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| Title: **QUALITY POLICY** | Document No: **0127** |
| Date Implemented; **May 2017**  Issuing Authority: **Chief Executive Officer** |
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| Application: **ALL STAFF** |

Quality Policy Statement

Mulungu Aboriginal Corporation Primary Health Care Service aims to improve health outcomes and wellbeing for the Indigenous community of Mareeba. We do this by providing comprehensive primary health care services that respond to the physical, spiritual, cultural, and emotional and social wellbeing needs of the community and by empowering the community to manage their own health and wellbeing.

We strive to deliver high quality comprehensive primary health care services that continually meet or exceed our clients’ expectations.

To meet our aims:

**For our clients we will:**

* respond to individual client needs
* be proactive in sharing clinical knowledge and experience
* respect cultural identity and maintain cultural sensitivity
* deliver family centred care
* use an approach which empowers and support self determination

**For our community we will:**

* consult to determine community needs and aspirations
* drive and support positive change
* respect community values and beliefs
* encourage the development of strong leadership skills

**For our staff we will:**

* provide a safe and fulfilling working environment
* educate and mentor leaders for tomorrow
* develop a highly skilled, caring and committed workforce
* ensure succession planning for tomorrow’s workforce

**For our partners we will:**

* develop a shared vision
* drive and support a coordinated approach to improve health and well being

**In collaboration with other health service providers we will:**

* work in partnership
* share our knowledge and experience
* maintain good working relationships
* innovate and adopt systems which strengthens and benefits the community

**We will meet standards and accreditation by:**

* working within recognised standards
* using evidence based practice
* continuous improvement

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.