

Institute for Urban Indigenous Health Quality Policy



The Institute for Urban Indigenous Health (IUIH) was established as a strategic response to the significant growth and geographic dispersion of Aboriginal and Torres Strait Islander peoples within the South East Queensland Region.

We aim to achieve family health and well-being for Aboriginal and Torres Strait Islander peoples in the South East Queensland Region through comprehensive and fully integrated health and social support services that are culturally safe and of high quality.

IUIH is committed to ensuring excellence and effectiveness in the development and delivery of its services. We achieve this through:

- a planned and evidence-based approach to identifying and responding to community, client and stakeholder needs
- monitoring outcomes and driving continual improvement
- maintaining a corporate culture that prioritises quality and evaluation
- ensuring strong internal operational systems that support staff to effectively undertake their roles
- meeting or exceeding the requirements of the ISO 9001 Quality Management System standard and all other standards.
- clearly communicating our quality framework and performance expectations to staff, community and stakeholders.

Our quality systems and performance objectives respond to a range of social determinants of health and extend beyond clinical service delivery. We strive to strengthen and promote an integrated model of care by connecting the service system across the region.