

QuiHN Quality Policy



QuiHN provides medical services (primary care and nursing/advanced nursing services), needle and syringe programs, counselling, support services, development of health literacy, education and training, workforce development initiatives, life skills programs, and services that relate to substance use, HIV, viral hepatitis, sexual health and other psychological and physical health issues among our target groups.

Our quality aims are:

- To provide high quality innovative services that empower, include and support people at any stage of their drug use.
- To deliver specialist services relating to the illicit use of drugs by responding to the diverse needs of clients and the wider community in Queensland.
- To effectively address the needs of the community with which we work and enhance client satisfaction
- To provide high quality health care services with a particular focus on supporting those with substance use and mental health concerns.

To help us achieve these aims, we have implemented a management system based on the requirements of the international quality standard ISO 9001:2015 and endeavour to maintain independent accreditation to that standard. In order to further support the achievement of these aims, our Better Access Medical Clinic is committed to maintaining the RACGP Standards for general practices (5th edition). QuiHN also maintains accreditation against the National Safety and Quality Health Service Standards (NSQHS) for a number of programs related to our clinical service delivery and governance.

Our system ensures that effective controls are consistently applied to our work processes and records our quality-related activities. We are committed to maintaining, and continually improving this system. We believe that quality improvement is part of all our jobs, and we strive for continuous quality improvement.

We value the feedback that our clients and patients provide in relation to their experience with our service. All employees and suppliers are invited and expected to share in this commitment. We have allocated appropriate and adequate resources to ensure that quality remains at the heart of our business.

Any suggestions that may assist us to achieve our quality aims are welcomed.

A handwritten signature in black ink, appearing to read 'G. Davey', with a horizontal line drawn through it.

Geoff Davey
Chief Executive Officer