

# QUALITY POLICY STATEMENT

## Vision

Western Queenslanders experiencing better health.

## Purpose

To support a comprehensive and integrated primary health care system that delivers better health outcomes for the people of Western Queensland.

## Goals

- a. Improve the health of our population and reduce inequalities.
- b. Enhance patients and families access and experience of care.
- c. Strengthen the capacity and capability of primary care.
- d. Foster efficient and effective primary care.

## Quality Objectives

WQPHN Quality objectives are to:

- a. fully comprehend and meet its contractual obligations in accordance with WQPHN Activity Work Plans approved by the Australian Government Department of Health and other funding bodies, through effective application of the Company Quality Management System (QMS);
- b. ensure that personnel have appropriate qualifications, licences, credentialing and competencies to perform their assigned tasks and functions to the required standard;
- c. within the funding allocation, appropriate resources are allocated to ensure effective and efficient delivery of quality system, health, and commissioning outcomes;
- d. ensure that all WQPHN personnel understand and conform with the organisation's Quality Management System (QMS) policies, processes, and procedures;
- e. ensure that WQPHN personnel are kept informed of changes in relevant standards, legislation and industry requirements;
- f. to monitor and analyse WQPHN performance and make any necessary changes, as appropriate, relevant to funding bodies and other interested parties; and
- g. ensure continual quality improvement through regular review of performance, including feedback and evaluation, to ensure the effectiveness of the Quality Management System.

## Commitment

WQPHN's CEO and Executive Management are committed to maintaining consistent high standards of quality WQPHN services to 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 CEO is committed to the communication, enthusiastic promotion and implementation of this policy. All staff are encouraged to strive to achieve quality outcomes in accordance with this policy.



Sandy Gillies  
Chief Executive Officer (CEO)

