



**We at Outcomes-Won acknowledge  
and thank our friends at CoAbility for  
permission via (CEO Jenine Ellis), to  
promote the usage of their 'Easy  
English', documents.**

**CoAbility**

**Easy English**

**Quality Improvement**

**This information was correct at the time of printing.**



**If you are hearing/speech impaired, you can communicate with us by calling the National Relay Service (NRS) on 133 677.**



**If you need help to talk to us in your language, call the Translating and Interpreting Service (TIS) on 131 450 (9am-5pm).**

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# Quality Improvement



This information is written in an easy to read way.



We use pictures to explain some ideas.



You can ask for help to read this information.



A family member, friend  
or support person may  
be able to help you.

# What is Quality Improvement?



We have a policy which says how we make sure we continue to improve our services.



We will make sure we do things we say and we will check regularly to do so.



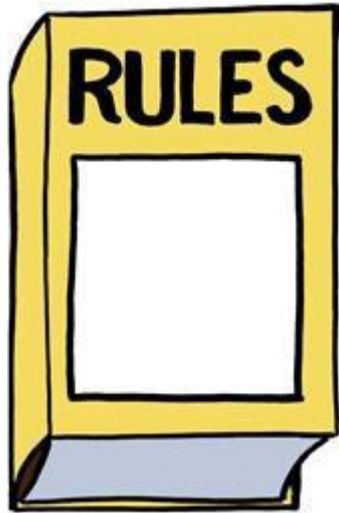
We will listen to you,  
and what you think  
about how we are  
meeting your needs.



We will ask your views  
about how we can  
improve.



We will do everything  
the law says we must  
do.



We will make sure we meet the NDIS Practice Standards.

These Standards make sure we are supporting you in the best possible and safest way.



We will also make sure all of our staff are well trained, treat you well and meet the NDIS Code of Conduct.



We have a Quality Management system to make sure we do things the right way.



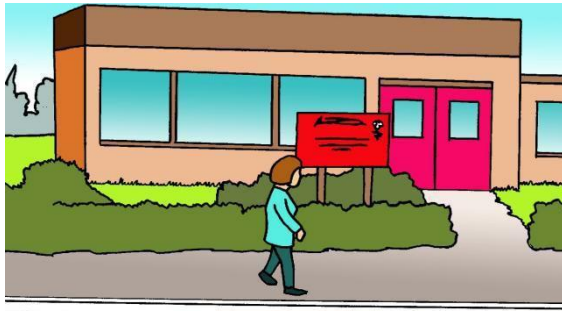


We look carefully at all  
Feedback and  
Complaints.



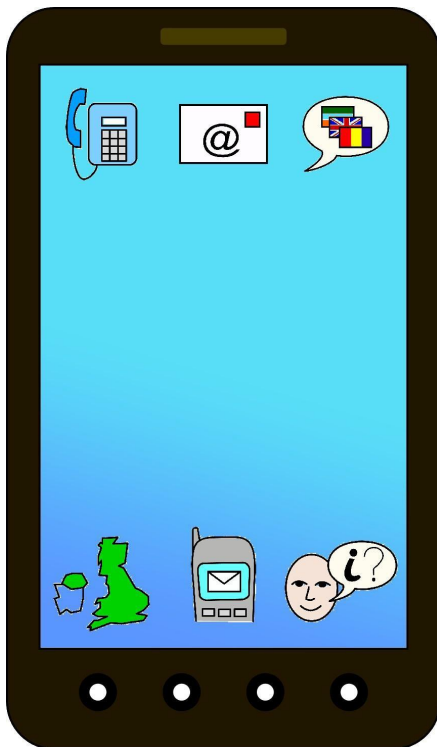
And we use it to  
improve our service.

# Outcomes-Won Contact Details



You can post communications to:

**Po Box 79, Ararat  
3377**



You can call us on:

**0491-760-663**

You can visit our website:

**[www.outcomes-won.com.au](http://www.outcomes-won.com.au)**