

Q271

QUALITY and SAFETY FRAMEWORK

Quality and safety integration

An integration strategy has been adopted by Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) to ensure that quality and safety is embedded within all aspects of its operations. All quality and safety management practices are incorporated in relevant policies and procedures thus forming a significant component of the quality management system.

The Quality and Safety Framework is focused on internal controls for quality and safety applied by Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service.

Quality

The document Q001 – Quality Manual defines the Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service Quality Policy, the Quality Management System (QMS), the continuous improvement process and the internal auditing function. The Quality Policy states the intent of the organisation in regard to quality assurance for its Customers/Clients.

The QMS consists of a suite of policies, procedures and templates and associated work practices that form the basis for required quality and safety expectations and requirements. Continuous Improvement is embedded in all key business strategies, functions and activities through inclusion in all relevant policies and procedures.

The internal auditing function is a systematic and independent examination performed to determine whether key processes and related results comply with endorsed policies and procedures. The process assesses whether documents are implemented effectively and are suitable to achieve the organisation's strategic objectives including quality and safety commitments.

Safety

The Boards, management and employees recognise their duty of care towards any Customer/Client receiving services or any person carrying out work within the organisation or under its control. The Boards and management will demonstrate commitment, leadership and accountability to prevent workplace injury and provide a safe and healthy workplace.

Q271	QUALITY and SAFETY FRAMEWORK
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The Boards and the Chief Executive Officer are responsible for good governance and management for work, health and safety. The Executive Officer is the nominated officer under the Work, Health and Safety legislation.

The Chief Executive Officer and managers are responsible for ensuring work, health and safety is considered in all decision making where applicable. Minutes of operational team meetings and board minutes will record all discussions on safety and quality.

The management team are responsible for ensuring health and safety procedures are integrated or aligned with systems for Risk Management, Quality Management and Human Resources Management as demonstrated by the following documents:

- Q001 - Quality Manual
- Q245 - Risk Management Policy and Plan
- Q255 - Employee Induction Policy
- Q400 – Workplace Health and Safety Policy

The management team are responsible for ensuring continuous improvement of the work, health and safety system by regularly reviewing and evaluating the WHS policy and its implementation through analysis of the following:

- hazard, incident and claims data
- risk assessments undertake in the review of the Risk Management Plan
- internal and external audit outcomes
- stakeholder feedback

Documents supporting this analysis include the following:

- Q002 – Internal Audit Policy and Procedure
- Q241 - Customer Feedback Policy
- Q245 - Risk Management Policy and Plan
- Q269 - Managing Complaints Policy

The management team are responsible for ensuring roles, responsibilities and accountabilities are detailed within supporting work, health and safety procedures including an effective process for the management of employee compensation claims that is adequate to cover all employees, adequate insurance for the office building and public liability insurance:

Q271	QUALITY and SAFETY FRAMEWORK
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- Q400 - Workplace Health and Safety Policy
- Q401 - Fire Safety Policy
- Q402 - Emergency Procedures

All employees have a responsibility to contribute to safety, work safely and not place others at risk. The management team are responsible for ensuring that employees are sufficiently inducted and provided with ongoing relevant training. This responsibility is supported by the following documents which are available to all employees:

- Q104 - Customer Safety and Security Policy
- Q252 - Recruitment and Selection Policy – in particular, the screening process.
- Q262 - Employee Development and Training Policy
- Q307 - Case Management Policy
- Q301 - Service Management procedure
- Q302 - Service Delivery procedure

Employees are required to:

- Follow instructions and rules in the workplace
- Work and behave in ways which are safe and do not endanger the health or safety of anyone in the workplace

In the event of an incident occurring or posing a risk or potential risk to the safety of a Customer/Client or employee the documents listed above and the following are used for the management of incidents:

- QF106 - Incident Report
- QF106a - Incident Register
- Q308 - Behaviour Management Policy

The following documents also support the intent and practices of the Quality and Safety Framework:

- Q272 - Information Management
- Q275 - Continuous Improvement Guideline

Accurate records are important when legal issues and the need for careful planning are involved. All relevant records associated with safety management will be retained in the organisation's document control systems as required.

Q271

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This document complies with NDIS 2018, standard 2.3 Quality Management, and ACIS 2013, section 2.3 Quality Management. This document is readily available to all Customers/Clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

Framework context: This framework relates to	
Legislation or other requirements	Work Health and Safety Act 2012 (SA) Work Health and Safety Regulation 2012 (SA)
Contractual obligations	Customer Service Agreements Regulatory body service agreements