



Quality Policy

WorkFocus Australia delivers Return to Work, Injury Prevention and Occupational Health and Safety solutions to a broad range of clients and customers. With the client at the centre of all that we do, we focus on enabling work in the context of life.

We believe that by assisting our client to address their holistic needs, we will facilitate a faster and more sustainable return to function. We ensure our clients receive services that consider their:

- Health (general physical functioning, diet, sleep and management of pain)
- Wellbeing (optimal functioning for Mental Health including thought behaviours, self-esteem)
- Life (ensuring the client has the support to address every day needs such as childcare, transport and community connections or assist such as financial counselling)
- Work – (return to work that is safe, sustainable and “good” work)

We take pride in providing outcome and result focussed, proactive services, delivered in a way that treats all individuals with dignity, respect and care. We seek to know the needs and drivers of our customers and put systems in place that ensure we meet or exceed their requirements.

To meet these goals, WorkFocus Australia has implemented a Quality Management System that complies with the International Quality Assurance Standard ISO 9001:2015. Our Quality Management System is defined in documented management procedures, which provide standards and guidelines in all of the key areas of our activities.

Each year, as part of strategic planning, quality objectives are established. These objectives are documented in WorkFocus Australia’s Quality Objectives document. The progress and achievement of these objectives is reviewed at the monthly Divisional Performance Meeting.

We are committed to satisfying all requirements of the standard and to continually improving our Quality Management System. Management are also committed to encouraging all members to contribute to continuous improvement in all that we do. All WorkFocus Australia personnel are required to work towards the fulfilment of the Quality Management System, and management will regularly review the system to maintain its suitability and effectiveness.