

# Quality Improvement



- This information is written in an easy to read way.



- We use pictures to explain some ideas.

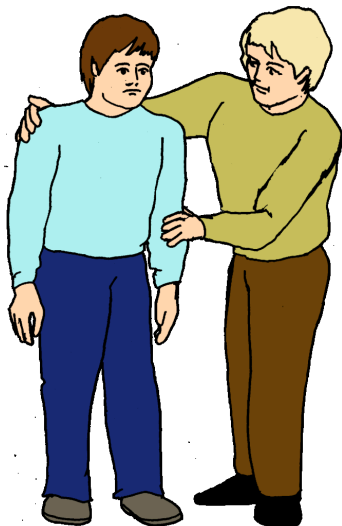


- You can ask for help to read this information.



- A family member, friend or support person may be able to help you.

# What is Quality Improvement?



- We have a policy which says how we make sure we continue to improve our services.



- We will make sure we do things we say and we will check regularly to do so.



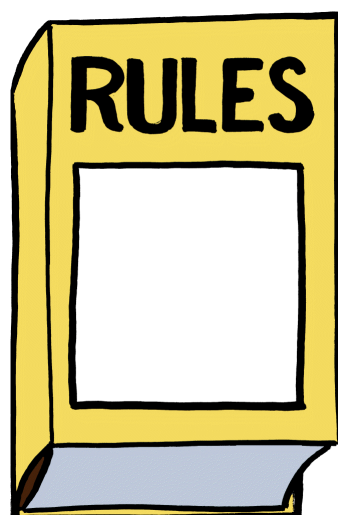
- We will listen to you, and what you think about how we are meeting your needs.



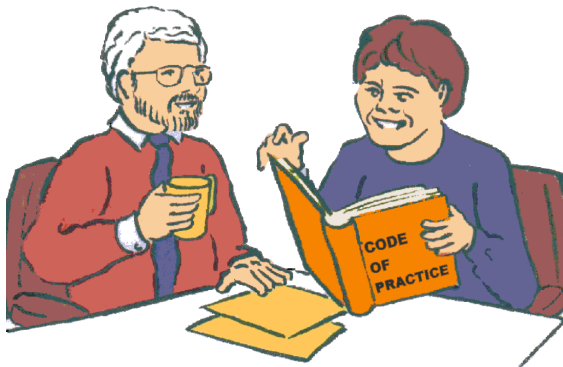
- We will ask your views about how we can improve.



- We will do everything the law says we must do.



- We will make sure we meet the NDIS Practice Standards.
- These Standards make sure we are supporting you in the best possible and safest way.



- We will also make sure all of our staff are well trained, treat you well and meet the NDIS Code of Conduct.



- We have a Quality Management system to make sure we do things the right way.

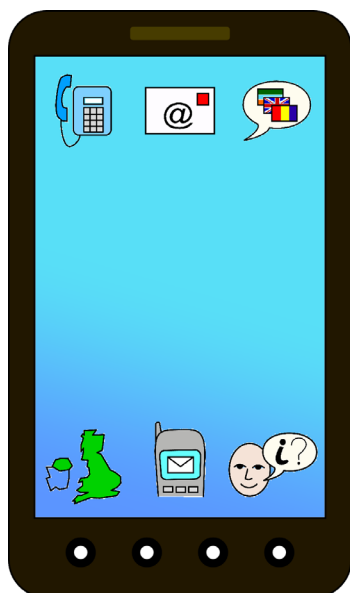


- We look carefully at all Feedback and Complaints.



- And we use it to improve our service.

## Contact us



- You can call us to speak to one of our friendly staff  
**07) 3385 0529**