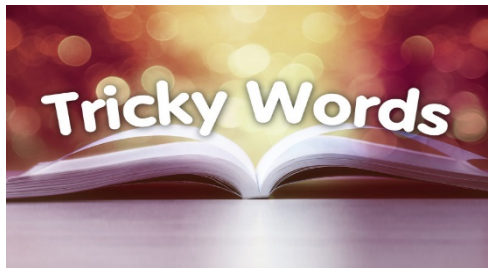


QUALITY POLICY



Pearson Allied Health Services





This book has some tricky words

The first time we write a tricky word

- The word will be in **purple**
- We will write what the tricky word means

You can get help with this book

You can get someone to help you



- Read this book
- Know what this book is about



- Find more information

About this book



This book is about our **Quality Policy**

Quality Policy means the list of rules that say what we will do to make sure we have good services



We want to make sure people with disability



- **Have a good life**



- **Have choices**



- **Get opportunities**



- **Learn skills**

What we will do



We will make sure we do everything we say we will do

We will



- **Listen to you**
- **Help you think about what you want from your life**



- **now**
- **in the future**

We will make sure we know what you need and want





We will do everything the law says we must do



We will work to find out if we meet our quality standards



We will try to make our service better

better team
better quality
better innovation
better value
better service

Our Quality Management System



To make sure we do things the right way we have a Quality Management System

We want to



- help people have a better life

- make people happy

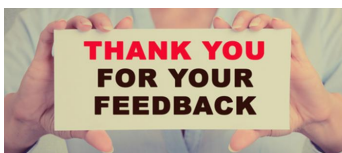


- be a good place to work

- keep doing work to make our systems better



- respond to **feedback and complaints**



Feedback and complaints are when you tell us what you think of our service



More Information

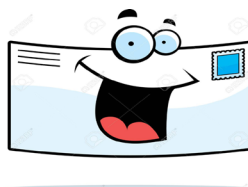
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