

| **STELLARCARE** QUALITY POLICY

Stellar Care Pty Ltd's mission is to provide quality attendant care services to our clients. Our attendant care programs are flexible and individualised, with a primary focus on identifying client needs and obtaining a clear understanding of their choices, aspirations and desires.

Our team is committed to working with the clients and respecting their individual and specific needs. Where possible when implementing their unique care model, participation from our clients will promote positive outcomes for them.

- StellarCare is committed to maintaining a culture which supports and encourages all staff to uphold a high level of ethical practice and moral behaviour.
- Staff compliance with the principles of StellarCare policies is reflected in their approach towards clients, their families, colleagues and other associated parties.
- Staff are committed to giving their best to ensure that services provided meet or exceed the Victorian Disability Service Standards.

StellarCare Pty Ltd Management has set quality objectives, which will be achieved by ensuring that all our operations and activities are carried out consistently, and are regularly monitored and recorded. To ensure this, the company has developed and implemented a Quality Management System that complies with the ISO 9001:2015 standard.

The Quality Management System is defined in documented management procedures, which provide clear standards and guidelines in all the appropriate areas of the company's activities.

StellarCare Pty Ltd management is committed to:

- ✓ Implementing and continually improving the effectiveness of the ISO 9001 Quality Management Systems
- ✓ Documenting and measuring quality objectives through internal audit and management reviews
- ✓ Using the disciplines of ISO 9001 to develop and maintain the processes needed to provide a level of service of a consistent standard of quality and at competitive cost
- ✓ Fostering good relationships with clients by effective communications with them and encouraging feedback
- ✓ Satisfying all applicable requirements
- ✓ Valuing our people, our most important asset
- ✓ Ongoing training of staff where required
- ✓ Ensuring that every employee constantly aims to improve the overall quality of StellarCare Pty Ltd services in line with the requirements of our ISO 9001 Quality Management System.

By adopting this philosophy, the clients of StellarCare Pty Ltd will be assured of an excellent standard of service in accordance their requirements.

Every staff member has the responsibility to ensure that the intentions of this policy statement are understood, applied and maintained within their own activity area

Management has the ultimate responsibility to maintain the ISO 9001 Quality Management System and will promote all initiatives and regularly review the system in order to maintain its suitability and effectiveness.

Libby Ferola

Director