

## POLICY OF QUALITY COMMITMENT

### Our Policy of Superior Service through Quality Systems

Our mission is ***to empower people to realise and achieve their potential for life, work and play.***

We do this by identifying the individual needs of our clients and delivering services that help them achieve their goals. Our services cover Workplace Health and Injury Management, Disability Services (NDIS), Rehabilitation and individualised injury and disability management solutions.

Our aim is to be a leader in provision of health, safety, injury & disability services, enhancing the lives of those we engage with.

In order to achieve our aim, we add value through quality. We achieve consistent delivery of quality services through a commitment to continuous improvement and measuring that improvement. This is achieved by a focus on:

- Management Systems
- Resources
- Services
- Measurement, Analysis and Improvement

### Management Systems

IOH has a commitment to systematically review the quality of services it offers.

It achieves this through an organisation framework, which clearly defines the roles and responsibilities of all Employees and by creating systems designed to support the delivery of service to all clients.

As part of this strategy IOH:

- ensures there is clarity about exactly what IOH clients should expect to receive from the organisation,
- has developed a comprehensive record management system,
- seeks to ensure the accuracy of equipment employed in service delivery,
- assesses all staff for competency, including those who provide services on a sub-contractual basis,
- is committed to finding ways by which we might continually improve the services offered,
- has developed suitable controls over software and documentation within the organisation,
- verifies systems are working optimally on a regular basis and
- provides relevant training for all personnel in support of the above.

## Resources

In order to maintain a commitment to excellence in service delivery, IOH continually reviews all aspects of resource management. This includes the management of information and the provision of suitable equipment and working environments. IOH provides a safe working environment in accordance with the requirements of the Work Health and Safety Act. Clients of IOH can be assured that there is routine assessment of training requirements associated with service delivery, there is routine review of performance right through the organisation, information is managed to enhance service delivery and that there is ongoing assessment of all aspects of IOH's infrastructure and the working environment. These strategies are coordinated to ensure optimal service delivery.

## Service

IOH monitors both the services of its suppliers and the services which IOH supply to ensure that they meet the requirements of IOH's clients at all times.


Systems have been developed to ensure that IOH possesses the ability to both identify and trace all information relating to clients, paying strict attention to confidentiality. Additionally, IOH monitors the quality of service provided by its suppliers and maintains an approved supplier list. In support of this, IOH ensures internal systems to verify the acceptability of both goods and services used by the organisation. Where dictated, all equipment used by IOH in the provision of service is both tested and calibrated.

## Measurement, Analysis and Improvement

IOH is committed to the concept of continuous improvement. To ensure IOH meets and exceeds internationally recognised criteria for quality, IOH Wollongong is accredited via external review as complying with the requirements of ISO 9001:2015. IOH has retained compliance with quality standards since 1992.

IOH has always recognised that improving the standard of service offered is vitally important. IOH has developed strategies to capture customer viewpoints and statistically analyses this information developing actions that may be either corrective or preventative in nature. A commitment to verification of these actions is carried out through Management Review and a comprehensive Internal Audit program. The internal audits verify the ability of IOH systems to deliver services at a level which meets and exceeds the expectation of our clients.

Signed \_\_\_\_\_

  
James Hogg  
Managing Director

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