

Service Management Policy



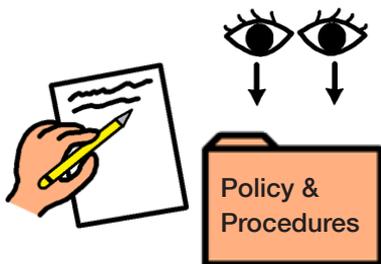
Our Policy is:



We follow the law and code of conduct to make sure you get a high quality service.



We meet all legislation and standards.



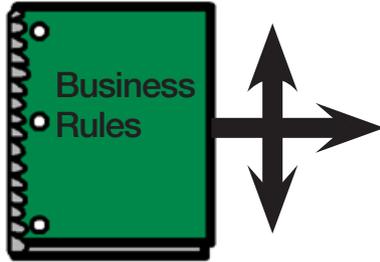
Our Policies and Procedures are available for you to look at. They have been written to follow the law, our business plans and management systems.



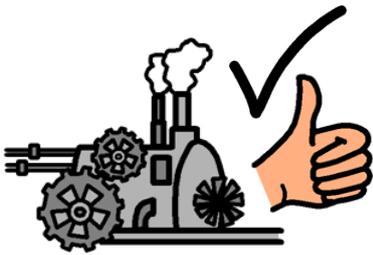
You have the right to be involved in the planning and evaluation of your service.



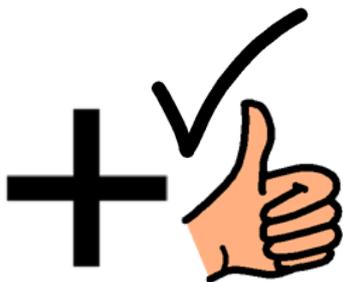
All our environments are safe and accessible for you.



Our business rules guide our strategic direction.



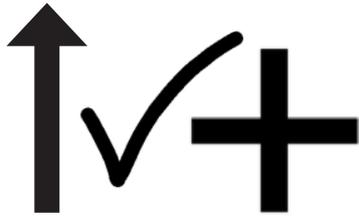
We have systems and insurance for risk management, financial and operational control.



We make ongoing quality improvements.



We work with you, your family, carers, staff and others to give us feedback and let you know how your feedback has improved service delivery.



We keep up to date with changes to disability services and have trained and supported workers ready to meet your needs to deliver positive outcomes.



We provide quality services which are well governed.



We are run by a Board of Directors.



We select Board members who have the knowledge, skills, training and who act honestly and with care.



Our Board members talk about any conflict of interest so they make fair decisions.