

As a leading provider of community health services across Australia, we are committed to the development, implementation and maintenance of an integrated Quality Management System, in an environment that fosters continual improvement, patient safety and regulatory compliance.

We are committed to achieving this through:

- Compliance with ISO 9001:2015.
- Compliance with applicable statutory obligations, Healthcare Standards and Codes of Practice, relevant to the services provided.
- Working collaboratively with our partners and patients, to understand their requirements, satisfy their expectations, and fulfil contractual agreements, in a professional, efficient, safe and ethical manner.
- Ensuring all work activities are carried out by suitably trained, skilled, and competent staff, who are empowered to provide quality healthcare.
- Encouraging participation and promotion of quality responsibilities amongst all employees and third parties through standards, education, training and coaching, supervision and effective communication.
- Designing, implementing, monitoring, establishing and reviewing Quality objectives and performance measures, to facilitate continuous improvement in systems, processes and services.
- Communicating and sharing performance measures with internal and external interested parties.
- Providing sufficient and suitable resources to implement and maintain our Quality Management System.