

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 fulfilment 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 service delivery
- 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 7 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 of feedback and complaints
- Effective continuous improvement systems

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

Caroline Cuddihy
Chief Executive Officer

30 May 2018



Sunnyfield
disAbility Services