

Quality Policy

neurocare provides innovative and effective mental health therapies with a high level of customer service. neurocare is passionately pursuing excellence in the highest quality care in mental health and performance by empowering best practice and valuing our commitment to best in class clinical outcomes and personalised client care.

At neurocare, we are committed to meeting and exceeding our client and NDIS participant requirements and expectations. We will also ensure that we comply with all legislative, client, NDIS participant and other requirements and continually improve our quality management systems. Our team will maintain quality by focusing on the following:

Our Clients and People

We will continually consult and engage with our people and clients and actively seek performance feedback to ensure our services are delivered to the highest standards.

We encourage our clients to actively participate in decision making in their interactions with their neurocare healthcare providers. In addition, there will be management reviews, verification activities and resource requirements in place, as well as ongoing training and development of our people.

Business Standards

Our team will ensure timely and effective business planning methodologies and continually identify business risks and opportunities. We will establish objectives and measurable targets which are continually monitored and reviewed to enhance our customers' experience.

Compliance

To provide this high level of customer service and care, our team will ensure we maintain our quality management system in accordance with the requirements of ISO 9001 (Quality Management Standard) and the National Disability Insurance Service requirements. We will comply with all relevant regulatory standards applicable and client requirements.

Angela McGuire

Managing Director