

# Quality Policy Statement

Absolute Care and Health Pty. Ltd. (ACH) is committed to the provision of high quality, client centric care that is founded in evidence based best practice and derived from a continuous improvement philosophy.

Our well-designed Quality Management System is underpinned by our quality framework, which incorporates the following 7 core quality principles;

**Customer Focus** We are client centric in our approach and strive to meet and exceed the customer expectations now and in the future.

**Leadership** Our leaders have a unified approach to realising our strategic plan and create conditions that enable our people to achieve our quality objectives.

**Engagement of People** We engage our people through respect, empowerment, recognition and enhancement of their skills and expertise and we value their contribution to the organisation.

**Process Approach** Our key results are derived through a functioning coherent quality management system that consists of comprehensive interrelated processes.

**Improvement** Our Quality Framework is encompassed by a model of continuous improvement, enabling us to maintain current level of performance, react to our changing environment and create new opportunities for growth. Ongoing Review and Accreditation.

**Evidence Based Approach** We support evidence-based decisions through the analysis of facts and data obtained from a wide range of sources, including government bodies and industry experts.

**Relationship Management** We liaise continuously with our key stakeholders ensuring there is collaboration and the sharing of information to drive further improvement and sustained success.

*"To ensure we meet our policy aims, we operate and maintain a quality management system which includes the regular review and establishment of objectives, review of procedures and processes through management review meetings at regular intervals. We are committed to obtaining and maintaining certification to ISO 9001. We are committed to ensuring a system of improvement of our QMS."*