



Quality Policy Statement

STAR Residential Care started their care support organisation being committed to building an organisation of value.

Value to the people we care for – Value to the people we work with.

Star Residential Care has 21 + years' experience in the service sector, with the parent organisation started in 1997, quickly identifying a focus on health care & particularly aged care services, was rewarding in many ways.

Star Residential Care prides itself for its reputation as an innovator in the sector and being a highly systems driven organisation and having full transparency in its quality management systems, meaning our clients receive seamless delivery of quality monitored services.

We are 100 % committed to ensure Star Residential Care remains at the forefront of innovation.

Quality Management – Excellence in Service delivery.
Systems + Controls = Quality

STAR Residential Care pledges its intention to work with all staff to create the safest and best work practices while consistently meeting customer requirements and expectations, for all mutual benefit.

We intend to meet all negotiated requirements and expectations of each and every customer, and will insist that our staff provide the same high standard.

We will support this commitment through the communication, training and development of our staff to ensure that our company goals and quality objectives are understood, implemented and maintained in accordance with and compliance to ISO 9001:2008

To ensure the achievements of the above objectives, we remain committed to continually improve our services and processes through the establishment of measurable quality objectives with set targets and the collection and analysis of data for these objectives to determine areas for taking preventive actions for improvement.

Mark Barrowclough

General Manager