

Quality Policy

Introduction

My Flex Health (MFH) is committed to delivering high-quality services across four primary sectors: My Flex Homecare, My Flex Staffing Solutions, My Flex Disability, and My Flex Training. We provide exceptional care and skilled support services, including home care for clients, staffing solutions for healthcare facilities, disability services for NDIS participants, and training for professionals in the aged care and health sectors.

Our commitment to innovation and the use of technology enables us to enhance service delivery, streamline operations, and improve client outcomes.

Purpose

The Quality Policy reaffirms MFH's dedication to providing innovative, high-quality services that meet and exceed the needs of our clients. It outlines the responsibilities of management and staff in achieving our quality objectives and incorporates the use of technology as a key enabler of continuous improvement and efficiency within our Quality Management System (QMS).

Policy Statement

MFH aims to deliver high-quality services that consistently meet or exceed the needs and expectations of our clients in Staffing Solutions, Disability, and Aged Care sectors. We are committed to integrating technology-driven solutions to enhance service delivery, improve operational efficiency, and ensure we remain at the forefront of industry standards.

To meet these objectives, MFH aligns with international quality standards, including AS/NZ ISO 9001:2015 for Staffing Solutions, NDIS Quality Standards, and Aged Care Standards. We embrace innovation by incorporating cutting-edge technologies that support the delivery of services while ensuring the highest level of care, safety, and compliance.

My Flex Health Commitment

- **Compliance with laws, regulations, and standards:** We ensure adherence to all applicable laws, standards, and codes of practice, integrating technological solutions to streamline compliance processes.
- **Customer Experience Enhancement:** By leveraging technology, we enhance client engagement, streamline service delivery, and provide personalised experiences, all while maintaining a focus on exceptional care and outcomes.
- **Quality Work Execution:** Our documented policies, processes, and procedures integrate advanced technology to support efficient workflows and ensure consistent service delivery in line with quality standards.
- **Continuous Improvement:** We use technology to gather data, measure performance, and identify areas for improvement, driving ongoing enhancements to our services and outcomes.
- **Stakeholder Engagement:** We employ digital tools and platforms to facilitate ongoing communication with clients, employees, and stakeholders, ensuring services are responsive to their evolving needs.
- **Promoting a Culture of Innovation:** MFH fosters a culture that values and integrates new technologies to drive innovation, continuous improvement, and operational excellence.
- **Risk Management and Opportunity Identification:** We utilise technological systems to assess, report, and manage risks and opportunities in real time, enabling proactive decision-making and continuous service improvements.

Guiding Principles

- **Client and Stakeholder Focus:** MFH remains dedicated to understanding our clients' and stakeholders' needs and expectations. Technology allows us to engage with clients more effectively and personalise services based on data insights.
- **Continual Improvement:** We use advanced analytics and automated processes to monitor performance, assess service delivery, and identify opportunities for innovation. These tools help MFH stay agile and continuously improve.
- **Involvement of People:** Our staff are empowered through training and the use of technology to enhance their ability to meet quality standards. Technology tools enable more efficient workflows, communication, and learning, making it easier for employees to contribute to the organisation's objectives.
- **Leadership:** Senior management supports a culture of innovation by prioritising investment in technology that fosters efficiency, collaboration, and high-quality service delivery. Technology is a key enabler of leadership strategies that ensure MFH achieves its quality goals.

Innovation and Technology Integration

At MFH, we are committed to leveraging technology as a cornerstone of our service delivery. We invest in tools and platforms that enable real-time data tracking, client management, and reporting, ensuring timely and responsive care. Whether it's through digital training platforms for staff, automated client scheduling, technology is integral to enhancing both the quality of care and operational effectiveness.

MFH will continue to innovate by exploring new technologies and methodologies, ensuring that our services evolve with the needs of our clients and the healthcare landscape.

Executive Director



Paul Rowell