

# Quality Policy Statement

## What we do

RHealth provides a range of services in fulfilment of Primary Health Care related contracts from organisations, who receive funding from the Commonwealth Department of Health, within the Wide Bay, Darling Downs, South Burnett, and Western Queensland regions.

RHealth will strive to consistently provide services that meet or exceed the requirements and expectations of our key interested parties. We will actively pursue continuous improvements through strategies and systems that enable each employee to achieve excellence in their roles.

## Quality Objectives

Quality objectives are to:

- a. meet funding body contractual obligations, through effective application of the Company Quality Management System (QMS);
- b. ensure that personnel have appropriate qualifications, and competencies to perform their assigned tasks and functions to the required standard;
- c. allocate appropriate resources to ensure effective and efficient delivery of RHealth's Programs and services;
- d. ensure that RHealth's Quality System policies, processes and procedures meet ISO 9001:2015 Quality Standard requirements;
- e. ensure that RHealth personnel comply with applicable statutory and regulatory requirements and are kept informed of changes in relevant standards, legislation, accreditation and industry requirements; and
- f. ensure continual quality improvement through regular review of performance, including key Interested Party feedback and evaluation, to ensure the ongoing effectiveness of the Quality Management System.

## Commitment

RHealth's General Manager and Senior Management are committed to maintaining consistent high standards of quality RHealth services to Key Interested Parties and is committed to continual improvement and meeting the requirements of the Quality Management System through the pursuit of our Quality Objectives.

The General Manager is committed to the communication and implementation of this policy. All staff are encouraged to strive to achieve quality outcomes in accordance with this policy.

