

# Yogability Australia Quality Management System



Yogability Australia's mission is to enrich the lives of people with disabilities by creating choice, opportunities and skills for life. Yogability Australia is committed to quality in the fulfilment of our Mission and our Vision of excellence in supporting people with intellectual disability. Yogability Australia is committed to meeting legislative and regulatory requirements as well as our own quality objectives through implementation of our Quality Management System (QMS).

Yogability Australia's quality principles are:

- Honouring our Vision, Mission and Values and the Yogability Australia Way
- Maintaining our culture of person-centred active support
- Understanding client and customer needs and wants to improve service delivery
- Compliance with legislation, regulations and standards
- Implementation of a QMS with measurable quality objectives
- Commitment to continuous improvement of our QMS and organisation

Yogability Australia's Quality Management System has 7 key objectives:

- Supporting people with disability to enrich their lives
- High levels of client and customer satisfaction
- Best-practice workforce development
- Consistent and proportional risk management
- Transparent safeguarding systems
- Responsive management of feedback and complaints
- Effective continuous improvement systems

Yogability Australia's quality policy and QMS comply with the requirements of ISO 9001:2015. We strive to improve our QMS through our values of honesty and innovation, and our commitment to continuous improvement.

All policies & procedures can be found through our web application at the link below.

Charlotte & Marshall

**Directors & Mindful Yoga Carers**

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