

Enriching later life

QUALITY POLICY

Jubilee Community Care is committed to providing high quality care and support services for people.

Our mission is to enrich later life by providing personalised services, community connections, education and support for older people and their carers.

We are committed to quality in the fulfilment of our Mission and our Vision of older people in the community living safe, healthy, active and fulfilled lives.

We ensure that that services are well planned with the customer at the centre in designing their individual care and support services.

Jubilee Community Care's Quality Management System has been established and is maintained in accordance with AS/ANZ ISO 9001: 2015; we have internal controls to comply with relevant funding body standards, legislative and regulatory requirements.

We strive to improve our Quality Management System through our values of people being our priority, treating everyone with dignity and respect, communication that is open and honest, aiming for the highest standards of performance, and embracing change through effective planning and innovation.

QUALITY OBJECTIVES

Jubilee Community Care's Quality Management System has the following objectives:

- Work in partnership with customers to enrich their lives by designing services that meet their individual needs
- High levels of client satisfaction
- Best-practice workforce development and availability
- Elimination or controls to reduce risk for customers, staff, volunteers and contractors
- Responsive management of feedback and complaints
- Effective ISO 9001:2015 Quality Management System with measurable quality performance indicators
- Meeting the aged care quality standards

Jubilee Community Care management committee, staff, volunteers and contractors are committed to the development and implementation of the Quality Management System, as appropriate to their role.

Darren Sonter

Executive Director

Reviewed August 2021