



Quality Policy

Sunnyfield is committed to pursuing operational and service delivery excellence and quality in all aspects of our business. Sunnyfield has a continuous improvement commitment to clients, business customers, members and key stakeholders through value for money service delivery.

Sunnyfield's key quality principals are:

- Sunnyfield's Quality Management Systems (QMS) align with our Vision, Mission, Values, Strategic Plan and Business Plan goals.
- Compliance with all legislation, regulations, standards and contractual agreements relevant to Sunnyfield.
- Ensuring that a culture of asking, collaboration and person centred active support approaches exist in the planning, management, delivery and evaluation of the organisation, which involves key stakeholders (particularly people with disability and their families).
- The 'Sunnyfield Way': Consistent and repeatable systems of work which are embedded in Sunnyfield's culture, including customer service excellence and supporting person centred active support quality outcomes.
- Sunnyfield has a continuous improvement culture for clients. Quality is every staff member's responsibility and this is communicated and understood within the organisation.
- Person centred active support approaches apply to service delivery.

Quality enhancement within Sunnyfield is based on a culture of continuous improvement and person centred active support approaches which individualises service and support outcomes for clients and commercial customers. Sunnyfield puts listening to and learning from clients at the centre of Sunnyfield's organisational systems.



Caroline Cuddihy
Chief Executive Officer