



QUALITY POLICY

City Fertility provides Assisted Reproductive Technology (ART) such as in-vitro fertilisation (IVF), fertility preservation, donor and surrogacy programs. Support services such as counselling, dietetics and complementary therapies are externally contracted.

Responsibility for the development and maintenance of the quality management system for each key process is shared between the National Managers, General Managers, Department Managers and staff. All employees are responsible for ensuring compliance with City Fertility's quality management system.

We have a team including embryologists, nurses, patient services, fertility specialists and corporate management. Senior management is committed to the quality management system objectives and actively promote continual improvement. Patient – centric, evidence-based care and positive clinical outcomes is fundamental to everything we do and our employees are committed to delivering this as the core business strategy of all City Fertility clinics, related entities and partners.

Related entities and partners include CHA Healthcare, Singapore Medical Group, Rainbow Fertility, First Step Fertility, Chill, Sperm Donors Australia (SDA), Egg Donors Australia (EDA), Addam, Eeve, Chill, Ignite & InSem. The Global Board (Governing Body) in conjunction with the Clinical Practices Committee and Medical Advisory Committee are committed to evidence-based, best practice patient care and clinical outcomes.

The scope of certified treatments within accredited ART clinics include: IVF; Intra-Cytoplasmic Sperm Injection (ICSI); ovulation induction; artificial insemination (intrauterine insemination) – both partner and donor; frozen oocyte/ embryo transfer; donated oocytes/ sperm/ embryos; surgical sperm aspiration; extended embryo culture (past day 3); assisted hatching; embryo biopsy for preimplantation genetic screening and/ or diagnosis (PGT); diagnostic andrology testing; in vitro maturation (IVM) and surrogacy.

The scope of certified treatments within licensed facilities include: Oocyte retrieval for the purpose of assisted reproductive technologies; transfer of embryos or both ova and sperm to the uterus or fallopian tube; gynaecological examination under anaesthesia; intra uterine contraceptive device; ovarian cyst aspiration; cervix, removal of polyp or; hysteroscopic resection of myoma, or myoma and uterine septum; hysteroscopy, including biopsy, performed by a specialist in the practice of his or her specialty where the patient is referred to him or her for the investigation of suspected intrauterine pathology; uterus, curettage.

Our quality management systems aim to deliver a high level of patient-centric care that meet the needs of our patients, clinicians, partners and regulatory/ legislative bodies. This is achieved through strict adherence to regulatory body guidelines such as RTAC, NSQHSS and NHMRC Guidelines as well as applicable state and federal legislation. Clinic performance is monitored via pregnancy statistics; cycle numbers; and IVF laboratory statistics that are reported regularly.

The City Fertility Management Team endeavour to fulfil governance responsibilities by demonstrating leadership at all times in compliance, regulatory, performance and safety to provide safe, high-quality and patient-centric care.

CEO / Scientific Director