

Quality Policy

OUR VISION

Pinq aims to fundamentally change perspectives on human potential and the potential of vulnerable populations.

We seek to impact the design of health care systems through leadership and transparency and the collection of critical data to demonstrate the importance of reablement to enhance human performance.

We do this at scale for maximum impact and do so by focusing on an inclusive, high performing and accountable workforce of motivated individuals, who place service at the forefront of their mind.

OUR MISSION

We seek to be a sustainable, purpose-driven business dedicated to delivering high-quality human services that unlock and maximise human potential.

Guided by evidence, data, and proactive science-based approaches, we create environments tailored to the individual, ensuring support is delivered where it is most effective.

Our work is fuelled by innovation, forward thinking, and a commitment to placing all stakeholders in balance through the decisions we make.

LEADERSHIP COMMITMENT

We are committed to operating and maintaining a documented quality management system aligned with ISO 9001:2015, supported by our Business Management System (BMS) and Clinical Governance Framework.

We have established quality objectives, aligned to the strategic direction of the business, to plan, implement and measure the effectiveness of the quality system and to drive continuous improvement.

To implement this policy, we have focused on the context and strategic direction of the business with particular reference to consistently meeting our customers' requirements and applicable statutory, regulatory, and sector-specific obligations (including NDIS and Aged Care).

Leadership is committed to encouraging and promoting risk-based thinking across all levels of the organisation, fostering ownership and accountability among all workers and key stakeholders. The quality management system provides mechanisms for detecting system shortfalls and for stimulating process improvements.

We are committed to:

- The effective implementation of this policy through relevant training, quality awareness initiatives, and ongoing professional development.
- Continuous review and improvement of the quality system in line with ISO 9001:2015 and industry best practices.

This policy is communicated throughout the organisation, available to internal and external stakeholders and regularly reviewed for continued suitability.

Director: Jonathan Moody

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