

Quality Policy

Interchange Outer East provides a high quality person-centred service to families of children and young people with disabilities.

Interchange uses person centred thinking tools when planning and evaluating the service.

Key principles of the quality process for Interchange Outer East are:

- Providing a positive approach
- Making sure all participants in the service are involved in ensuring quality
- Always improving the service based on feedback and complaints
- Gathering data to show how Interchange is progressing
- Learn from, share, and work with other agencies and the community