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QUALITY POLICY

Enhanced Lifestyles (EL) and Lifestyles Assistance and Accommodation Service (LAAS) maintains a quality manual to describe the controlled approaches to quality and risk management in accordance with the National Disability Insurance Scheme (NDIS 2018) the Attendant Care Industry Standard (ACIS 2013). The quality and risk management systems have been designed to ensure compliance to NDIS 2018 and ACIS.

Enhanced Lifestyles and Lifestyles Assistance and Accommodation Service is committed to meeting the requirements of the NDIS 2018 and ACIS 2013 standards regarding all key business functions and processes defined comprehensively as part of the standards.

Policy Statement

Enhanced Lifestyles and Lifestyles Assistance and Accommodation Service is committed to delivering the highest quality of services for people with a disability. Our primary goal is to allow Customers/Clients to remain as independent as possible with confidence and dignity.

Enhanced Lifestyles and Lifestyles Assistance and Accommodation Service will drive continual improvement and innovation based on efficient business processes, best practices and well-defined performance measurements. Through organisation-wide commitment to quality service provision the organisation will achieve long term success and sustained improvements.

Enhanced Lifestyles and Lifestyles Assistance and Accommodation Service will be an innovative leader within the disability sector delivering high quality member-governed services. The organisation's values are:

- Communication – Being open and honest with all stakeholders of the organisation
- Member-governed – members will lead and direct their services
- Quality – We will ensure excellency through continuous improvement
- Commitment – We are willing to go the extra mile for our Members and their needs
- Teamwork – Our team will work together to ensure members are satisfied

Quality Management System

The Boards, Management and employees are committed to quality control through a formal Quality Management System consisting of a suite of policies, procedures and templates and associated work practices. It is a system by which the organisation reduces and eliminates non-conformances to specifications, standards and Customer/Client expectations in the most cost efficient and effective manner. The system is monitored and

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maintained through internal and external auditing processes and a robust quality improvement culture achieved through our people working together for success.

The integration of quality and safety management practices within the quality management system is the strategy by which Enhanced Lifestyles and Lifestyles Assistance and Accommodation Service ensures that quality and safety is embedded within all aspects of its operations.

Continuous Improvement

It is an Enhanced Lifestyles and Lifestyles Assistance and Accommodation Service business imperative to provide consistent and best practice product and service delivery to its Customers/Clients. The ability of Enhanced Lifestyles and Lifestyles Assistance and Accommodation Service to sustain the delivery of quality products and services is essential to its long-term success and continuous improvement is embedded in all key business strategies, functions and activities.

Continuous Improvement Culture

In order to support our improvement challenge and foster a culture of continuous improvement, the Board and Management Team encourages and supports the pursuit of improvements that will stabilise and enhance all key processes across the organisation. Any Enhanced Lifestyles and Lifestyles Assistance and Accommodation Service Customer/Client or employee can submit a recommendation that may realise improvement to any process or practice. All submissions must be 'process' focused with as much evidence/backing information provided as possible.

Continuous Improvement Form

The Continuous Improvement Form (QF278) is used to capture, develop and track improvement opportunities which are identified and recommended. A form can be obtained from the office upon request, located on the internal intranet, and will be sent out by email or any other requested delivery method.

The submitter is requested to describe the improvement opportunity and its benefit to the organisation, Customers/Clients and/or employees in as much detail as necessary to ensure effective consideration and planning for potential implementation. Upon completion of this form it is submitted to the Quality Team for processing.

Note: Incident reports or Customer/Client feedback and complaints may also initiate an improvement. Where this occurs, the Continuous Improvement form will cross reference

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the Feedback/Complaint or Incident both on the form and in the register. Details will be captured in the register.

Review, Endorsement and Prioritisation

The Quality Team will log the form and may consider combining similar recommendations where it is appropriate to do so. The team will oversee all improvement initiatives and will provide planning facilitation, coaching and support where required to those assigned to action an improvement.

The role of the Continuous Improvement Committee (CIC) is to provide expertise in the review of opportunities arising for continuous improvement. The committee consists of client and employee representatives who volunteer and meet regularly to review and endorse all recommendations tabled. The Continuous Improvement Committee will ensure that all designated activities and improvement actions are completed in a timely manner and for the betterment of Enhanced Lifestyles and Lifestyles Assistance and Accommodation Service

Improvement Process

The following steps involved are outlined on the back of the Continuous Improvement Form:

- Assignment
- Planning, implementing and evaluating the improvement activity
- Reporting results
- Follow-up actions

Document Control

All documentation associated with the improvement activity will be processed and securely filed for future reference by the Quality team. Upon receipt of a form the relevant details will be logged in the Continuous Improvement Register. Every page 1 of the form will be scanned and filed in a secure Quality Group directory. During the improvement activity page 2 of the form will be used as an audit trail (accompanied by any relevant attachments). Once the Quality team is satisfied that all actions are completed the form will be signed off and the submitter notified. The total audit trail will then be scanned and filed.

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Auditing

Enhanced Lifestyles and Lifestyles Assistance and Accommodation Service is committed to fostering a culture of continuous improvement and innovative business solutions where formal internal auditing is a critical component. 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 and whether these documents are implemented effectively and are suitable to achieve the organisation's strategic objectives. The internal auditing process is defined in the following document:

Q002 Internal Audit Policy

P092 Internal Audit Procedure

The external auditing function will be undertaken by a qualified and approved auditing body. The Quality team is responsible for controlling and coordinating effort of the organisation in meeting the responsibilities and requirements of all external audits performed by regulatory authorities or accreditation bodies.

Risk Management

Enhanced Lifestyles and Lifestyles Assistance and Accommodation Service has implemented a system that effectively manages all organisational risks.

The Management Team has ultimate responsibility for safeguarding the organisation and its personnel, ensuring that adequate risk management processes are in place. Risk management processes will be designed to prevent injury or harm to individuals, to protect the assets and interests of the organisation and to limit the impact of any unavoidable risk.

The Board and Management Team delegate the monitoring and reporting of risk management to the Risk Management Sub-Committee.

Risk management is embedded within all important organisational plans, as part of the ongoing risk management review, all organisational plans such as strategic plans, business plans, change management plans and policy planning are reviewed to ensure they include risk management as an integral component

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Enhanced Services actively identifies, analyses, prioritises and treats risks to the organisation, including organisational, financial and occupational risks, as well as risks associated with service delivery. The key documents within the risk management system are:

Q245 - Risk Management Policy
 Q254A - Risk Management Plan
 Q246 - Business Continuity Plan
 QF263 - Risk Management Checklist
 QF106 – Incident Report

This document complies with NDIS 2018, standards 2.3 Quality Management and 2.2 Risk Management, and ACIS 2013, sections 2.3 Quality Management and 2.2 Risk Management. This document is readily available to all clients and employees of Enhanced Lifestyles and Lifestyles Assistance and Accommodation Service including The Boards.

Documents related to this manual	
Related policies	Q271 – Quality and Safety Framework Q245 - Risk Management Policy Q245A - Risk Management Plan Q002 - Internal Audit Policy Q275 - Continuous Improvement Policy Q246 - Business Continuity Plan
Related procedures	P093 – Quality Document Procedure P092 – Internal Audit Procedure
Forms, record keeping or other organisational documents	QF140 – Audit Report QF141 - Audit Checklist QF142 - Corrective Action Request QF278 - Continuous Improvement Form QF263 - Risk Management Checklist QF106 – WHS Incident Report