



QUALITY POLICY

Quality Statement

COTA Queensland exists to protect and promote the well-being of Queenslanders as they age and works to achieve a more just and equitable society. We are equally committed to continual improvement in every aspect of our organisation. We aspire to anticipate our constituent's future needs and we will continually raise our standards to meet them.

Scope of Application

This Quality Policy applies to all COTA Queensland operations, staff, volunteers, contractors, and Board members. It also guides our interactions with partners, suppliers, and stakeholders by setting expectations for quality and continuous improvement in all services and activities we deliver. All employees and volunteers are required to understand and apply this policy in their daily work, ensuring alignment with our Business Management System (ISO 9001:2015).

Communications

We communicate our Quality Policy with employees, volunteers, stakeholders, clients of services and partners and solicit their inputs to enable us to meet their expectations. We actively promote this policy across all levels of our employees and encourage them to embrace Quality as their personal commitment. We encourage sharing of information on quality processes.

Continuous Improvement

We shall consistently strive to improve our quality through learning, sharing, benchmarking, innovation, and participation in continuous improvement programmes. Our quality documentation shall provide the framework for driving our quality programmes to instil a quality culture of excellence, innovation, and continuous improvement. We shall establish and maintain appropriate controls and conduct periodic reviews to attain our goals.

Business Management System Statement

The COTA Queensland Business Management System documents the company's best business practices, which aim to satisfy customer requirements and expectations including any statutory, regulatory, or special requirements and improves the overall management of the Company. The COTA Queensland Business Management System comprises of, meets the requirements of the international standards ISO 9001:2015 (Quality). This system addresses the leadership, operational planning, and controls of the Company's services. As a primary obligation, COTA Queensland is committed to meeting the needs and expectations of our customers by the capable implementation of a thorough, innovative, and accredited Business Management System.

Review Frequency

This Quality Policy will be reviewed at least annually by the Chief Executive Officer in the context of the Quality Review, to ensure its continuing suitability, adequacy, and effectiveness. Additional reviews may be conducted in response to significant organisational changes, audit outcomes, or changes in statutory/regulatory requirements.

Name: Darren Young

Position: Chief Executive Officer

Reviewed 15th July 2025