



Fitness Care Australia Quality Management System

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

Fitness Care Australia's quality principles are:

- Honouring our Vision, Mission and Values and the Fitness Care 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

Fitness Care 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

Fitness Care 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.

www.fitnesscare.com.au
info@fitnesscare.com.au

