

**QUALITY POLICY**

**Kalwun Development Corporation Ltd provides innovative and progressive services within a holistic framework.**

We provide assistance to all people however we exist to primarily provide support, services and assistance to Aboriginal and Torres Strait Islander individuals and their families and community in south east Queensland. Kalwun provides to access to housing, dental, medical, health programs, home care, aged care, child protection, family support, parenting services, foster and kinship care, cultural promotions and emergence relief assistance.

**Clients and Communities:** To work with specialists across comprehensive holistic primary health care including the provision of housing and access to required resources to support Aboriginal and Torres Strait Islander peoples and communities in the South East Queensland area across the lifespan.

**Service Delivery:** To deliver culturally sensitive high quality services using an evidence based comprehensive primary health care model through a family centred approach with specific focus on prevention, early intervention and continuous quality improvement.

**Human Resources:** To maintain a fair, supportive and innovative work environment enabling the recruitment and retention of a highly effective, culturally appropriate, well qualified, motivated and passionate workforce supported through a culture of continual professional development, mentorship, learning and development.

**Financial Management:** To identify and maintain access to funding opportunities and effectively and efficiently manage financial resources in a transparent, open and accountable way to maximise opportunities for quality of life across the life span.

**Management Systems:** To effectively manage our business processes and address all relevant objectives of our management systems though systematic continuous quality improvement and an integrated risk management approach. Kalwun Development Corporation is compliant with Quality Management System ISO 9001:2015, with the exception of Design & Development of products as this is not applicable.

**Governance:** To conduct our business in an open, honest and transparent manner that enables the communities we serve to hold us to account through our elected community representatives on the Board and our clinical and corporate governance processes.

**Kalwun Development Corporation Ltd is committed to the provision of high quality, professional, culturally appropriate and respectful services through effective management systems, requirements and processes.**