

At South West Aboriginal Medical Service we are committed to delivering high-quality, culturally safe, and person-centred care that empowers Aboriginal people, families and communities.

We define Quality as the continuous pursuit of safe, effective, accessible and respectful services that are grounded in cultural integrity and clinical excellence.

Our commitment to Quality is guided by the voices of our community, our staff and our shared goal of closing the gap in health outcomes.

We achieve this by:

Maintaining accreditation and compliance with national quality and safety standards such as RACGP, ISO 9001:2015, NDIS and NSMHS 2010 Practice Standards;

Using data and feedback to identify gaps and trends, measure outcomes, and drive continuous improvement – including audits, incident and complaints management via LogiQC and regular funding contract reporting;

Regularly reviewing and updating policies and procedures to ensure they align with best practice, meet current regulatory requirements, and effectively guide the quality and safety of all services and programs;

Embedding cultural safety and humility across all areas of our service through Cultural Awareness training and Aboriginal representation within our Cultural Committee;

Listening to and partnering with the community to ensure care is responsive and meaningful, through patient feedback and community forums;

Supporting the development of our employees through internal and external training sessions;

Fostering a strong culture of accountability, respect and collaboration among staff and leadership by embedding reflective practice, promoting open communication and transparency, and recognising excellence in performance.

Our Quality Statement underpins our ongoing success and is firmly embedded across the organisation. Our commitment to continuous improvement is externally recognised through a range of accreditations and awards, reflecting the strength of our quality practices. Direction is both management and staff across the organisation, who take shared responsibility for ensuring our quality approach is consistently reflected in daily operations.