

Red Lily Commitment to Quality

Red Lily is committed to developing health services to improve the health and wellbeing of our West Arnhem communities. The following objectives are key to realising the Red Lily vision of the Bininj-Arrakpi people of the West Arnhem region (to) have access to great services that support good health of individuals (everyone on country), families and communities and values Working Together, Honesty, Trust, Respect, and Confidentiality.

- Comply with the requirements of ISO 9001:2015 and the RACGP standards for General Practice 6th ed.
- Understand customer needs and client expectations.
- Communicate to employees the importance of their individual roles in the organisation and how their actions impact on the quality of services provided.
- Build the systems required to improve the health, safety and wellbeing of our employees, customers and visitors and to support continuous improvement throughout the transition of west Arnhem to Community Control .
- Provide opportunities for all employees to develop their individual skills through internal support and training.



Brad Palmer, CEO, Red Lily Health Board