

Quality Policy

POLICY AND PROCEDURE

Subee Pty Ltd is committed to providing a quality and safe in-home care and nursing service that are in accordance with the Subee Mission Statement. Services are confidential, client orientated and underpinned by industry best practice.

We strive to achieve this by:

- Promoting a deep understanding of our clients' needs and expectations, alongside fostering a culture that aims to exceed those expectations.
- Responding to complaints about service delivery with diligence and professionalism.
- Addressing adverse events that occur within the provider's duty of care with due diligence and a commitment to continuous improvement.
- Including clients and stakeholders in the planning and review processes.
- Developing seamless service delivery through the full integration of services provided to our clients and service brokers.
- Monitoring our performance using key metrics to drive continually improvement across all processes and services.
- Encouraging collaboration among service providers, policy makers, researchers and funders to strengthen our service delivery.
- Applying our Quality Management System consistently to all company processes – everywhere, every time, without exception.

The Quality Policy guides our daily operations

Management at all levels are responsible for communicating and explaining the Quality Policy to ensure that every employee understands both its content and intent.

Subee Quality and Safety Manual details processes and structures that support the Quality Policy.

Standard Compliance

National Disability Insurance Scheme Practice Standards and Quality Indicators

The Aged Care Quality Standards (Quality Standards)

Australian Community Industry Standard (ACIS) 5.0

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