

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** has strategic objectives that embed Risk Controls, Quality Standards and Continuous Improvement into the services we offer.

Strategic objectives and Key Result Areas are detailed in the **yourtown Strategic Framework 2015 - 2018**. Service-level Key Performance Indicators are developed in line with these objectives and are measured through management and Board reporting processes.

yourtown actively fosters creativity and innovation and believes these to be essential elements in ensuring the relevance and quality of programs and services. Risk frameworks and controls are developed to support the organisation, including the implementation of 'creative' ideas and strategies.