

SANDAS Quality Policy



The **South Australian Network of Drug and Alcohol Services (SANDAS)** was established in 2004, to enhance community wellbeing and reduce the harms associated with alcohol and drug use. As the peak body, SANDAS provides independent, state-wide representation, advocacy and support for non-government organisations working in the alcohol and other drug sector, through networking and policy development.

SANDAS has developed a Quality Management System (QMS) that complies with ISO 9001:2015. The scope of the **SANDAS** Quality Management System encompasses all organisational activities undertaken by the Board and/or staff of **SANDAS**.

All **SANDAS** Staff, Management, and Board, are committed to the development of a quality service for all internal and external stakeholders and will achieve this through:

- Compliance with all relevant legal, statutory, regulatory and contractual requirements
- Continually improving our quality management system (QMS)
- Monitoring and reviewing this policy and its Values, Strategic Direction, and key objectives to ensure we are meeting the needs and expectations of all stakeholders.
- Understanding that ISO 9001:2015 7.1.5-Monitoring & Measuring Products is excluded from scope as SANDAS does not engage in the design or development of products.

SANDAS will ensure that this Policy is endorsed and communicated to all new staff and Board members at induction and that any changes to this policy and/or associated procedures are communicated via staff/ board meetings and/or email.

SANDAS has outlined a set of Strategic Directions in line with the QMS and with its Vision and Mission. The **SANDAS** Strategic Directions 2021-2024 focuses on:

Member Focus

- Advocate for sustained and sufficient funding
- Represent the collective views of members.
- Facilitate networking and information sharing between members and with other sectors.
- Facilitate evidence based, practice informed workforce development.
- Develop strategic relationships with key stakeholders including funding and research.

Diversity and Lived Experiences

- Support the engagement of clients, families, communities in service design and delivery.
- Support the further development of a lived experience workforce.
- Represent the diversity of AOD sector including culturally focused, geographically dispersed and specifically targeted services.

Governance and sustainability

- Continuously improve organisational governance
- Maintain accreditation.
- Meet all contractual requirements.
- Evaluate the impact of our activities.
- Optimally use and expand SANDAS resources.

This Policy is fully endorsed by **SANDAS** Management and Board