

## QUALITY POLICY

Link-Up (Qld) Aboriginal Corporation is incorporated under the Corporations (Aboriginal and Torres Strait Islander) Act 2006 and administered by the Office of the Registrar of Indigenous Corporations. Link-up (Qld) services include the provision of Reunion Management, Client Contact, Assessment, Referral and Support, Family History Research, Individual and Community Healing Initiatives, Community Education and Public Awareness Services.

Link-Up (Qld) has developed a Quality Management System to meet the requirements of the Quality Management Standard ISO9001:2015. Our Quality Management System will ensure that all our services and activities are carried out in a consistent manner and are adequately monitored and recorded.

Management of Link-Up (Qld) are committed to:

- Complying with applicable laws and regulations;
- Providing services of a consistently high standard;
- Communicating effectively with our clients and encouraging client feedback;
- Valuing and developing our staff;
- Constantly improving the quality of our services;
- Empowering clients to participate in the management of their wellbeing needs;
- Using evidence based and culturally responsive practices;
- Building a shared vision of success amongst staff and stakeholders;
- Implementing effective planning, structures and processes to deliver on our objectives.

By working in accordance with our Quality Management System and delivering on our commitments Link-Up (Qld) will deliver an excellent standard of service in accordance with our client's needs.

The Link-Up (Qld) CEO has the ultimate responsibility to ensure that the Quality Management System is maintained, reviewed and improved as required to ensure that it continues to support the delivery of holistic and culturally appropriate services that continually meet or exceed our clients' expectations.



**Sam Watson**  
Board Chairperson



**Patricia Thompson**  
Chief Executive Officer