

# Quality Policy



MedHealth is committed to improving the life, health and employment outcomes of a population, while never losing sight of the individual.

We pride ourselves on providing high-quality outcome focused services that meet or exceed customer requirements and expectations which are delivered in a way that treat all individuals with dignity and respect. This is achieved through the effective maintenance and enhancement of our established Quality Management System (QMS).

Our QMS aims to:

- Drive consistent quality in all that we do, whilst actively seeking opportunities to improve
- Set measurable objectives and targets to drive the continual improvement of our business and our QMS
- Ensure risks and opportunities are actively identified, monitored and managed
- Ensure there is a robust framework of documented policies and procedures which provide clear guidelines in all core areas of our activities
- Provide a framework for our team members to contribute to its ongoing effectiveness
- Maintain compliance across relevant national and international standards, including:
  - Quality (AS/NZS ISO9001)
  - Information Security Management (ISO/IEC 27001)
  - National Standards for Disability Services
  - Quality Assurance Framework
  - Right Fit for Risk
  - Heads of Workers' Compensation Authorities Principles of Practice for Workplace Rehabilitation Providers
  - NDIS Practice Standards
  - Child Safeguarding

Our executive leadership team is committed to operationalising and continually improving our QMS, and actively encourages all members of our teams to contribute to continuous improvement in all that we do via our intranet suggestion box, continuous improvement form and organisational excellence forums. All of our team are required to work towards the fulfilment of our QMS and management regularly reviews the system to maintain its suitability and effectiveness.