

QUALITY POLICY



Sunnyfield Disability Services



Easy English





Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about



- find more information.

About this book



This book is about our **Quality Policy**.

Quality Policy means the list of rules that say what we will do to make sure we have good services.



We want to make sure people with disability

- have a good life



- have choices

- get opportunities



- learn skills.



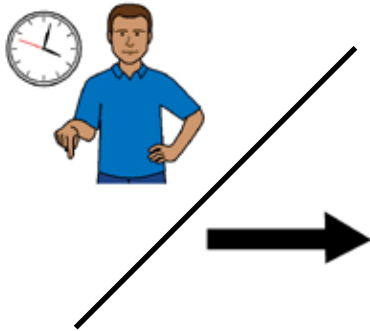
What we will do

We will make sure we do everything we say we will do.



We will

- listen to you
- help you think about what you want from your life
 - now
 - in the future.



We will make sure we know what you

- need
- and
- want.



We will do everything the law says we must do.



We will do work to find out if we meet our quality standards.

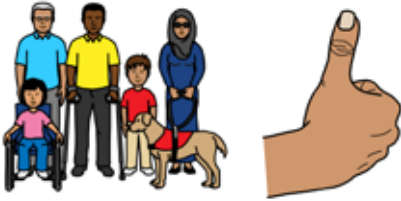


We will try to make our service better.



Our Quality Management System

To make sure we do things the right way we have a Quality Management System.



We want to

- help people with disability to have a better life



- have happy customers



- be a good place to work

- keep doing work to make our systems better



- respond to **feedback and complaints**

Feedback and complaints are when you tell us what you think about our service.



More information

For more information contact Sunnyfield.



Call 1300 588 688



Email enquiries@sunnyfield.org.au



National Relay Service

TTY 133 677

Then ask for 1300 588 688

Speak and Listen 1300 555 727

Then ask for 1300 588 688

Internet relay users connect to the NRS

Then ask for 1300 588 688

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Scope's Communication and Inclusion Resource Centre

wrote the Easy English in November 2018. www.scopeaust.org.au

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Sunnyfield
disAbility Services

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