Quality Policy

Hands-On Infection Control is committed to delivering the highest standard of infection prevention and control services across healthcare and related human service organisations settings. Our work is grounded in evidence-based practice, practice-based evidence, national standards, guidelines and codes of practice, and a strong professional ethic that prioritises safety, accuracy, and client confidence.

We provide comprehensive consultancy, education and immunisation services designed to strengthen infection prevention and management systems and improve outcomes for the client and their customers. The validity, reliability, and integrity of our observations, assessments, and recommendations form the foundation of our service quality.

We strive for excellence not only in technical practice but in the overall experience we provide to our clients. Responsiveness, professionalism, discretion, and clarity in communication are integral to how we operate and support every engagement.

To uphold and continually improve our business standards, Hands-On Infection Control maintains structured quality managements systems that include:

- Regular review of infection prevention practices to ensure alignment with current evidence, standards, and regulatory requirements;
- Ongoing professional development for our team to maintain subject matter expertise across the health and human service spectrum;
- Systematic evaluation of client feedback and service outcomes to drive continuous improvement;
- Transparent reporting processes that ensure accuracy, objectivity, and actionable insights;
- Careful evaluation of suppliers and partners to ensure consistency and reliability; and
- Periodic internal audits and quality reviews to assess performance and identify opportunities for enhancement.

Quality is embedded in our organisational culture. While leadership maintains overarching responsibility, every team member shares ownership in ensuring that our work consistently reflects evidence-based/best-practice infection prevention and control principles and delivers meaningful value to our clients.

Through this commitment, Hands-On Infection Control supports organisations to create safer environments, reduce infection risks, and meet their regulatory and operational obligations with confidence.

Variations

M Reilly Pty Ltd t/a Hands-On Infection Control reserves the right to vary this policy from time to time.

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