

## 1 Background

The Northern Territory Primary Health Network (NT PHN) has established this quality policy to be consistent with the purpose, context, and vision of our organisation. This quality policy provides a framework for the setting and review of objectives in addition to our commitment to satisfy applicable stakeholder, regulatory and legislative requirements. Our funders, The Australian Government Department of Health and Aged Care requires all primary health networks to have a fit for purpose quality management system (QMS). The NT PHN's QMS demonstrates our commitment to consistent delivery of high quality, compliant services while promoting a best practice of continuous improvement.

## 2 Purpose

This policy defines NT PHN commitment to

- the established Quality Objectives.
- obtaining and maintaining certification against the ISO 9001:2015 Quality Management Systems - requirements.

## 3 Scope

This policy applies to all entities, employees, and other persons engaged by NT PHN in all areas of operation and across all levels of the organisation.

For the purpose of this policy, the term 'employee' or 'employees' refers to any person who is an employee, contractor, volunteer, student and/or other representative of NT PHN.

## 4 Policy Statements

Senior Executive leadership will demonstrate commitment to the Quality Management System (QMS) through:

- Taking accountability for the effectiveness of the quality management system.
- Ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organisation.
- Ensuring the integration of the quality management system requirements into the organisation's business processes.
- Promoting the use of the process approach and risk-based thinking.
- Ensuring that the resources needed for the quality management system are available.
- Communicating the importance of effective quality management and of conforming to the quality management system requirements.
- Ensuring that the quality management system achieves its intended results.
- Engaging, directing, and supporting people to contribute to the effectiveness of the quality management system.

- Promoting continuous improvement.
- Supporting their peers to demonstrate leadership as it applies to their areas of responsibility.

## 5 Quality Objectives

NT PHN outlines our commitment to the QMS through the Quality Policy Statement. The QMS supports the organisations vision of an inclusive, person-centred, and integrated healthcare system that helps Territorians thrive.

NT PHN's quality objectives are to:

- Implement and maintain an effective QMS that complies with AS/NZS ISO 9001:2015.
- Achieve and maintain quality services that enhance NT PHN's reputation and align with the organisations strategic plan.
- Ensure compliance with all relevant regulatory and legislative requirements.
- Achieve a high level of performance to meet the requirements of health consumers and external stakeholders.
- Continually improve processes through the monitoring and evaluation of the QMS.

## 6 Roles and Responsibilities

### 6.1 Chief Executive Officer (CEO)

- The development, implementation, and maintenance of the Quality Policy Statement
- Ensuring that the policy statement is communicated to all NT PHN personnel and available to other relevant stakeholders.

### 6.2 Senior Executive Leadership Team (SELT)

- The development, implementation, and maintenance of the Quality Policy Statement.
- Providing the operational resources to effectively achieve and maintain certification.

### 6.3 QMS Steering Committee and Working Group

- Managing organisational change to effectively implement and maintain the QMS in line with the Quality Policy Statement.

### 6.4 Quality Business Partner

- The functional implementation, monitoring, and maintenance of the QMS in line with the Quality Policy Statement.
- Reporting to CEO & SELT on the Status of the QMS against the Quality Policy Statement as detailed in the Quality Manual.

### 6.5 All NT PHN Employees

- Complying to all policies and procedures within the QMS.
- Understanding the QMS and how their work contributes to the quality objectives.
- Participating in continuous improvement.

## 7 Further Information

<b>Definitions</b>	<p><b>Quality Management System - QMS:</b> The formalised set of policies, processes and procedures required for the planning and execution of core business functions in line with the organisations Quality Objectives and compliance requirements.</p> <p><b>Continuous Improvement:</b> The ongoing review of processes to identify areas of potential improvement and optimisation</p>
<b>Related Controlled Documents</b>	Document ID & Document Name
<b>Relevant Legislation</b>	ISO 9001:2015 Quality Management Systems - Requirements
<b>References</b>	<p>ISO 9001:2015 Quality Management Systems – Requirements</p> <p>NT PHN Quality Manual</p>

## 8 Version History

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