

Quality Management Policy

State Medical Assistance (SMA) accepts its responsibilities relating to Quality Management, recognising this as part of its business strategy by promoting our aim of being a premium quality provider in our sector. We aim to build mutually profitable relationships with our clients, ensuring their long-term success, through the understanding of their needs and the needs of their customers and stakeholders.

SMA will adopt a plan-do-check-act approach to quality management and take a risk-based approach throughout its quality-based processes.

SMA is committed to:

- Maintaining a Quality Management System (QMS) that is consistent with the requirements of ISO 9001: 2015 and complies with all relevant legislation and regulatory requirements.
- Continual improvement and innovation based upon efficient business processes, well-defined measurements and implementing leading practices in our sector.
- Focusing on being a customer-centric business by fully satisfying our clients by meeting their needs and expectations. We will communicate openly and honestly with our clients and regularly seek their feedback as a means of continually improving our services.

The main objective of the quality management system is to ensure our service meets expectations. Actions to achieve this objective will be decided upon, assigned, measured, tracked, and reviewed through Board and committee meetings. Papers from these meetings shall form the documented records of such actions.

This policy shall be made available to staff and also available to interested parties at www.statemedicalassistance.com.au

Effective: 3 February 2026



Wayne Stone
Executive General Manager
State Medical Assistance

Revision History

Version	Approved by	Date	Amendment notes
9	Bianca Ramos – Compliance Lead	3 Feb 2026	Change in Signatory
8	Bianca Ramos – Compliance Lead	07 Nov 2025	Change in CEO
7	William Alexander – Compliance Lead	22 Nov 2023	<i>Review only</i>
6	William Alexander – Compliance Lead	20 Sept 2022	<i>Review only</i>
5	William Alexander – Compliance Lead	11 March 2021	<i>Review only</i>
4	William Alexander – Compliance Lead	12 June 2020	<i>Review only</i>
3	David Winn – Compliance	5 April 2019	<i>Review only</i>
2	Ben Cant - CEO	26 March 2018	<i>Review only</i>
1	Patrick Crowe – Managing Director	19 May 2015	<i>Document developed</i>