



## Quality Policy Statement

Moorditj Koort aims to provide culturally appropriate, holistic health promotion, disease prevention and community services to benefit aboriginal people.

The nature of our activities places particular emphasis on quality, experience, expertise, performance and reliability. The objective of the Directors and Management is to ensure that our personnel develop the skills and abilities enabling us to perform effectively now and into the future.



We are committed to continually improving the way we do things strive to deliver high quality primary health care services that continually meet or exceed our clients' expectations and applicable requirements.

To ensure we meet our policy aims, we operate and maintain a quality management system complying with ISO9001-2015 Quality management systems - Requirements.

Our Quality Management System covers all aspects of the services and programs delivered by Moorditj Koort. We recognise that quality and client satisfaction can only be achieved through the involvement and commitment of our team and partners.

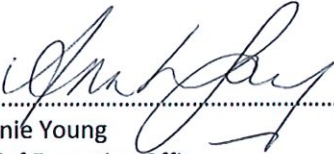
Our success in effectively implementing this quality policy will be measured by the positive endorsement of our services by our clients and our community.

The provisions of this policy require that a program of systems, procedures and plans to be effectively implemented and continuously updated including:

- |   |  |
|---|--|
| <input type="checkbox"/> Setting & Monitoring of quality Objectives and Targets | <input type="checkbox"/> Continuous Improvement      |
| <input type="checkbox"/> Risk & Opportunity Management                          | <input type="checkbox"/> Employee Induction Programs |
| <input type="checkbox"/> Non-conformity   | <input type="checkbox"/> Performance Reviews         |
| <input type="checkbox"/> Corrective Action                                      | <input type="checkbox"/> Internal Audits             |
| <input type="checkbox"/> Competency Based Training                              | <input type="checkbox"/> Customer Feedback mechanism |

This will be achieved by having in place the right people and the right systems.

I am personally committed to Continuous Improvement of our QMS and request all employees join me as we strive to continually improve the way we work.

  
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Annie Young  
Chief Executive Officer

Dated: 4.10.24 .....

