

About your Quality Policy



Easy English



Better Health Network

Our services

- Adult Disability Support Services
- NDIS Support Coordination
- Social Support Groups
- Primary Health - Therapy Services
- Primary Health - Child and Family Services

Hard words



This book has some hard words.

When we write a hard word for the first time

- the word is in **blue**
- we write what the hard word means.



You can get someone to help you

- read this book



- understand this book



- find more information.

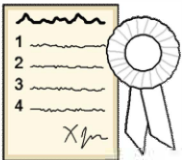
About this book

This book is by Better Health Network.

When we say **we** it means Better Health Network.

About our quality policy

This book is about our **quality policy**.



Quality policy is a list of rules.



It says what we will do to make sure we have good services.

We are a **Quality Accredited Service Provider**



This means that we follow the rules to meet the National Disability Insurance Scheme Practice Standards 2018.

Quality policy

Our board and management work to provide a good service.

We set high standards for



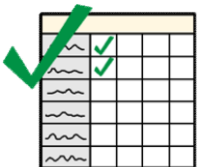
- doing our job properly
- how we organise our services



- following the rules.

We are **not for profit**

Not for profit means we use all the money we get to



- provide our services

and



- make our services better.

Quality service

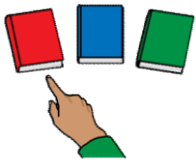


We want people in our community to have a better life.



We want to make sure our services for people with a disability are good.

We want you to

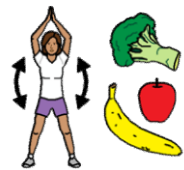


- have choices

- have opportunities



- learn skills



- be healthy



We will always work with you to make our service better for you.

What we will do

We will support you to meet your **goals**.

Goals means the things that you want to happen.

Our staff



Staff are the people that work for us.



We will

- listen to you



- help you think about your goals

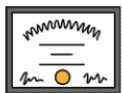


- support you to get things done



- find out what you need and want

- act safely



- have the right skills



- keep learning



Laws and policy

Laws and **policy** means the government or a court makes rules for the community.

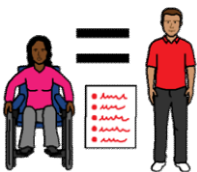


We follow the rules.

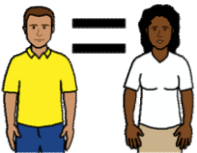
We obey these laws and policies



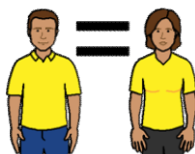
- National Disability Insurance Scheme Practice Standards 2018



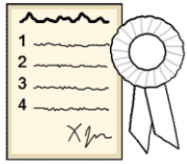
- National Disability Insurance Scheme Act 2013
- United Nations Convention on the Rights of People with Disabilities 2006



- Victorian Charter of Human Rights and Responsibilities Act 2006



- Disability Act 2006



Quality management system

We have a quality management system to make sure we do things the right way.

Doing things the right way means



- supporting people in our community



- helping people with a disability to have a better life



- being a good place to work



- working to make our systems better



- listening to your **feedback**



- doing something about your **complaints**



Feedback and complaints

We will do something about **complaints** and **feedback**

Feedback means you tell us



- what you like



- what ideas you have to make us better

We will use your feedback to make our service better.



A complaint is when you say what you do **not** like.

We will



- help you to make a complaint



- listen to you



- try to fix the problem.



More information

You can contact us if you have any questions.



Call 03 8587 0200



Email NDIS@cbchs.org.au



Website www.bhn.org.au



National Relay Service

Help for people with hearing or speech difficulties.

Call 1800 555 660

Website communications.gov.au/accesshub/nrs



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