

# QUALITY POLICY



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.

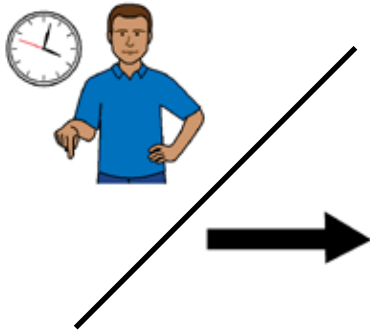
## What we will do

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 Better Together

FRQWDFW

Call 07 5499 2230

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