

# QUALITY POLICY



Sunnyfield's Mission is to enrich the lives of people with disability by creating choice, opportunities and skills for life. Sunnyfield is committed to quality in the fulfillment of our Mission and our Vision of excellence in supporting people with intellectual disability.

Sunnyfield is committed to meeting legislative and regulatory requirements as well as our own quality objectives through implementation of our Quality Management System (QMS).

## **Sunnyfield's quality principles are:**

- Honouring our Vision, Mission and Values and the Sunnyfield Way
- Maintaining our culture of person-centred active support
- Understanding client and customer needs and wants to improve and tailor service delivery
- Meet the National Disability Insurance Scheme (NDIS) Quality and Safeguarding Standards
- Compliance with legislation, regulations and standards
- Implementation of a QMS with measurable quality objectives
- Commitment to continuous improvement of our QMS and organisation

## **Sunnyfield's Quality Management System has seven key objectives**

- Supporting people with disability to enrich their lives
- High levels of client and customer satisfaction
- Best-practice workforce development
- Consistent and proportional risk management
- Transparent safeguarding systems
- Responsive management to feedback and complaints
- Effective continuous improvement systems

Sunnyfield's quality policy and QMS comply with the requirements of ISO 9001:2015 and NDIS Quality and Safeguarding Standards. We strive to improve our QMS through our Values of honesty and innovation, and our commitment to continuous improvement.

**Caroline Cuddihy**  
Chief Executive Officer

December 2019



**Sunnyfield**  
disAbility Services