

Quality Policy

POLICY AND PROCEDURE

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

We strive to achieve this by:

- Promoting an understanding of our clients' needs and expectations, together with a culture of exceeding client expectations.
- Developing seamless processes by fully integrating the services provided to our clients and service brokers.
- Monitoring our performance through performance metrics in order to continually improve our processes and services.
- Utilising our Quality Management System for all company processes everywhere, every time, without exception.

The Quality Policy guides our daily operations

Management on all levels communicates and explains the Quality Policy to all employees so that all employees are familiar with the policy and its intent.

Legislation and Standard Compliance

National Disability Insurance Scheme, Standards 2 – Information Management

Aged Care Quality Standards, 8 Organisational Governance

Australian Community Industry Standard (ACIS) 2018, Standard 8 Governance and Operational Management

P-Quality Policy 311	Printed documents are uncontrolled. View current documents on the Subee Intranet	
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In-Home Care • NDIS Disability Support • Aged Care • Packages

Subee Unit 2, 84-90 Industrial Drive, Coffs Harbour NSW 2450
02 6651 3153 | www.subeenewlake.com.au
subee@subeenewlake.com.au



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Newlake 3/11 Glenwood Drive, Thornton NSW 2322
02 4966 8399 | www.subeenewlake.com.au
newlake@subeenewlake.com.au