

Quality Policy

The Mental Health Review Tribunal (the Tribunal) is an independent statutory body established under Chapter 12, Part 1 of the *Mental Health Act 2000* (the "Act").

The Act provides for the involuntary assessment and treatment of persons with mental illnesses, while at the same time safeguarding their rights. The purpose of the Tribunal is principally to review the involuntary status of persons subject to the involuntary treatment provisions of the Act.

Management Commitment

The Tribunal Management is committed to quality management principles and strives to achieve excellence in practice this is demonstrated in the Tribunals core values:

- **Independence**
Managing relationships with stakeholders and the community in ways that promote the Tribunal's fairness, impartiality and independence.
- **Consumer focus**
Doing everything possible to meet and exceed consumer needs.
- **Integrity**
Having consistent, transparent, and accountable processes and decisions.
- **Professionalism**
Contributing to the professional development of our Tribunal members and staff.
- **Innovation**
Working innovatively to deliver quality services and promote a culture of excellence.

To achieve this:

- Administrative and jurisdictional operations of the Tribunal will be documented and reviewed to achieve consistency and respond to a changing environment.
- Compliance with established systems and guidelines will be assessed and reviewed to ensure achievement of best practice.
- The Tribunal will build on a culture that promotes expert knowledge and skill development.
- The opinions and feedback of our clients and key stakeholders will be used as a measure of overall performance.

Scope of ISO 9004 Quality Management System

The scope of the quality management system comprises the Management, Administrative Support and pre and post hearing coordination processes.

The standards covered in the system are:

Standard	
4.	Quality Management System
5.	Management Responsibility
6.	Resource Management
7.	Product Realisation
8.	Measurement, Analysis and Improvement

Exclusions

Exclusions to the Quality Management System are standard 7.3 "Design and Development" and standard 7.6 "Control and measuring of monitoring devices".

Roles and responsibilities

The Quality Management representative for the quality system is the Executive Officer, the responsibilities are reflected within the position description for this role.

A Quality Coordinator has been nominated and endorsed by the Executive Management Committee, the Corporate Services Manager has been allocated this role and the duties are reflected in the endorsed duty statement.



Barry Thomas
President