

Title:	QUALITY POLICY STATEMENT	REF NO: BHCC PS 01 Page 1 of 1 Page/s
Area:	Bridges Health and Community Care Ltd	Distribution: All Facilities
Approved by:	Sharon Sarah Chief Executive Officer	Responsible for Review: Quality Manager

VERSION CONTROL

Original Date	Version Number	Description of Changes Made	Who By	Date	Next Planned Revision Date
10/2019	1.0	New Policy Statement	Quality Manager	10/2019	10/2023

Bridges Health & Community Care Ltd is dedicated to the principles and application of continuous improvement. We have committed to the philosophy by implementing a Quality Management System that complies with the requirements of ISO 9001:2015, the National Standards for Disability Services (NSDS) and Human Services Quality Framework (HSQF).

Quality Standards are maintained by ensuring staff are qualified in their individual fields of application and committed to providing the highest standards of service, continuing professional development and dedicated to providing professional, effective and efficient service.

Bridges Health & Community Care Ltd conforms with all requirements of the ISO 9001:2015 Quality Management requirements with the exemption of 8.3 Design and development of products and services and 8.5.2 Identification and traceability.

The Quality Management System is a product of the ongoing commitment of the Management and Board to deliver quality services to our customers. Verification of this commitment is evidence with well-established quality outcomes across all services resulting in continuous accreditation.

The Quality Management System including the Policy Statement is reviewed in line with the Operational Management (OMT) Meetings by the Executive Team to ensure its compliance with ISO 9001:2015 and other relevant standards.

Managers, Team Leaders and Program Leads are to ensure that the Quality Management Policy and information from the Quality Management System is communicated and recognised at appropriate levels at Bridges Health and Community Care Ltd.

To ensure the Quality Management System is effectively implemented staff are allocated relevant skills training and appropriate quality awareness training.

All staff are responsible for completing processes, procedures and activities in a manner that will achieve the quality objectives of their program/service.