

Quality Policy

Policy and Procedure

Subee Pty Ltd is committed to delivering high-quality, safe, and person-centred home care and nursing services that align with our Mission Statement and reflect our core values of respect, integrity, and excellence.

All services are confidential, client-focused, and guided by industry best practice.

1. Our Commitment to Quality

We strive to achieve continuous improvement and excellence by:

- Developing a deep understanding of each client’s needs, preferences, and expectations, and fostering a culture that consistently aims to exceed them.
- Responding to all feedback, complaints, and concerns promptly, fairly, and professionally.
- Managing incidents and adverse events with due diligence, transparency, and a strong commitment to learning and improvement.
- Involving clients, families, and stakeholders in planning, evaluation, and service review processes.
- Ensuring seamless, coordinated service delivery through collaboration with partners, service brokers, and community organisations.
- Monitoring performance through measurable quality indicators and using

outcomes to drive continual improvement.

- Promoting collaboration across providers, researchers, and policy makers to enhance the quality and safety of care.
- Applying our Quality Management System consistently across all operations—everywhere, every time, without exception.

2. Implementation

Management is responsible for communicating and upholding this Quality Policy to ensure every employee understands its purpose and their role in achieving it.

The Subee Quality and Safety Manual provides the supporting framework, processes, and structures to maintain and improve our quality standards.

3. Standard Compliance

Subee Pty Ltd operates in alignment with:

- NDIS Practice Standards and Quality Indicators
- Aged Care Quality Standards
- Australian Community Industry Standard (ACIS) 5.0

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