



## Policy Statement

RHealth is dedicated to supporting the health and wellbeing of communities across regional, rural and remote areas by providing high quality services and activities that deliver meaningful outcomes. We recognise that strong, reliable and continuously improving processes are essential to meeting the expectations of our funders, partners, clients and communities.

RHealth's Chief Executive Officer, General Manager and management team are committed to:

- delivering consistent, high-quality services and activities to all stakeholders;
- fostering a positive organisational culture that provides a safe, inclusive and rewarding working environment;
- driving and supporting continual improvement across all operations.

The General Manager is responsible for ensuring this Quality Policy is effectively communicated, understood, and implemented across the organisation. All staff are expected and empowered to contribute to achieving quality outcomes in alignment with this policy.

RHealth's Quality Policy supports the organisation's strategic intent to be a preferred provider and maintain financial sustainability through high quality, safe and inclusive practices.

To uphold this commitment, RHealth will:

- maintain an effective Quality Management System (QMS) aligned with ISO 9001;
- establish, monitor and pursue quality objectives relating to service delivery, safety, stakeholder outcomes, people and culture;
- consider the organisation's operational context and the needs and expectations of relevant interested parties when planning and reviewing its QMS;
- comply with all applicable requirements and seek certification to the ISO 9001 standard across the defined scope of operations;
- continually improve the QMS and review performance regularly through management review and key performance indicators.

This Quality Policy will be reviewed at least annually as part of RHealth's management review process to ensure its ongoing suitability, adequacy and effectiveness.

**Michelle Sieders**  
General Manager