MEDHEALTH

QUALITY POLICY

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

We pride ourselves on providing high-quality outcome focussed 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:

  o Quality (AS/NZS ISO9001)

  o Information Security Management (ISO/IEC27001)

  o National Standards for Disability Services

  o Quality Assurance Framework

  o IRAP

  o Heads of Workers Compensation National Consistency Framework

  o NDIS Practice Standards

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 Auxano forum. All of our team are required to work towards the fulfilment of our QMS and management regularly reviews the system to maintain is suitability and effectiveness.

Tim Morphy
Chief Executive Officer