



## QUALITY, SAFETY & ENVIRONMENTAL (QSE) POLICY (POL-1-1)

ESAR Home Care is committed to providing high quality, client focussed services to Carers, Clients and their families in both a home and community setting across the Metropolitan area and the Barossa Valley region.

ESAR Home Care strives to achieve leadership and excellence in home and community care. The organisation ensures that all clients are treated with compassion, dignity and respect and is committed to promoting the independence of clients while offering an effective and quality service to those who require assistance to remain at home.

Our core values and company policies promote a confidential and supportive environment for those receiving ESAR Home Care services.

Our Quality, Safety & Environmental (QSE) objectives are to (as far as reasonable practicable):

- Comply with Environmental, Safety and Workers Compensation legislation.
- Meet the requirements of our Customers and relevant Standards or Codes of Practice with a view to continually improving our Management System.
- Ensure all Workers are held accountable and are responsible for their Quality, Safety, Environmental and Risk Management performance by setting objectives and targets at each functional level.
- Ensure a pro-active risk management approach to Quality, Safety & Environment through the identification of hazards, risk assessments and the elimination or control of risks through the organisations risk register and consultative methods.
- Provide and maintain operations, premises, equipment, plant and substances that are safe and without risk to anyone's health with the aim of eliminating workplace incidents.
- Provide effective consultation between Managers, Supervisors, Coordinators, Workers and interested parties.
- Provide information, instruction, training and supervision as necessary to ensure our Quality, Safety & Environmental (QSE) system is current.
- Prevent pollution to the environment and minimise waste.
- Ensure information is current through a robust document control management system.
- Provide adequate information and instruction for contractors, sub-contractors and visitors.

ESAR Home Care is committed to continuous improvement initiatives, independent system reviews and setting measurable objectives and targets aimed at enhancing our Quality, Safety & Environmental (QSE) Management System.

ESAR Home Care acknowledges that the Management Team has overall responsibility for implementing our Quality, Safety & Environmental (QSE) Manual and encourages the support and contributions of all employees, contractors and any other interested parties.