



Quality Policy Statement

Yulu-Burri-Ba Aboriginal Corporation for Community Health's mission is to deliver quality primary health and well-being programs in a culturally safe and sensitive manner to improve the health status of Aboriginal and Torres Strait Islander people accessing Yulu-Burri-Ba services based at North Stradbroke Island and Brisbane's bayside suburbs.

We strive to deliver high quality primary health care services that continually meet or exceed our clients' expectations in line with RACGP standards and recommendations.

We seek to achieve our aim by:

- Empowering clients to participate in the management of their health needs
- Using evidence based and culturally responsive practices
- Building a shared vision of success amongst staff and stakeholders
- Setting key strategies and actions to deliver and communicate vision
- Creating the organisational structures and processes needed to deliver key strategies and priorities.

To ensure we meet our policy aims, we operate and maintain a quality management system complying with *AS/NZS ISO 9001:2008 Quality management systems - Requirements*. Our Quality Management System covers all aspects of the services and programs delivered by Yulu-Burri-Ba Aboriginal Corporation for Community Health.

We recognise that quality and client satisfaction can only be achieved through the involvement and commitment of our team and partners.

Our success in effectively implementing this quality policy will be measured by the positive endorsement of our services by our clients and our community.