



Lenity Care  
Suite 106, 30 Campbell Street  
Blacktown NSW 2148  
info@lenity.com.au

#### QUALITY POLICY:

Our commitment is to empower our clients to live the life they choose, to strive by delivering great client solutions that will enable opportunities of choice, inclusion and achievement in the home and community through education and training.

Every Lenity Care employee is committed to:

- Passion for our customer satisfaction in all services
- Compliance with laws and regulations pertaining to the quality, safety and performance requirements in all areas in which Lenity Care services are offered.

#### RESPONSIBILITY AND AUTHORITY:

- Lenity Care's directors has the ultimate responsibility and authority for the application of this policy.
- The overall responsibility and authority are delegated by the director to compliance and quality manager, who serves as QMS management representative.
- Business unit leader of each location withing Lenity care are accountable for compliance with this policy and shall ensure that QMS management representative for their operations have been appointed.
- Each Lenity Care employee is empowered to be responsible for compliance to this policy

These commitments will be met through documented and reviewed quality objectives, shared quality culture, commitment to performance, and unyielding integrity. This shall be achieved by:

- Developing quality management system that meet ISO 9001 requirements
- Developing objectives and targets that are measurable and monitored
- Ensure only qualified and trained personnel conduct services for clients
- Ensure that all legislative and government policy requirements are met
- Ensuring climate of continual improvement within Lenity care
- Ensuring the greatest level of customer satisfaction in our industry

Signature

Walid Elfadil  
Director

A handwritten signature in blue ink, consisting of several overlapping, sweeping lines that form a stylized, abstract shape.

Signature

Islam Ibrahim  
Director

A handwritten signature in blue ink, featuring a prominent, sweeping horizontal stroke that curves upwards at the end, with several smaller, more intricate strokes above it.