



## Quality Policy Statement

The team and management of Grace Professional Services Pty Ltd are committed to being a leader in the disability support sector through excellent services and support for our clients.

Grace Professional Services coordinate supports for people with disability who are registered with the National Disability Insurance Scheme.

We treat every client with compassion and take the time to understand what support each client needs to improve their quality of life.

We will use our experience, sound knowledge of the complexities of the NDIS as well as our network of known service providers to provide the best possible outcome for our clients.

Our values are empowerment, quality, honesty & integrity, respect, leadership, inclusiveness, and collaboration.

We are committed to identifying and meeting the requirements of our clients, regulatory and accrediting bodies.

We aim to enhance client satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to client and applicable statutory and regulatory requirements.

Through continuous evaluation we comply with ISO 9001:2015 requirements and continually improve the effectiveness of the Quality Management System.

This commitment is supported by our company policies.

The scope of the Quality Management System in order to comply is:

### ***Provision of Support Coordination services for NDIS Participants***

A handwritten signature in blue ink, appearing to read "Sandi", is written over a light blue circular stamp.

Sandi Grace  
CEO  
Grace Professional Services Pty Ltd