

## QUALITY POLICY

Cura Day Hospitals Group (Cura) owns and operates private Day Hospitals in Australia and has a vision to be the acknowledged leader in the provision of quality day surgery facilities by providing and continually maintaining modern and well equipped facilities to the highest safety standards, and being recognised by leading industry accreditation bodies. Cura believes that a safe working environment is essential to quality health care and patient well-being.

The policy of the Cura Day Hospitals Group (Cura) is to operate our business in a manner that consistently meets or exceeds the quality standards set by our stakeholders. To achieve this, we are committed to the continuous improvement of our operations, maintaining a strong consumer focus and to ensuring the long-term sustainability and profitability of Cura.

We undertake to ensure through communication, engagement, practical example and training that Quality is the aim of all members of the Organisation.

Cura's facilities implement a Quality Management System in accordance with:

- (a) International Quality Management Standard AS/NZS ISO 9001:2015 (Incorporating Sections 1 - 10), and
- (b) Australian Commission For Safety And Quality In Healthcare (NSQHS Standards)

thereby ensuring that the highest standard of patient care is given and that the needs and expectations of consumers, and visiting medical specialists are effectively met. The consistent framework of sound Corporate and Clinical Governance has led to group expansion and satisfaction for all parties.

Our Quality Management System incorporates, but is not limited to, Environmental and Risk management, Workplace Health & Safety, Consumer focus and the endorsement of the Australian Charter of Healthcare Rights for patients / carers and families.

Cura's hospitals provide patients with the highest possible level of care by ensuring that documented processes comply with all relevant Australian Standards, Codes, Legislation and Best Practice Guidelines in a healthcare setting. Corporate policy and procedures are well documented and are of paramount importance to our quality and safety, and our continued success.

Our performance is monitored against facility objectives. Performance outcome is benchmarked and discussed at the corporate level and also with the Medical Advisory Committee, consumers and at management and staff meetings.

Management commitment to working towards improving efficiencies supports staff participation in internal audit processes, competency activities and ongoing education. Through direction and support, each employee will have a proper understanding of the importance of the Quality System function, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the Organisation.

Management strives to continually improve the workplace environment for staff, service providers and consumers by participating in WHS facility- assessment activities. Outcomes of such activities are benchmarked against like-minded facilities within and outside the Cura Day Hospitals Group.

Consumers are offered the opportunity to supply feedback to our Hospitals via participation in focus group meetings, regular survey activities/ internet media.

Therefore, Cura's Top Management is committed to:

- Satisfying applicable requirements by ensuring that consumer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- Continual improvement of the Quality Management System (QMS) by ensuring the risks and opportunities that can affect conformity of services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

Top management shall:

- Take accountability for the effectiveness of the QMS;
- Ensure the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes, in order to enhance customer satisfaction;
- Promote the use of a process approach and risk-based thinking;
- Ensure that the resources needed for the QMS are available; including training, support and encouragement;
- Communicate the importance of effective quality management and of conforming to the QMS requirements;
- Ensuring that the QMS achieves its intended results;
- Engage, direct and support persons to contribute to the effectiveness of the QMS;
- Promote improvement: Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility. Equally, every employee is responsible for, and will be trained to perform the duties required by his or her specific role.
- Establish partnerships with suppliers and interested parties to provide an improved service.