

## Quality Policy

The basic orientation of JASDA CARE is to be recognised as a supplier of quality Residential Aged Care Therapy Services.

This will be achieved through:

- Consideration of context of the organisation and aligning the Quality Management System with the strategic direction of JASDA CARE
- Satisfying customer and applicable statutory and regulatory requirements to ensure that therapy service outcomes meet or exceed expectations.
- Management of organisation, along with employee-established therapy service quality objectives and defined responsibilities for their fulfilment
- Establishing, applying, maintaining and continual improvement of effectiveness of Quality Management System based on ISO 9001:2015
- Continual enhancement of customer satisfaction in their therapy outcomes
- Tracking and applying new therapy technologies and educating employees
- Careful selection of therapy service providers
- Commitment to increase quality of therapy services in order to exceed customers' expectations
- Making continuous improvement a part of every day and every job
- Ensuring that our Policies and Procedures Manuals reflect what we actually do
- Understanding how our jobs fit into the overall flow of work of JASDA CARE
- Continuously upgrading the Quality Management System in all stages ranging from service agreement, job analysis, resource preparation, service provision

The framework for setting quality objectives considers applicable requirements, relevance to conformity of services, and enhancement of customer satisfaction, including significant management and resource preservation, requirements arising from the process of internal and external communication, compliance with requirements of the law and regulations and continual improvement.

The COO is responsible for communicating the Quality Policy to all persons working for or on behalf of the organisation and making it available to the public.

JOHN RILEY - CEO

01/10/2025