

Quality Improvement

Updated Feb 2024 1 of 7

About this document

This information is written in an easy to read way.



We use pictures to explain some ideas.



You can ask for help to read this information.



A family member, friend or support person may be able to help you



Updated Feb 2024 2 of 7

What is Quality Improvement?

We have a policy which says how we make sure we always improve our services



We will make sure we do things we say, and we will check a lot.



We will listen to you, and what you think about how we are meeting your needs.



Updated Feb 2024 3 of 7

We will ask you about how we can improve.



We will do everything the law says we must do



We will make sure we meet the NDIS Practice Standards



Updated Feb 2024 4 of 7

These Standards make sure we are supporting you in the best and safest way



We will also make sure all of our staff are well trained, treat you well and meet the NDIS Code of Conduct



We have a Quality
Management system to
make sure we do
things the right way



Updated Feb 2024 5 of 7

We look carefully at all **Feedback and Complaints**



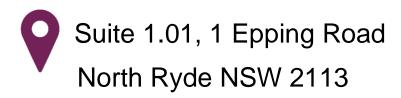
And we use it to improve our service

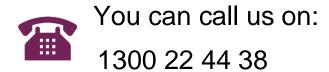


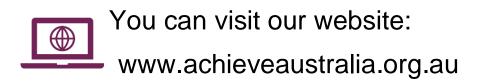
Updated Feb 2024 6 of 7

Achieve Australia Contact Details

You can speak to someone at our head office:







Updated Feb 2024 7 of 7