

QUALITY POLICY STATEMENT

Orange Health Pty Ltd was established in 2021 to provide disability services to the disability industry. We are based in Melbourne, Victoria.

Quality is important to our business because we value our clients and disability service workers. We strive to provide our clients with services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of optimal client satisfaction and continuous improvement throughout our business:

- seeking and monitoring of customer feedback
- a customer complaints procedure
- selection and performance monitoring of workers against set criteria
- training and development for our employees
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Management Plan which is available to Orange Health Managers and Staff.

This policy is posted on the Company Website.

Although the CEO has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

Please note: As part of good practice, Orange Health **reviews its quality policy** regularly to ensure that it remains suitable and appropriate to the organisation.

The policy review date is July 2023

Signed:

(Chief Executive Officer)

Date: July 2021

A handwritten signature in black ink, appearing to be the name of the Chief Executive Officer.