



QUALITY AND COMPLIANCE OFFICER

Part Time (0.2)
Reports to: Chief Executive Officer

ABOUT THRIVE

Thrive Medical is a multi-disciplinary health and wellbeing service that provides personalised, evidence-based care to people living in Broken Hill and the surrounding communities across far west NSW.

Established in 2011, we have grown to provide a range of services including: General medical, Imaging, Allied Health and Care Services. Many of these services historically required travel to a capital city. Our mission is to enable people in our communities to get the same health outcomes as those living in urban centers and support our community to thrive.

Our team of highly skilled professionals provide friendly and approachable support; delivered with warmth, compassion and respect. We support clients with complex and simple needs to improve their quality of life through curative and preventative therapies.

About the Role

The Quality & Compliance Officer plays a vital role in maintaining and strengthening our commitment to safe, high-quality healthcare across Thrive's multidisciplinary services, including General Practice, Imaging, Allied Health, and Care Services. This role leads and supports accreditation processes (including AGPAL accreditation for General Practice, diagnostic imaging standards, Aged Care Standards and NDIS Standards.), manages internal audits and compliance systems, and facilitates organisational preparedness across AGPAL, NDIS Practice Standards, Imaging, and Aged Care frameworks. You will also work closely with the CEO, contributing directly to quality and risk reporting and ensuring that continuous improvement is embedded into daily operations.

With a strong focus on internal collaboration, this role is a key member of both the Quality Team and the Work Health & Safety Team, monitoring audit outcomes and ensuring actions are followed through.

This position would be well suited to an individual with strong working knowledge of healthcare systems and organisational processes, and could also be a great fit for a Registered Nurse seeking to apply their clinical expertise in a quality and compliance-focused role.

Key Responsibilities:

Accreditation & Standards Compliance

- Work with clinical and leadership team to ensure successful accreditation and maintenance across the business.
- Support compliance efforts for NDIS Practice Standards and Imaging Accreditation (e.g., RANZCR/NATA if applicable).
- Maintain up-to-date knowledge of relevant industry standards and ensure organisational compliance.

Quality & Risk Management

- Maintain the organisation's Quality and Risk Management Framework.
- Facilitate and document regular quality and risk team meetings.
- Assist with policy and procedure reviews and updates in line with industry standards.

Internal Audits & Monitoring

- Schedule and coordinate regular internal audits across departments including:
 - Clinical file audits
 - Privacy and data security audits
 - Staff credentialing and compliance checks
- Track audit outcomes, assign corrective actions, and report on completion.

Skills & Experience:

Essential:

- Experience in quality, compliance or accreditation coordination within a healthcare, aged care or NDIS setting.
- Working knowledge of AGPAL, NDIS Practice Standards, WHS legislation and Australian Privacy Principles.
- Proven ability to manage internal audits, quality systems and policy reviews.
- Exceptional organisational, written and interpersonal communication skills.
- A proactive and outcome-driven approach with a high attention to detail.

Incident Management

- Oversee the incident reporting process and ensure follow-up, documentation and feedback loops are completed.
- Monitor trends and report risk indicators to the management team.

Team Support & Communication

- Provide guidance to staff on compliance and quality matters.
- Support department heads in maintaining their audit and compliance responsibilities.
- Prepare and present quality and risk reports to leadership as required.

Work Health & Safety (WHS)

- Oversee WHS compliance including coordination of WHS committee meetings, safety drills and hazard/risk assessments.
- Promote a safety culture and ensure documentation is maintained (e.g., risk registers, incident logs).

Desirable:

- Strong working knowledge of healthcare organisational systems.
- Registered Nurse or previous clinical background welcomed and highly valued.
- Familiarity with electronic clinical systems and risk management software.
- Qualifications in Health Administration, Quality/Compliance, Risk Management, or similar.
- Experience working within a multidisciplinary or community healthcare setting.



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Key Performance Indicators (KPIs)

KPI Area	Measure
Accreditation Readiness	100% completion of AGPAL accreditation preparation and submission milestones.
WHS Compliance	Monthly WHS meetings held and annual drills completed and documented.
Quality and Risk	Quality meetings to be held monthly and review incident management trends and implement corrective actions.
Internal Audits	Minimum 90% of scheduled internal audits completed on time with follow-up actions recorded.
Policy & Procedure Updates	All relevant policies reviewed and updated annually or as required by changes in legislation.
Incident Management	100% of reported incidents documented, reviewed, and closed with feedback provided.
Team Engagement	Minimum 80% staff attendance at quality/risk or WHS meetings where required.
Standards Knowledge	Demonstrated alignment with current AGPAL, NDIS and other sector-specific standards through reporting and gap analysis.
CEO Reporting	Timely and accurate quarterly reports delivered to the CEO.

Why Join Thrive Medical?

At Thrive Medical, we're not just a healthcare provider – we're a team driven by purpose. We offer:

- A progressive and multidisciplinary environment where your contribution supports real change.
- A leadership team that values innovation, accountability and people-first care.
- A strong focus on workplace culture, team support and flexibility.
- Opportunities to contribute at a strategic level, including quality reporting directly to the CEO.
- You'll join a positive, professional team who take pride in delivering outstanding care across rural and remote communities – and having fun while doing it.
- A friendly and inclusive team environment.
- Access to our onsite crèche – supporting working parents.
- Free 24/7 gym membership.
- Ongoing training and professional development.

Contact for enquiries:

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How to apply

Please email to hr@thrivemed.com.au a covering letter response to the selection criteria and CV.