



Accessible Housing

Making Housing Accessible to the Community Since 1994

Quality Policy

Accessible Housings mission is to provide long term rental housing to people who have a disability or are disadvantaged by social circumstances.

Our vision is to be recognised as a leading housing provider to the community.

Quality improvement is an integral part of everything we do at Accessible Housing. To support this philosophy we have a Quality Management system which complies with the requirements of the Australian/International Standard: - ISO 9001.

Accessible Housing is committed to the highest levels of professional skills to ensure our tenants are satisfied with our services. We ensure our staff are effectively trained in the tasks they perform and keep abreast of developments in the field of housing.

The Quality Management System is based on formalised procedures to ensure we comply with all legislative and regulatory requirements.

Our Quality Management System is continually reviewed through regular internal and external audits.

Goals and Quality objectives have been established by Accessible Housing, in the Strategic Plan. These plans are regularly reviewed at board meetings and at Management review committee meetings.

We ensure the Quality Management System evolves to meet tenants' ongoing requirements through the adoption of continual improvement processes.

The Accessible Housing board fully endorses this Quality Policy and the Quality Management System that has been implemented.

Signature *Richard J W Tisher*

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