



## QUALITY POLICY

KompleteCare is an Adelaide based private Company that provides in home care to clients requiring assistance and service. Since inception in 2014, Company management has continued to be responsible for ensuring the Company is capable of fully meeting the expectations of clients.

The Company is committed to the principles of honesty and openness when dealing with clients with respect to compliance as well as with all relevant state and local government legislation and regulations. The Company will ensure industry standards and norms are always met or exceeded.

To ensure the Company grows at a controlled rate and continues to meet contractual obligations, KompleteCare undertakes formal planning for which performance indicators are established and regularly reviewed. These business objectives are formally reviewed during strategic management review meetings and, more regularly, during operational meetings.

Management is dedicated to a philosophy of continual improvement. To support this philosophy and maintain its high calibre reputation, KompleteCare has developed and implemented a quality management system which complies with the quality management system requirements of ISO 9001:2015. Moreover, the Company is third party certified to the international standard by TQCS International assuring our clients of our commitment to provide a quality service.

To ensure clients' expectations are met through the highest standards of workmanship, all contractors are selected on their ability to complete their tasks effectively, on time and within budget. This is assured through management's 'hands-on' approach to management.

KompleteCare ensures through ongoing training, that management and respective employees remain aware of the latest developments in their field of expertise, have adequate resources to conduct business effectively, fully understand the requirements of the quality management system and implement the documented policies and procedures in their workplace.

Management fully endorse this Quality Policy and the quality management system that has been implemented. It is the responsibility of all employees to ensure it is understood, implemented and maintained at all levels within the Company

**Linda Sharrock – Director**

13<sup>th</sup> November 2018