

POLICY

Quality – RMCC Works

Date adopted by Council	29 April 2024
Minute number	24/076
Endorsed by	Senior Management Group on 20 March 2024
CM Ref	CD-2/24
Due for review	29 April 2028
Related documents	UHSC – Risk Management Framework UHSC – Work Health and Safety Policy UHSC – Environment Policy
Responsible officer	Director Infrastructure Services
Department/Section	Infrastructure Services
Category	Risk Management
Community Strategic Plan goal	Goal 6 Increase, enhance and maintain civil infrastructure, Community assets and open spaces to meet the needs of current and future generations.
	CS24 Provide for the replacement, improvement and additional Community and open space infrastructure through investment, best practice and risk management.



Introduction

Council and its Officers are committed to providing safe, functional and reliable infrastructure for our community, both now and into the future. Such a commitment is backed and strengthened by senior management responsibility and support, application of best practice quality management at all levels, stakeholder consultation, monitoring and review and embedding a strong workplace culture.

Objective

The purpose of this policy is to facilitate Council's mission to provide high quality service and product that meets or exceeds the community's expectations while at the same time managing risk and financial resources. For example, Council seeks to construct, maintain and manage road and bridge assets to ensure continued safe and reliable journeys across the network of the Upper Hunter Shire.

Council aims to do this via developing, implementing and maintaining this Quality Policy, and related documents and standards. Council's Quality Policy is central to meeting this vision and recognises our responsibilities related to the delivery of maintenance programs, projects and activities that provide value to the community.

Scope

This policy applies to:

- a) All workers of the Council, which is to include all persons performing work under the direction of, or on behalf of Council (for example, employees, outworkers, apprentices, trainees, work experience, volunteers, contractors, subcontractors and their employees, agents, consultants, full time, part time, casual and temporary staff).
- b) All Council work sites and where work is carried out either by Council or for Council.

Definitions

UHSC	Upper Hunter Shire Council
Framework	The ideas, information, and principles that form the structure of the policy
EMS	Environmental Management System
SWMS	Safe Work Method Statements

Policy Details

Council's Quality objectives are to:

- Meet all relevant Australian Standards, Regulations and Code of Practice.
- Identify and review the key issues and requirements of interested parties who are relevant to our quality management system.
- Deliver value for money services, product and infrastructure.
- Align all activities with the community goals identified in Council's Strategic Plan.
- Carry out activities in a time efficient and effective manner.
- Promote the use of innovative technologies that improve the implementation of our quality objectives.
- Collect data and feedback to monitor and assess the effectiveness of our systems and drive continual improvement.



- Take action to address risks and opportunities which could impact on the delivery of our services, products and infrastructure.
- Communicate our quality objectives to staff, relevant stakeholders and the community.
- Maintain good relationships with all stakeholder and partners.
- Effectively capture and respond to community enquiries.

In order to implement the general provisions of this Policy and to ensure continuous improvement of the quality management system, adequate resources will be provided and a program of activities and procedures will be set up, continually updated and effectively carried out. The program involving all employee's contractors and subcontractors will relate to all aspects of quality assurance:

- Consultation, training, education and provision of quality information to employees.
- Work design, workplace design and standard work methods.
- Changes to work methods and practice, including those associated with technological change.
- Workplace inspections and evaluations provision of equipment, service and facilities
- Implementation, adherence and continuous review of Project Management, Quality Control and Environmental Management Plans
- Systematic reporting and recording of relevant quality information

Responsibilities

Councillors

Councillors have a responsibility to ensure that the General Manager and the officers of Council have in place and implement the appropriate policies, plans and strategies for the organisation.

Senior Management Group

Council staff in Senior Management positions are required to exercise due diligence to ensure Council complies with the Quality Policy.

The promotion of quality assurance is primarily, but not solely, the responsibility of management. Management at all levels is required to contribute to the maintenance, sustainability and improvement of the quality management system.

All Managers

All managers are required to ensure that the Quality Policy and the quality management system are effectively implemented within their areas of control, and to support their supervisors and coordinators to do the same. All managers are to hold their teams accountable to their specific responsibilities.

All Coordinators and Supervisors

All Coordinators and Supervisors are responsible, and will be held accountable, for taking all practical measures to ensure:

- That in the area of their control the quality management system is complied with, and employees are supervised and trained to meet their requirements under this program.
- That the employees are consulted on issues that affect the quality management system.

All Staff

All staff are required to cooperate and work within the quality management system.



References and Related Legislation

- International Environmental Standard ISO 9001:2015
- Road Management Act 2004
- Road Management (Works Infrastructure) Regulations 2015
- Road Management (General) Regulations 2016
- Road Safety Act 1986
- Road Safety Road Rules 2017
- Road Safety (Vehicles) Regulations 2009
- Road Safety (Drivers) Regulations 20019
- Road Safety (General) Regulations 2019
- Road Safety (Traffic Management) Regulations 2019
- NSW Environmental Planning and Assessment Act 1979 (EP&A Act 1979).
- Environment Protection and Biodiversity Conservation Act 1999
- Heavy Vehicle National Law 2013 (NSW)
- Heavy Vehicle (Fatigue Management) National Regulation (NSW)

Version History

Version No.	Date	CD Ref#	Reason for Review
1	29/03/2021	CD-139/21	New Policy developed at the request of Council.
2	29/4/2024	CD-2/24	Timed review Policy title amendment