

## Quality Policy Statement

### CheckUP's Vision

Our vision is to achieve better health for people and communities that need it most. We believe every person regardless of where they live or who they are, has the right to quality healthcare. We design efficient and effective health solutions delivered closer to home for those that need it most.

### Our Values

CheckUP has five core values which govern our operations:

- **Collaboration** – we are proactive in building long term, mutual and respectful partnerships with external organisations
- **Excellence** – we are solutions focussed and results driven to meet the needs of our customers
- **Innovation** – we are forward thinking: we embrace change and seize opportunity
- **Integrity** – we are transparent and honest in our actions and invest in socially responsible solutions
- **Compassion** – we act with care and consideration in all our interactions, everyone matters

### Our Goals

- Better understand needs, gaps, and barriers
- Renew our service plan and strategy
- Ensure the right mix of skills and knowledge across our provider workforce
- Continue to strengthen our workforce diversity
- Ensure our systems (including ICT) will enable us to realise our longer-term vision

### Our Commitment

CheckUP is dedicated to the development of quality systems and the pursuit of continual improvement across all our operations. We believe that quality is the responsibility of all staff. Central to our commitment is the implementation and maintenance of a comprehensive quality management system based on AS/NZ ISO 9001: 2015. We work together using a risk-based approach to meet the requirements set out in this Standard and ensure we provide the very best possible quality of service to our customers and the communities we serve.



Ann Maree Liddy

Chief Executive Officer