

Quality Policy

Kambu Aboriginal and Torres Strait Islander Corporation for Health (Kambu Health)

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1.0 Cultural Integrity

As a culturally responsive healthcare provider, our organisation delivers services within a strong and respectful cultural framework that centres Aboriginal and Torres Strait Islander perspectives, practices, values and beliefs. These cultural foundations guide both our strategic direction and day-to-day operations.

We recognise and build on the strengths, knowledge and lived experiences of our Aboriginal and Torres Strait Islander community, as well as our Board and workforce. Through this, we are committed to continuously strengthening our cultural capability, with the aim of informing, empowering and meaningfully engaging everyone who interacts with our organisation at every level.

2.0 Purpose

This policy articulates Kambu Aboriginal and Torres Strait Islander Corporation for Health's (Kambu Health) commitment to quality – in its services, its people, its systems, and its culture. It establishes the foundation for a Quality Management System that is responsive to the needs of our community and meets all legislative, statutory, and accreditation requirements.

3.0 Scope

This policy applies to all Kambu Health sites, services, and functions, including primary health care, dental services, early childhood education and care, and children and family programs. It applies to all workers, including employees, contractors, volunteers, and students on placement.

4.0 Legislative References

National Safety and Quality Health Service (NSQHS) Standards

RACGP Standards for General Practices (5th Edition)

National Quality Framework / National Quality Standard (NQF/NQS)

ISO 9001:2015 Quality Management Systems

IAHP Service Delivery Guidelines (DoHAC)

5.0 Policy Statement

Kambu Health is dedicated to:

a) Meeting the spiritual, physical and wellbeing needs of our First Nations community

Quality care at Kambu Health is holistic. We recognise that the health and wellbeing of Aboriginal and Torres Strait Islander peoples encompasses spiritual, cultural, physical, and social dimensions. Our services are designed and delivered with this understanding at their core.

b) Providing quality and equitable primary and specialist health care

We are committed to delivering accessible, high-quality clinical services that meet the needs of our community across Ipswich and the West Moreton region. Equity of access is a non-negotiable principle in how we design and deliver care.

c) Supporting our jarjums and their families

We are dedicated to improving education and development outcomes for our jarjums aged 0–8 years through Long Day Care, Kindergarten, and Children and Family programs. We support the whole family in a strengths-based, culturally safe way.

d) Providing a caring, family-like environment

All patients, clients, families, workers, and stakeholders should feel welcomed, respected, and safe at Kambu Health. We foster an environment that reflects our community's values and the trust they place in us.

e) Delivering service excellence through continuous improvement

We are committed to ongoing improvement at every level of the organisation. This includes regular review of our Quality Management System, monitoring of quality objectives and outcomes, and building a culture where every worker understands their role in quality.

f) Meeting all legislative, statutory, and standards requirements

Kambu Health operates in full compliance with relevant legislation, standards, and funding obligations. This includes but is not limited to the NSQHS Standards, RACGP Standards, AGPAL accreditation, NQF/NQS requirements, IAHP Service Delivery Guidelines, and ISO 9001.

6.0 Management Committee

The Board of Directors and Executive Management Team are committed to embedding quality at every level of Kambu Health. This commitment includes:

- Ensuring quality objectives are established, resourced, and reviewed through the Executive Leadership Team Meeting and reported to the Board
- Maintaining a Quality Management System aligned to ISO 9001 and relevant health and education accreditation standards
- Ensuring all workers understand their responsibilities in delivering quality outcomes and are empowered to raise concerns and drive improvement
- Fostering a quality culture through induction, training, supervision, and clear communication of standards and expectations
- Ensuring consumers and community members, particularly Aboriginal and Torres Strait Islander peoples, are central to service planning, feedback, and improvement processes

7.0 Quality Management System

Kambu Health's Quality Management System (QMS) provides the operational framework through which this policy is implemented. The QMS encompasses:

- Document and records management
- Risk management and incident reporting
- Internal audit and compliance monitoring
- Accreditation and external review processes
- Consumer feedback and complaints management
- Workforce competency and training
- Performance monitoring and management review

All functions and service areas across Kambu Health are responsible for contributing to quality objectives and continuous improvement within their area. Management by process is a core principle, ensuring that programs and services remain safe, compliant, and trusted by our community.

8.0 Responsibilities

Role	Responsibility
Board of Directors	Approve this policy; oversight of quality performance
Chief Executive Officer	Accountable for the implementation of the QMS across all sites
Executive Management Team	Monitor quality performance; escalate systemic issues to the Board
Quality and Compliance Manager	Maintain the QMS; coordinate audits, reviews, and accreditation; report to Executive
All Managers	Implement quality processes within their service area; ensure staff compliance
All Workers	Comply with quality policies and procedures; participate in improvement activities; report incidents and hazards

9.0 Related Policies and Documents

- [Doc_0595 Training and Development Policy](#)
- [Doc_2676 Incident Management Framework](#)
- [Doc_2669 Risk Management Policy](#)
- [Doc_2687 Document Management Policy](#)
- [Doc_2671 Complaints Management Policy](#)
- [Doc_0434 WHS Policy](#)