

# Quality Policy

## Our Services

Healthy Environs delivers and supports community wellbeing, public health and environmental sustainability projects across Australia. Our expertise is in the development of integrated strategy that aligns impact with action, community engagement for meaningful development and cross-sectoral partnerships.

## Commitment

At Healthy Environs we are committed to customer satisfaction. We aim to deliver high quality and cost-effective services to our clients. Our service approach is underpinned by our company values of Quality, Collaboration, Community and Integrity:

**Quality** – No one size fits all. We tailor an authentic project approach with our clients and seek feedback to continually improve our services.

**Collaboration** - We work side by side with our clients and their community stakeholders to deliver the best project outcomes.

**Community** - We show a deep respect for people inside and outside of our company and for the communities and land in which they live.

**Integrity** – We are open, ethical and genuine in our approach. We apply evidence-based practice and systems thinking to our work.

## Approach

To fulfill our mission and values we will:

- Implement a project management procedures in accordance with this policy and which encompass:
  - Development of clear project proposals.
  - Confirmation of the project scope and intended outcomes.
  - Establishment of a project reporting and communications strategy with our client team.
  - Reviewing our project performance through open discussion with our clients.
  - Internal peer review of all project deliverables.
- Train our team in our project management procedure and support their continual professional development.
- Implement a client satisfaction survey.
- Continually improve our Quality Policy and project management procedure based on client feedback.

Everyone at Healthy Environs, Directors, Management and Staff are responsible for quality control throughout our projects.

Authorised by:



Sally Modystach – Director Healthy Environs Pty Ltd