

Quality Policy

CareFlight is an Australian aeromedical charity that provides an integrated aeromedical service to the sick, ill and injured, utilizing specially trained doctors, nurses and paramedics via helicopters, fixed wing aircraft and road transport vehicles to bring a hospital level of care to patients. We also included the provision of aviation and maintenance services to support operations. Our vision is to be the most advanced integrated aeromedical service trusted by all Australians.



Our mission:

To save lives, speed recovery and serve the community.

Our commitments:

- Make quality part of our key strategic direction
- Satisfy applicable statutory and regulatory requirements
- Within the nature and scale of our aeromedical operations, maintain a quality-focused culture to ensure the highest priority is placed on the context of quality to our patients, efficacy and reliability of our services, the quality of supporting data and interactions with our stakeholders
- Maintain AS/NZS ISO9001:2015 certification via constant review of the QMS to ensure operational excellence and continually improve the quality of our service provision
- Enhance the skills of all staff through review and actively pursuing training to provide a skilled work force that are responsible and work to the best interest of our patients, clients, and the organisation
- Respond to any customer concerns in a manner that shows management commitment
- Ensure externally supplied systems and services to support our operations are delivered meeting our quality standards



Our responsibilities:

- Each person at CareFlight will take full responsibility and accountability to braid quality and in particular customer satisfaction in every activity they are involved in at any time while discharging their duties to ensure continual improvement.
- Management is accountable for their actions and those of their teams and to communicate our requirements and expectations to all employees, contractors, visitors and other stakeholders to involve them in the implementation of CareFlight's QMS
- We continually strive to improve our QMS performance by establishing measurable objectives and targets and by performing regular audits on our QMS to improve our performance against this policy.
- Ensure externally supplied systems and services to support our operations are delivered meeting our quality standards.



Signed:

Mick Frewen, CEO CareFlight

