

QUALITY POLICY STATEMENT

Our Vision: A culturally safe, inclusive, person-centred, and integrated healthcare system that helps Territorians thrive.

Northern Territory PHN (NT PHN) are dedicated to delivering high-quality, compliant services in line with our organisational vision and mission statements. Our commitment is reflected in our Quality Policy, which establishes a framework for setting and reviewing objectives. Aligned with the ISO 9001:2015 standards, our Quality Management System (QMS) ensures consistency, compliance with regulatory requirements, and continuous improvement.

Our Senior Executive Leadership Team is committed to the effectiveness of our QMS, integrating quality management requirements into business processes, and promoting a consistent approach with risk-based thinking. We allocate the necessary resources, communicate the importance of quality management, and engage our people to contribute to the system's effectiveness.

Our Quality Objectives, embedded in our vision of an inclusive, person-centered healthcare system, include maintaining an effective QMS, achieving and sustaining quality services, ensuring compliance with regulations, meeting the requirements of health consumers and external stakeholders, and continually improving processes through QMS monitoring, evaluation, and continuous improvement.

Every member of our organisation, from the Chief Executive Officer to every employee, plays a crucial role in our QMS.

The Chief Executive Officer ensures the development, implementation, and communication of the Quality Policy. The Senior Executive Leadership Team provides operational resources and supports certification. The QMS Steering Committee and Working Group manage organisational change, while the Quality Business Partner oversees the functional implementation of the QMS. All employees are expected to comply with QMS policies and procedures, understand their role in achieving quality objectives, and actively participate in continuous improvement.

Through these commitments and responsibilities, we strive for a healthcare system that not only meets but exceeds expectations, fostering the wellbeing of Territorians and supporting our vision of a culturally safe, inclusive, person-centred, and integrated healthcare system that helps Territorians thrive.



Gillian Yearsley
Chief Executive Officer