

QuIHN Quality Policy



QuIHN offers a comprehensive range of services tailored to its target groups, including:

- **Harm Reduction Programs:** Providing programs across a continuum comprising: Harm reduction programs (e.g., prevention (such as Needle and Syringe Programs, Take Home Naloxone, brief interventions, peer education programs), testing and treatment services, health promotion, and education programs)
- **Therapeutic Programs:** AOD psycho-social programs (e.g., individual counselling, case management, psycho-social and therapeutic group programs)
- **Workforce Development:** Initiatives to build skills and capacity among staff, other professionals and the community.
- **Primary medical care:** General Practice and Nursing services
- Specialised services addressing AOD use, HIV, viral hepatitis, sexual health, and other psychological and physical health challenges.

This holistic approach ensures that QuIHN meets the diverse needs of its clients/patients while promoting overall health and well-being.

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.

QuIHN employs a Quality Management System to uphold high standards and ensure ongoing compliance while achieving our aims. This system supports the organisation's commitment to safety and quality by monitoring and maintaining accreditation with the QIC Health & Community Standards, RACGP Standards for general practices (5th edition), and the National Safety and Quality Primary and Community Healthcare Standards. Adhering to these frameworks assures quality service delivery, robust governance, and continuous improvement across all areas of health, safety and clinical care.

This system ensures that effective controls are consistently applied to work processes and that quality-related activities are accurately recorded. The organisation is dedicated to maintaining and continuously improving this system, with a belief that quality improvement is the responsibility of everyone. Continuous quality improvement is a core focus in all aspects of the services delivered at QuIHN.

QuIHN values client and patient feedback to enhance service experiences. Employees and suppliers are encouraged and expected to contribute to this commitment. Adequate resources have been allocated to ensure that quality remains a central focus of our operations. Any feedback suggestions that may assist us to achieve our quality aims is welcomed.

A handwritten signature in black ink, appearing to read 'Geoff Davey', is positioned above the name and title.

Geoff Davey
Chief Executive Officer