

# Quality and Risk Management

## Position Statement

### Introduction

**yourtown** is committed to providing high quality programs and services that support young people and families, especially those who are marginalised and without voice.

This commitment is reflected in **yourtown's** strategic priorities, business operations, and quality and risk management processes and systems.

### yourtown's Position

To ensure high quality governance and services, and high levels of satisfaction from our clients, supporters, and stakeholders, **yourtown** maintains strategic objectives that embed industry standards and focus on continual improvement.

The **yourtown** Strategic Framework 2019-2022 details the organisations strategic objectives. Key Performance Indicators including impact measures are developed and reported through Board and Management processes.

**yourtown** undertakes evaluations of programs and services, which include direct engagement with service users to measure impact and to inform the continuous improvement cycle of service models. In addition, a program of auditing the application of policies and procedures is implemented on an annual basis, along with regular reviews of corporate governance practices to ensure they continually reflect best practice.

Where accreditation to external standards is a requirement, **yourtown** engages external professional agencies to audit **yourtown's** conformance to such standards. Findings from audit reports, both external and internal validate or improve existing policies, procedures and/or program models.

The management of risk is critical and accordingly, risk frameworks at an organisational and program level are developed and maintained. Identified risk controls are implemented to mitigate events that may hinder the achievement of objectives and to enable the pursuit of opportunities and creative ideas and strategies.