

Information Pack

for Advertised Positions with Western NSW Primary Health Network

Thank you for your enquiry. This pack contains:

- information about the role and our organisation,
- guidelines for applying, and
- the selection criteria we will be using to select the right candidates.

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The Role

Quality and Safety Coordinator

Location

Dubbo, Orange or Bathurst

Contract type

Full time permanent contract

About the role

Western NSW Primary Health Network (WNSW PHN) is currently seeking a motivated individual who has a passion for primary healthcare and community wellbeing.

The Quality and Safety Coordinator supports the operation, maintenance and continual improvement of Western NSW Primary Health Network's Quality Management System (QMS), governance, risk, compliance and assurance activities. The role coordinates and supports ISO quality management activities, document control, internal audit preparation, corrective actions, policy and procedure review, governance reporting and continuous improvement processes. The position works collaboratively with the Manager Governance & Company Secretary, Executive team, managers and staff to strengthen quality, governance and risk-based thinking across WNSW PHN.

The position can be based in any one of our offices, including: Dubbo, Orange or Bathurst.

The salary for this position is Level 3, Grade 4 (\$103,857 + superannuation).

If you have any questions about this position after you have read this Information Pack, please contact **Nicole Maher** on **0483 130 963**.

Applications should be submitted via our [Careers site](#) by **11:59pm on 23 August 2026** and must include all components outlined [here](#) to be accepted.

Selection Criteria

Essential

- Minimum Certificate IV and/or equivalent industry experience in accreditation, quality improvement, policy and procedure development, governance, compliance or risk support.
- Demonstrated experience supporting a recognised quality management system, preferably including ISO 9001, accreditation, internal audit or continuous improvement activities.
- Demonstrated experience maintaining documents, registers, records and evidence to support governance, compliance, audit readiness and quality management processes.
- Demonstrated ability to coordinate actions, track deadlines, follow up with stakeholders and prepare accurate reports, briefings, procedures and business documents.
- High level written and verbal communication skills and the ability to build effective working relationships across teams.
- Strong attention to detail, confidentiality, judgement and ability to manage competing priorities.
- Demonstrated understanding of Aboriginal culture including a commitment to cultural awareness and safety.
- Capacity to travel within Western and Far West NSW; hold a current driver's licence.

Desirable

- Bachelor level degree qualification in health, business, governance, quality, risk, social sciences or another relevant field.
- Experience working with ISO 9001, ISO 27001, ISO 31000, internal audit, risk management or business continuity processes.
- Experience working in the health, NGO or community services sectors.
- Experience in working with Aboriginal people, organisations and communities in view of planning and implementing services and achieving outcomes for Aboriginal people.

About Western Health Alliance Ltd (WHAL)

Western Health Alliance Ltd (WHAL) trades as Western NSW Primary Health Network (WNSW PHN).

WNSW PHN is one of 31 Primary Health Networks across Australia. We are an independent, not-for-profit organisation funded by the Commonwealth Department of Health, established to support frontline health and wellbeing services. Our focus is to increase the efficiency and effectiveness of primary health care, ensuring people receive the right care in the right place at the right time.

WNSW PHN is an agile and high performing organisation that responds to the identified needs of the community, Commonwealth and State health policy, and the development needs of primary health care providers. We work closely with general practice, Aboriginal Medical Services and other health care providers, Local Health Districts, non-government organisations and the broader community to plan and fund programs that support local health services to meet the health needs of our communities.

Benefits to working with us

We pride ourselves on being supportive and flexible and offer a great range of benefits including:

- Generous salary packaging options up to \$18,450 per year
- Family friendly and flexible working arrangements (including Hybrid model)
- Collaboration with passionate, like-minded professionals
- 5 weeks annual leave
- Additional leave between the Christmas and New Year period
- Option to purchase an additional 2 weeks leave or cash out 2 weeks
- Corporate Fitness Program (Fitness Passport)
- Professional development allowance and study leave
- 6 weeks paid parental leave
- Free Employment Assistance Program

Applying for this position

- Carefully read this information pack in its entirety.
- Conduct some initial research on our organisation by browsing our website.
- If you need to seek clarification or additional information about us and/or the position, contact the appropriate person identified in this pack.
- Decide whether you possess and can demonstrate your skills, experience, knowledge and ability against the selection criteria in this Information Pack.
- When addressing the selection criteria, provide examples to demonstrate and substantiate your claims. Examples should outline a situation, identify the action you took and summarise the subsequent result. Keep your response to no more than two pages, plus your Resume/Curriculum Vitae (CV).
- Be aware of the closing date and where and how to lodge your application. If, for any reason, you cannot submit your application by the closing date, you should ring the contact person to see if a late application will be accepted.
- If you require any special arrangements (e.g. wheelchair access, hearing or visual aids, etc.) to assist you in attending an interview, please discuss these with the contact person when the interview is being arranged.

WNSW PHN is an Equal Employment Opportunity employer, and we are committed to working towards Reconciliation (learn more about our Reconciliation journey [on our website](#)). Aboriginal and Torres Strait Islander people are encouraged to apply.

What to include in your application

In order for your application to be accepted for this role, it must include:

- A cover letter introducing yourself and outlining your interest in the position
- Statement addressing each of the selection criteria within this Information Pack
- Resume/Curriculum Vitae (CV) that should include:
 - contact details including telephone number and email address
 - education/qualifications
 - an employment history summary including (for each position):

- the employer
- start and finish dates
- your position/title
- your responsibilities and achievements in the position
 - a summary of your skills
 - professional memberships
 - the names of two work related referees (must be work related and senior to the position you hold), and other relevant information that will support your application not covered elsewhere.

Submit your application

Applications should be submitted via our Careers site by **11:59pm on 23 August 2026**.

Apply here: [Work With Us | Western NSW Primary Health Network Careers](#)

Position Description

Position Description

Position Title:	Quality and Safety Coordinator
Position Location:	Dubbo, Orange, or Bathurst
Position Reports To:	Manager Governance and Company Secretary
Portfolio:	Corporate Services and Governance
Contract Type:	Permanent full time
Industrial Instrument:	Western Health Alliance Ltd Enterprise Agreement 2025
Position Classification:	Level 3, Grade 4
Delegated Authority:	Nil - As defined in the Delegations Procedure

Position Purpose

The Quality and Safety Coordinator supports the operation, maintenance and continual improvement of Western NSW Primary Health Network's Quality Management System (QMS), governance, risk, compliance and assurance activities. The role coordinates and supports ISO quality management activities, document control, internal audit preparation, corrective actions, policy and procedure review, governance reporting and continuous improvement processes. The position works collaboratively with the Manager Governance & Company Secretary, Executive team, managers and staff to strengthen quality, governance and risk-based thinking across WNSW PHN.

Key Responsibilities

Quality Management System and ISO Certification

- Support the maintenance, review and continual improvement of the WNSW PHN Quality Management System in accordance with ISO 9001 requirements.
- Collaboratively support the IT Team to maintain, review and continually improve the Information Security Governance Framework in accordance with ISO 27001 requirements.
- Coordinate the combined recertification of ISO 9001 and ISO 27001 as required.
- Coordinate QMS records, registers, evidence, actions and documentation to support audit readiness and management review activities.
- Assist with monitoring quality objectives, quality indicators, corrective actions, improvement plans and QMS performance information.

- Support the implementation of process improvements, quality controls and standardised work practices across the organisation.
- Maintain a working knowledge of relevant quality, governance, risk, compliance and accreditation requirements applicable to the role.

Governance, Compliance and Assurance Support

- Assist with governance and compliance reporting, including preparation of papers, registers, briefings and status updates as required.
- Support preparation for internal and external audits, certification activities, assurance reviews and evidence collection.
- Coordinate follow-up of audit findings, nonconformities, improvement actions and agreed management responses.
- Maintain accurate governance, quality and compliance records in accordance with document control and records management requirements.
- Support the Manager Governance & Company Secretary to promote accountability, transparency, compliance and continual improvement.

Risk Management and Business Continuity

- Support the maintenance of operational and organisational risk registers, including follow-up of risk treatment actions and review deadlines.
- Assist managers and teams to document risk information, controls, issues, incidents and improvement actions.
- Support business continuity, incident, complaint and nonconformance processes through accurate record keeping and action tracking.
- Promote risk-based thinking and timely escalation of quality, governance, compliance or risk matters.

Policy, procedure and Document Control

- Coordinate the scheduled review, formatting, consultation, approval and publishing of policies, procedures, templates and controlled documents.
- Maintain document control registers and support version control, archiving and accessibility of approved documents.
- Assist document owners to ensure policies and procedures are current, fit for purpose and aligned with organisational requirements.
- Support the development and maintenance of process maps, workflows, guidance materials and other QMS documents.

Communication, training and Stakeholder Engagement

- Develop constructive working relationships across WNSW PHN to support QMS participation, document control, audit readiness and improvement activities.
- Support QMS awareness, quality training and communication activities for staff and managers.
- Provide practical guidance to staff on quality processes, document control, improvement registers and governance requirements.

- Manage confidential and sensitive information professionally and in accordance with privacy and confidentiality requirements.

Work Health and Safety

- Take reasonable care of their own health and safety and take reasonable care that their acts or omissions do not adversely affect the health and safety of other people.
- Comply with WNSW PHN policies and procedures relating to health and safety.
- Be aware of individual responsibilities under the relevant Workplace Health and Safety legislation and report as necessary any untoward accident, incident or potentially hazardous environment.

Statement of Organisational Commitment

WNSW PHN is strategically focused on improving health outcomes for Aboriginal and Torres Strait Islander people living and connected to our region and plays a leadership role in transitioning the primary health care system through the development of culturally safe and aware models of care, ensuring access to quality health care and commissioned services. WNSW PHN recognises Aboriginal and Torres Strait Islander people as the original inhabitants of Australia and as the Traditional Custodians of the land. We encourage and promote a culture of diversity within our workforce. To continue to improve the way we work with Aboriginal communities, we encourage recruitment of local Aboriginal and Torres Strait Islander people within the region to add their voice to achieve health goals and priorities for our communities.

General Responsibilities

- Demonstrate a commitment to WNSW PHN's vision and values.
- Respect confidentiality in line with the Privacy Act 1988 and related policies and procedures.
- Be aware of and adhere to WNSW PHN's policies and procedures.
- Ensure WNSW PHN health literacy principles and practices are known and applied.
- Undertake continuing professional development as required to ensure job skills remain current.
- Attend and participate in out-of-hours meetings and functions as required.
- Actively participate in staff development activities.
- Identify and participate in continuous quality improvement opportunities.
- Actively participate in annual performance planning and review activities.
- Maintain a working knowledge of all equipment utilised in the office.
- Undertake other duties commensurate with the role as required.
- Demonstrate and embed culturally safe practices into all work outputs and the workplace.
- Demonstrate and embed Corporate Social Responsibility in our business operations and interactions with their stakeholders.
- This role is a non-clinical support role and will not involve the diagnosis, treatment or provision of direct patient care of any type.

Competency Framework Key behaviours

Core Competencies	Role Requirement Level
Analytical Thinking	(3) – Sees multiple links
Initiative	(3) – Is decisive and takes accountability in situations that call for prompt direction
Customer Focus	(3) – Takes personal responsibility for customers
Learning Orientation	(3) – Implements plans to ensure long-term knowledge and capability
Results Focus	(3) – Improves overall team performance
Teamwork and Co-operation	(3) – Values others' input
Influencing & Negotiation	(2) – Aligns activities with the longer-term perspective
Planning & Coordination	(3) – Monitors and facilitates others activities

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Special Conditions

- An understanding and commitment to Cultural Safety in the workplace.
- Conditions of employment are governed by the industrial instrument specified in the first table, the Fair Work Act 2009, National Employment Standards, Western Health Alliance Limited Employment Contract and WNSW PHN policies and procedures.
- Out of hours work, in the evenings and/or weekends, may be required from time to time for which flexible working hours may be negotiated with your manager.
- Travel, including overnight stays, across the region within the WNSW PHN's boundary may be necessary from time to time. Occasional intrastate and/or interstate travel may also be required.

Appointment Prerequisites

- Verification of eligibility to lawfully work in Australia. You must be an Australian or New Zealand Citizen, a Permanent Resident of Australia or possess a valid Australian Working Visa to be employed by WNSW PHN.
- Certification of tertiary qualifications and professional membership (if applicable to role).
- AHPRA Registration verification (where applicable to role).
- Verification of current NSW Drivers Licence.
- Verification of comprehensively insured motor vehicle (if applicable to role).
- National Police Check.
- Working with Children check (if applicable to role).