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 Policy

Kambu Aboriginal and Torres Strait Islander Corporation for Health (Kambu Health) is committed 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.

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.

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 the Board of Directors, all workers, including employees, contractors, volunteers, and students on placement.

4.0 Legislative References

Corporations (Aboriginal and Torres Strait Islander) Act 2006 (Cth)

Privacy Act 1988 (Cth) and Australian Privacy Principles

Human Rights Act 2019 (Qld)

Public Health Act 2005 (Qld)

Child Safe Organisations Act 2024 (Qld)

Health Ombudsman Act 2013 (Qld)

Industrial Relations Act 2016 (Qld)

5.0 Related Policies and Documents

- Doc_0694 Kambu Health Rule Book
- Doc_ 0434 Work Health and Safety Policy
- Doc_2777 People and Culture Policy

- Doc_2669 Risk Management Policy
- Doc_2687 Document Management Policy
- Doc_2671 Complaints and Feedback Procedure
- Doc_2677 Incident Management Procedure
- Doc_2697 Organisational Performance Review Procedure
- 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)
- Australian Health Practitioner Regulation Authority (AHPRA) Code and Guidelines