

## Quality Policy

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The Board and Management of TransitCare are committed to providing our members and corporate customers with a quality service in a positive, supportive environment.

This commitment will be attained through:

- The fostering of a workplace culture of continuous improvement.
- Attainment of Formal Accreditation to ISO9001 and ISO 14001
- Compliance with legal and regulatory requirements
- Compliance with CHSP, My Aged Care, NDIS and other government auditing requirements
- Establishing Quality Objectives and KPIs within the organisation's strategic and operational plans and systematically reviewing progress against them.
- Undertaking continuous improvement of our systems and processes to ensure the ongoing development and effectiveness of the Quality Management System

Implementation of the Quality Policy and related systems and procedures is the responsibility of the Chief Executive Officer and the Executive Management Team.

The Finance Manager and Manager People & Quality are the Executive Managers responsible for the day-to-day operation of the Quality Policy and related systems and procedures.

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Terry O'Toole  
CEO