

Quality Policy

Policy statement

Western Queensland PHN (WQPHN) understands the importance of maintaining and improving quality systems and processes that support the achievement of the organisation's vision, mission, objectives and targets.

WQPHN's CEO and Senior Management are committed to maintaining consistently high standards of quality in relation to WQPHN operational practices and commissioned services, that strive to meet the needs of various WQPHN stakeholders.

WQPHN is committed to maintaining a Quality Management System (QMS) as a framework for managing quality on a continual basis.

To support this policy, the objectives of WQPHN's Quality Management System are to:

- satisfactorily meet the needs of funding bodies so that they continue to offer WQPHN funding that supports WQPHN to pursue its vision
- recruit, support, enable and retain personnel who can provide a valuable contribution to WQPHN's mission
- maintain a thorough and pragmatic organisational understanding of the characteristics, needs and connected entities of the Western Queensland patch
- ensure accessible, equitable, inclusive, safe and value-based facilitated and commissioned activities and services

WQPHN's leadership and management are 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, 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)