Procedure

This document provides guidance in how the organisation is to create, implement and review policies, procedures, forms and supporting documents that provide an essential framework for management of the organisation. The suite of documents that constitute the Quality Management System will be the focus of internal audits and external auditing bodies associated with accreditation to relevant industry standards.

All Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) employees shall apply of the principles and practices defined in this document where required.

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

Scope of Control

Policy: Formally endorsed statements of intent and direction. They may be formulated by the Executive Group of the organisation or may be developed to address formal industry or statutory requirements.

Procedure: A document that describes the method of effectively and efficiently carrying out a specific process. It defines the sequential steps in a process, including all deliverables, links with policies and other processes, and sufficient controls to ensure the quality of the product or service. Documented procedures support reliable and consistent performance.

Supporting Document: Any related documentation that may influence or assist the action being taken. This documentation may be from internal or external sources and may include reference manuals or texts, current procedures and guidelines and documents from previous work performed by the group or organisation

Form: A Logically structured document with a fixed arrangement of captioned spaces, designed for entering, extracting, or communicating the required information

Note: All approved documents will be controlled and accessible to the management group as required from a shared directory on the G Drive. The Quality and Governance Manager is responsible for overseeing the publishing of pdf versions of relevant documents on the organisation's portal accessible by Customer/Clients and employees. Where any hard

1

copy document is obtained without authorisation it will be considered to immediately be an uncontrolled document.

1   Document Control

Document control during initial development and establishment of policies, procedures and form masters required to meet standard operating requirements and the requirements of external and internal audits will be as follows:

- Retention and version controls will be managed by the Quality and Governance Manager using dedicated directories
- Development and updating will be performed by the Quality and Governance Manager in consultation with relevant Operations Team members
- Standard formatting controls will be applied (i.e. naming convention, headers, footers)
- No policies will be printed by Operational Team members unless they are required for updating a document
- The Quality and Governance Manager will provide online copies to Operations Team members for initial training/awareness and application as required for their role.

The Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service employee/member portals contain all relevant quality management system documents stored as PDF's to maintain version control.

2   Key Considerations

Alignment with organisational plans

All policies, procedures and forms are developed to align with the organisation's strategic, operational, and business plans.

Use of plain English/plain language

All policies, procedures, forms and supporting documents are to be written using plain English/plain language.

Copyright

Policies, procedures, forms and supporting documents acknowledge any source material used in their development and contain no copyright material without express written consent of the copyright owner.

3   Document Production Control

The following steps will be taken to produce the required document. The same controls, where applicable, will be applied for the development and implementation of forms.

3.1   Identify the need

The need for a formal document may be identified any employee, manager or Board member arising from:

- changes to funding arrangements
- changes to the external environment that impact on the organisation
- changes to government policy or legislation
- new or revised organisational strategic or operation plans
- new or revised/improved organisation activities, programs or practices
- new or revised risk management strategies
- a critical incident

3.2   Assign responsibilities

Responsibilities for development are assigned based on:

- a person's role and relationship to the policy or procedural issue
- a person's knowledge, skill and capacity to undertake the work
- external policy or legislated requirements

Responsibilities to be assigned include:

- Lead author/developer - undertake research and analysis, preparation of drafts, consultation and final writing of the documents
- Support author/developer – support research and analysis, preparation of drafts, consultation and final writing of the documents
- Draft reviewer – provide comment on draft documents
- Approvals and final endorsement – provide initial and final endorsement/sign off
- Distribution/communication – ensure final documents are communicated and implemented
- Record management – maintain records of document development and filing

3.3 Research and analysis

Research on the policy or procedure topic is undertaken by the lead and/or support author/developer.

Issues to consider include:

- Compliance with external regulations and legislation
- Best practice guidelines and standards
- Alignment with the organisation's strategic plan
- General content of the document and what it is aiming to achieve
- How it may impact on current operational policies and procedures
- The individuals and/or groups that may be affected by the document
- What accompanying procedures and supporting documents are required
- Policy implementation needs
- Matters to be addressed to support successful implementation

Authors should also ensure that any unique policy or process specific terms are sufficiently defined.

3.4 Draft policies and procedures

The lead author/developer and/or support author/developer is to prepare draft policies, procedures and supporting documents based on key considerations, findings from research and analysis undertaken, and the identified desired practice.

All policies and procedures are developed using standard templates with appropriate controls and formats applied in accordance with the Style Guide.

3.5 Consultation and feedback

Draft policies, procedures and supporting documents are made available to relevant and/or selected personnel in order to obtain engagement and input. Sufficient time is allowed for reviewers to provide comment on the draft documents, generally one week unless arranged otherwise.

Feedback can be provided through:

- A written response
- Individual discussion
- Group discussion/consultation/workshop

All comments are to be assessed and acknowledged by the authors/developers. It may be appropriate to provide feedback to persons that have made comments on how their comments have been considered in the revised/final document.

3.6   Preparation of final documents

Final policies, procedures and supporting documents are prepared by the lead author/developer, incorporating received comments and suggestions and any new information that arises.

Where there has been significant change to the policy or procedure intent and content from the draft version, second consultation with staff is to be undertaken. If changes to content have been less significant, the final documents are considered ready for review and endorsement.

3.7   Review and endorsement

All procedures and supporting documents are to have final review and endorsement by the manager associated with the scope of responsibility and are considered 'draft' until any related policy has been endorsed. All policies are to be classified, reviewed and endorsed by the Chief Executive Officer and where appropriate the Board.

The classification of each policy document will be determined against the business risk associated with the policy. There are three classifications as follows:

High Risk – reviewed annually
Medium Risk – reviewed every 2 years
Low Risk – reviewed every 3 years

The classification and review date will be defined in the footer of an endorsed document and in the Quality Document Register.

No documents will be published on the intranet unless authorised.

6

3.8 Implementation

Following document endorsement, the lead author/developer provides the document to the Quality and Governance Manager for secure retention and publishing on the intranet.

The author will advise those impacted by the document of its endorsement at the next team meeting. Consideration should be given to providing an awareness session or training for persons impacted by the document.

3.9 Change Control

Where a document is updated the new version must be endorsed and then provided to the Quality and Governance Manager for secure retention and publishing on the intranet.

All documents are subject to a cycle of review as identified in the document footer. Documents may be reviewed outside the specified date as required. Reviews should consider the following:

- Whether the document has achieved its purpose and outcomes
- Concerns or implementation issues identified throughout the life of the document
- Current relevance to the organisation's operations (including other policies)
- Inclusion of new information
- Consistency with current external or other regulatory requirements

3.10 Record management

Electronic copies of all current documents are to be filed in G\Document Control\Policy or Forms as per Q005. The document must also be added to the document register as a link. The document register is located at: G\Administration\Document Control\Registers.

Archived documents are to be stored in the relevant archive folder by the Quality and Governance Manager.

Documentation

Documents related to this procedure	
Forms, record keeping or other organisational documents	Q008 – Sample Policy Procedure Template Q007 – Style Guide