

Quality Policy

At Coast & Country Primary Care (CCPC), quality is an integral part of our business. Our quality systems guide our actions to deliver accessible and inclusive disability primary health care services which support and improve our client's health and wellbeing, increase their sense of community inclusion and participation, and to enhance their resilience and independence.

Our Vision

Our vision, making a positive impact where we live and work, is at our core and we live that vision every day through the delivery of a broad range of programs and services. We aim to be, and remain, a leading provider of mental health and community services on the Central Coast and other locations where we operate across New South Wales. All CCPC services contribute to this achievement through customer focus, commitment and participation by everyone, a process-based approach and continuous improvement.

Our Commitments

CCPC is committed to:

- Implementing, maintaining and continually improving our Quality Management System (QMS), and integrating QMS requirements into our business systems and processes.
- Meeting the agreed quality and related standards of our external stakeholders and our customers in the delivery of services.
- Complying with relevant legislation and other applicable compliance obligations.
- Encouraging participation and promotion of quality responsibilities amongst workers

and external stakeholders through standards, education and training, supervision and effective communication.

- Implementing systems for reporting and investigating quality non-conformances and responding appropriately to eliminate or minimise recurrence.
- Continuously challenging ourselves to improve the QMS and prevent quality events through monitoring, measurement and assurance programs, and the review of quality objectives and results.
- Collating and analysing performance information and reviewing our QMS on a regular basis to ensure continued relevance and appropriateness.

Our People

Delivering on our quality commitments is a core accountability of the CCPC CEO and Leadership Team Group, Quality and Risk Committee and our leaders. Leaders shall always act as ambassadors for a culture that focuses on customer needs and promotes continual improvement.

Each worker shall always be customer-focused and committed to quality excellence. This is a personal responsibility, a mind-set, which is necessary in order to maintain high levels of customer satisfaction. Each worker is expected to actively contribute to the achievement of quality excellence.

Suppliers, dealers and business partners within our sphere of influence should be committed to adopting the principles within in this policy.

Kathy Beverley
Chief Executive Officer