



# QUALITY POLICY STATEMENT

Mookai Rosie Bi-Bayan (“MRBB”) provides **holistic, opportunistic preventative health care** addressing health gaps for families from remote areas.

Driven by the values of **respect, accountability, professionalism, integrity and leadership** we strive to deliver high quality health care services that continually meet or exceed our clients’ needs and/or expectations.

We achieve our aim by:

- providing services that align with the expressed needs of our communities
- empowering clients to participate in the management of their health needs
- using evidence based and culturally responsive practices to provide high-quality client centred services
- building a shared vision of success amongst staff and stakeholders  
setting key strategies and actions to deliver and communicate our vision; and
- 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 9001:2015 Quality Management Systems. Our Quality Management System covers all aspects of the services and programs delivered by MRBB.

We recognise that quality and service user satisfaction can only be achieved through the involvement of our clients and communities; and the 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 communities.