

Quality Improvement

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



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.



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



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



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



And we use it to
improve our service



Achieve Australia

Contact Details

You can speak to someone at our head office:



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North Ryde NSW 2113



You can call us on:
1300 22 44 38



You can visit our website:
www.achieveaustralia.org.au