



## Quality Policy

*Core to the Work Health Group's (WHG) values is providing consistent high-quality service and overreach on all targets, anticipating and responding to the needs of our customers.*

WHG is committed to optimising work and life participation for people with injury, illness, disability and disadvantage, through the delivery of Workplace Rehabilitation, Injury Management, and Prevention and Employment Services solutions to a broad range of customers.

WHG prides itself on providing outcome focussed, proactive services, delivered in a way that treats all individuals with dignity and respect. We aim to understand the drivers of our customers and put systems in place to ensure our services meet or exceed our customers' requirements and expectations.

To meet these goals, WHG has an established Quality Management System that is aligned to the International Quality Assurance Standard ISO 9001:2015, the National Standards for Disability Services and the Quality Assurance Framework. Our Quality Management System is defined in documented management procedures, which provide clear standards and guidelines in all core areas of WHG's activities. As part of strategic planning, quality objectives are established for each division. The achievement of these objectives is regularly reviewed by senior management within each division, and by the executive leadership group.

It is our goal to achieve and maintain certification across relevant national and international standards including:

- ISO9001:2015
- National Standards for Disability Services
- Quality Assurance Framework
- IRAP
- Heads of Workers Compensation National Consistency Framework

Our executive leadership team is committed to operating and continually improving our Quality Management System, and actively encourages all members of our teams to contribute to continuous improvement in all that we do. All of our team are required to work towards the fulfilment of the Quality Management System, and management regularly reviews the system to maintain its suitability and effectiveness.