






# Quality Policy Statement

## CheckUP's vision

Our vision is to achieve better health for people and communities that need it most. We believe every person regardless of where they live or who they are, has the right to quality healthcare. We design efficient and effective health solutions delivered closer to home for those that need it most.

## Our values

CheckUP has five core values which govern our operations:

-  **Collaboration** – we are proactive in building long term, mutual and respectful partnerships with external organisations
-  **Excellence** – we are solutions focussed and results driven to meet the needs of our customers
-  **Innovation** – we are forward thinking: we embrace change and seize opportunity
-  **Integrity** – we are transparent and honest in our actions and invest in socially responsible solutions
-  **Compassion** – we act with care and consideration in all our interactions, everyone matters

## Our goals

- **Strategic partnerships** – ensure our engagement with members, stakeholders and investors contributes to our relevance, profile, delivery and value
- **Core business** – maintain and grow our outreach services to improve access for vulnerable and disadvantaged people, particularly those in regional, rural and Aboriginal and Torres Strait Islander communities
- **Service and system building capacity** – expand the range of products and services to build service and system capacity and capability
- **Outcomes** – establish CheckUP as the leader in delivering measurable and tangible health and educational outcomes in vulnerable communities
- **Workforce solutions** – lead community and industry led workforce solutions to ensure services have the capability and capacity to meet future needs
- **Social determinants of health** – co-design and implement initiatives that contribute to measurable improvements to the health of vulnerable people

## Our commitment

CheckUP is dedicated to the development of quality systems and the pursuit of continual improvement across all our operations. We believe that quality is the responsibility of all staff. Central to our commitment is the implementation and maintenance of a comprehensive quality management system based on ISO 9001: 2015. We work together using a risk-based approach to meet the requirements set out in this Standard and ensure we provide the very best possible quality of service to our customers and the communities we serve.

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Colin Duff  
Board Chair, CheckUP

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Ann Maree Liddy  
Chief Executive Officer, CheckUP