



HCF DENTAL CENTRES AWARDED PRESTIGIOUS THREE YEAR INTERNATIONAL QUALITY MANAGEMENT CERTIFICATION

Sydney, 22 September 2016 – HCF is pleased to announce, in a first for dental care in Australia, that HCF Dental Centres have received full, three-year certification under the new standard for The International Standards Organisation (ISO) 9001:2015.

The ISO 9001:2015 certification specifies requirements for a quality management system including demonstration of a consistent product and services offering, and customer satisfaction.

Full three-year certification is recognition of the effectiveness of HCF Dental Centres in consistently delivering high standards of oral health care services.

HCF Dental Centres first achieved ISO 9001 certification in 2013, and were the first dental network in Australia to be certified, demonstrating HCF's commitment to delivering quality management in dental care. They are now the first service in Australia to be certified under the new standard introduced in 2015.

HCF's Managing Director, Shaun Larkin said, "ISO9001:2015 certification is a significant achievement. Most importantly it is independent testament to the consistent and high quality approach to patient care taken by the 270+ staff working in our HCF Dental Centres. Each and every day this great group of people commit to earning the trust and confidence of their patients, who are all HCF members, and we are proud that their efforts have been formally recognised with this prestigious certification".

To achieve the certification, HCF Dental Centres have consistently reviewed the skills of their clinicians, as well as the infrastructure and selection and storage of equipment and dental materials.

HCF also received international certification in July 2012 when the not-for-profit health fund became the first Australian health fund to achieve accreditation to the ICSS, an internationally accredited assessment and certification program. The ICSS recognises customer service excellence and benchmarks performance standards to international best practice.

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Issued on behalf of HCF by WE Buchan. For more information, contact:

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About HCF

HCF, leading not-for-profit health fund protecting Australians since 1932, covers over 1.5 million members with health and life insurance, community care, travel and pet insurance.

On average over the last five years, HCF has paid out more cents in every dollar in premiums to members as benefits than the industry average. With over 35,000 specialists participating in its Medical Gap Cover Scheme and approximately 10,000 providers participating in its 100% back *More for You* programs, HCF gives members access to quality healthcare with no gaps or minimal costs compared to non-participating providers.

To empower members to put their health first, HCF also offers a range of health and lifestyle services including its *My Health Guardian* health management program, mobile Victor Chang Heart Health Checks and *My Global Specialist* second opinion service.

HCF's national network of retail outlets and Australian-based call centres have earned multi-award winning status. HCF members also have access to low cost, high quality services at HCF Dental Centres and HCF Eyecare Centres.

Having contributed \$50 million to support the health services research funded by the HCF Research Foundation, HCF is devoted to investing in the future of Australia's health. To learn more about HCF go to hcf.com.au/about-us

About International Standards Organisation (ISO) 9001:2015