

Version 8

Approved

Last Reviewed – October 2025

## Purpose

The purpose of this document is to demonstrate WentWest's commitment to implementing a management system which supports the organisation's strategic direction, and to specify the organisation's approach to capturing quality objectives.

## Introductory comments

WentWest leadership commits to implementing this policy and recognises that the achievement of quality outcomes requires special attention and support from all staff. Accordingly, there is an expectation that everyone across the organisation takes responsibility for the quality of their individual work and performance in meeting relevant objectives as captured within team plans and individual goals.

## Scope

This policy applies to all WentWest staff.

## Standards & Legislation

ISO 9001:2015 Quality Management Systems standard

ISO 27001:2022 Information Security Management Systems standard

## Acronyms & Definitions

CE	Chief Executive
Interested Parties	Any individual, organisation or group who holds an interest (or perceives themselves to hold an interest) in WentWest operations is considered an 'interested party'. Interested parties are currently identified within the <b>Interested Parties Register</b> , as either an internal or external party. Refer Quality & Governance team for further information.

## Policy

WentWest is focused on addressing the region's most pressing health challenges, enhancing the primary care sector and partnering with skilled service providers to meet the health needs of Western Sydney community members. Together with health professionals, partners from the primary care and hospital sectors, and members of our diverse communities, WentWest works towards achieving the quintuple aim of health care. WentWest strives to improve the health outcomes for the population of Western Sydney through the planning and control of all its activities as set out in the **WentWest Management System Framework**.

WentWest is committed to continually improving its performance, through the implementation of this policy. This extends to all WentWest staff, including contractors, secondments and students/research roles.

WentWest has established an integrated management system which aims to improve and protect the organisation's practices and activities; and is measured against the requirements of the ISO 9001:2015 and ISO 27001:2022 standards on an annual basis.

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Management and staff are committed to:

- fulfillment of all contractual obligations and enhancement of the satisfaction of interested parties through the effective application of the organisation’s management system;
- thorough planning, managing and controlling the quality of performance in working towards transforming the primary health system in achieving patient-centred, integrated and value-based care;
- ensuring employees have the necessary skills, competencies, and training to succeed in their roles, which forms part of the annual performance review cycle providing an opportunity for continual improvement;
- conforming to applicable statutory, regulatory and industry requirements;
- assessing feedback with a view to improve the organisation’s performance;
- periodically reviewing (via internal and external audit) the effectiveness of WentWest’s Management System, with a view to continual improvement

In support of the above, functional objectives are:

- established by the relevant leader for their specific areas of responsibility;
- in line with agreed contracts (where applicable);
- driven by the needs of interested parties;
- measurable against the goals set out in contracts, legal requirements, relevant standards and internally set KPIs/targets;
- monitored, communicated and reviewed in strategic/team plans and individual goals

For more information on organisational and function objectives, refer to the WentWest Management System Framework.

This policy is to be reviewed in line with changes occurring to the management system and to be communicated to all staff when updated.

**This policy is approved and issued by the Chief Executive of WentWest Limited.**

CE:  Signed by: \_\_\_\_\_ Date: 13-Oct-2025  
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