

QUALITY POLICY STATEMENT

Mercy Connect is a community governed, professionally managed, not for profit company limited by guarantee which is committed to supporting people with a disability to live meaningful lives. Based in Albury, our services are available in the Albury - Wodonga, Orange and Narrabri regions.

Our services include permanent group and respite accommodation, outreach support to those living independently and community inclusion and participation support.

It is our intention to maintain, through our Quality System, a level of quality of service and reliability that will meet or better the expectations of participants.

The achievement of individual participant defined outcomes is the prime responsibility for all our staff. These outcomes will be met through supportive innovation, application of our values, and continuous improvement guided by our quality objectives.

Our staff's involvement and dedication to quality ensures the maintenance of our reputation for ongoing satisfaction of participant requirements.

We aim to continually achieve compliance with the priorities and conditions of Board Governance Policies, Participant Funding Packages, Government Funding Agreements, Government Acts and Standards and International Quality Assurance management requirements.

To this end, we have documented our quality management practices in a format to meet the National Disability Services Standards, the Victorian Human Service Standards and the Australian New Zealand Standard ISO 9001:2015.

All staff are committed to this policy which provides the basis for our continued self-examination and towards achieving even higher standards for our services.



CHAIR OF THE BOARD
November 2016



CHIEF EXECUTIVE OFFICER
November 2016