPS)  
 Labour Hire Licencing Regulations (2018)

### Acts

NDIS Act (2013)  
 Assessment of Premises under the Food Act (1984)  
 Disability Act Vic (2006)  
 Export Control Act (2020)  
 Australian Charities and Not-for-profits Commission Act (2012)  
 Labour Hire Licencing Act (2018)

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