

# Quality Policy Statement

**1 July 2021**

Ability Options is committed to quality services benchmarked against national and international standards of best practice including ISO9001:2015.

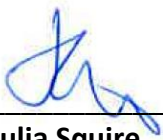
Ability Options adheres to a system of management that builds on and complies with applicable Commonwealth and state legislation, service standards, sector-wide policies and funding agreements. Our systems ensure effective measures and controls are consistently applied across our programs and processes.

*Ability Options' Mission is to support people who need assistance achieve their aspirations and inclusion in the community. Our Vision is to inspire and lead communities, creating opportunity and services for people to participate fully in society.*

To fulfil our Mission and Vision, Ability Options' Board, Executive and employees are committed to maintaining a functional and comprehensive Quality Management System that underpins our commitment to stakeholder satisfaction and continuous improvement. All stakeholders are encouraged to co-operate and contribute to our continuous improvement processes.

We aim for participant satisfaction by consistently providing high-quality personalised services and self-directed supports. Our services are person centred, aligned to the principles of choice and control, and are supported by policies and procedures developed to meet and exceed our compliance obligations.

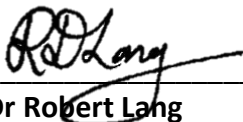
High-quality employees supported by our Quality Management System, adequate resources and ongoing training are all significant contributing factors to our organisational success.



**Julia Squire**  
Chief Executive Officer

20 August 2021

Date



**Dr Robert Lang**  
Chair

20 August 2021

Date