

## LifeTec-P-G-20 QUALITY POLICY

Area:	Governance
Distribution / Scope:	Board Committee, Employees, Volunteers, Service Users
Date Ratified:	February 2024
Date Effective:	February 2024
Review Due:	February 2025

### 1.0 PURPOSE

LifeTec Australia is a social enterprise that provides quality dedicated assistive technology (AT) services. The Quality Policy which includes the Quality Management System (QMS), provides a quality framework that enables LifeTec to deliver quality services and apply continuous improvement processes, with our aim, to enable people of all ages and abilities to actively engage in home, work, school and community life. Established in 1981, LifeTec has a team of health professionals including occupational therapists and speech pathologists who have a passion for AT. LifeTec's strategic purpose is **to connect people and communities through AT to enable their aspirations.**

### 2.0 VALUES

The things we value determines LifeTec's work and how we do that work. Our shared values strongly influence how well we deliver the LifeTec purpose. Everyone working in and for LifeTec is expected to demonstrate these values in their work.

LifeTec values are:

- Caring for People and Community is core to our purpose and provides us with our reason and motivation to work together in LifeTec.
- Integrity, Respect and Dignity in everything we say and do. Treating everyone as they would like to be treated while being transparent and accountable will enable clients and stakeholders to value and trust us.
- Alignment with our Strategic Purpose as individuals and as an organisation enables us to create the best possible outcomes for our clients and stakeholders.

- Being Alert, Nimble and resilient in everything we do ensures success, enhances our value and makes us more resilient in times of change.
- Collaboration within LifeTec and with external stakeholders ensures that we can leverage the unique contributions of all.
- Social Entrepreneurship will ensure we practice a blend of sound business principles and commercialism with social cause and compassion.
- Contemporary Innovation and Leadership ensure that LifeTec continually improves its value proposition to clients through new thinking and practice in assistive technology services.

### 3.0 POLICY STATEMENT

A keyway to achieve quality in LifeTec systems is by operating a Quality Management System (QMS) in accordance with the requirements of ISO 9001: 2015.

LifeTec's Management Team is committed to:

- Satisfying applicable requirements by ensuring that consumers and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of services and the ability to enhance consumer satisfaction are determined and addressed and the focus on enhancing consumer satisfaction is maintained (please refer also to P-G-007 Continuous Quality Improvement).

The Management Team shall:

- Take accountability for the effectiveness of the QMS.
- Ensure the quality policy and quality objectives are established for the QMS to enhance consumer satisfaction.
- Promote the use of a process approach and risk-based thinking.
- Ensure that the resources needed for the QMS are available; including training, support and encouragement.
- Communicate the importance of effective quality management and of conforming to the QMS requirements.
- Ensuring that the QMS achieves its intended results.
- Engage, direct and support persons to contribute to the effectiveness of the QMS.
- Promote improvement.
- Establish partnerships with suppliers and interested parties to provide an improved service.

This policy will be communicated to all employees and organisations working for or on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment. This policy

will be reviewed annually by the Management Team and where deemed necessary, will be amended and re-issued.

This policy is available to relevant interested parties, upon appropriate and reasonable request.

## 4.0 SCOPE of QUALITY MANAGEMENT SYSTEM

LifeTec Australia, as a provider of Assistive Technology (AT) co-design and prescription services understands its' role in consumer directed service provision.

LifeTec's Quality Management System (QMS) has been developed, understanding our role in working with people with a Disability, people in the Aged Care System and other people who require Assistive Technology, to assist them in their daily lives, develop greater independence and better connect them with their communities and assist them achieve their AT goals and aspirations.

The scope of LifeTec's Quality Management System, includes:

- Consideration of external factors that relate to the work undertaken;
- Consideration of Internal factors that relate to the work undertaken;
- Understanding the needs and expectations of interested parties, including staff, consumers, suppliers, funders, Government & Government statutory and regulatory requirements and the United Nations Convention on the Rights of Persons with Disabilities;
- Monitoring and reviewing information about these interested parties and their relevant requirements;
- Consideration of the provision of support, supervision and development of all staff, including meeting the Clinical requirements of our Health Professional team.

Please also refer to: LifeTec P-G-008 Regulatory Compliance

The Quality Management System Committee, made up of Senior LifeTec staff, shall undertake regular meetings to undertake review and development of Quality Processes (utilising the resources of the team and external resources – as required) to ensure continuous improvement of processes within this Policy and Scope.

## 5.0 QUALITY OBJECTIVES 2023 – 2024

Quality Objective	Target	Measure	Required Resources	Responsibilities	Timeframe	Result
<b>1. Continue ISO9001:2015 certification</b>	Continued certification	Prepare and undertake 2023/24 ISO Surveillance Audit	Following Personnel may be involved: QMS manager CEO CFO Admin and Finance Manager Operational Staff available on the day Clinical Staff available on the day.	Jacob Shaw and Craig Blackman to review audit feedback and notes on any observations if applicable.	12/02/2024 and 13/02/2024 – Review outcomes of audit	Pending completion of audit – 12/02/2024
<b>2. Strengthen Workforce</b>	Improve clinical Capability and Capacity Improve Administrative Support Improve Staff Engagement and Retention	HP Capability Survey and Analysis Identify and have delivered identified PD Implementation of Admin support process for HPs Ongoing supervision and engagement with staff – understanding the current Covid environment.  Continue to develop an engaging induction program with access to effective training and development resources.	Capability Survey Staff Satisfaction Survey Time allocated	Jacob Shaw – Staff Satisfaction Survey	Ongoing To review progress 31/05/2024-01/06/2024	

<p><b>3. To meet or exceed consumer expectations</b></p>	<p>1. Attain information to inform the effectiveness and ongoing development of LifeTec services utilising Theory of Change framework</p> <p>2. Development of feedback processes that gain better responses from consumers post service</p> <p>3. Development of new Service offerings for consumers to meet identified needs (e.g. FCA &amp; Alt Access)</p>	<p>Development of simpler and/or alternate feedback process</p> <p>Examining post service contact by ATO's to directly speak with consumers to attain post service feedback.</p> <p>Will be reviewing Service Agreements, Service Flyers, Service Offerings and other consumer information and processes in Service Development processes for each service stream.</p>	<p>Time allocated to develop new feedback processes. Survey forms.</p>	<p>Jacob Shaw – Develop new survey processes</p>	<p>Ongoing Review progress of new survey processes by 01/03/2024</p>	
<p><b>4. Ensure ongoing compliance with Government and NDIS /MAC mandated COVID measures and requirements.</b></p>	<p>Utilisation of LifeTec Business Continuity Plan and Business Continuity Management Team. Dissemination of ongoing information to staff. Ensuring Covid safety practices and measures are followed Covid symptoms, contacts exposures</p>	<p>Reporting processes to NDIS Commission Ensuring staff remain safe – measures relate to staff contraction and exposures to Covid and any exposures related to consumers</p> <p>Incident register of symptoms and contacts exposures</p>	<p>Incident Register Incident Report Form Business Continuity Plan</p>	<p>Jacob Shaw – Receive incident reports, participate in incident investigations and debrief with Staff</p>	<p>Ongoing</p>	<p>Ongoing Incident Register has been updated following January 2024 incidents of Covid-19</p>

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	<p>included in incident register</p> <p>Ensure Covid Vaccinations as mandated and boosters encouraged.</p> <p>Responsibility Service Manager – Craig B.</p> <p>Reporting process to Responsible Person – Admin Manager Jenny V</p> <p>NDIS Commission</p>					
<p><b>5. All staff have a yearly PPR and regular Check-ins/Supervision</b></p>	<p>Regular check-ins with staff particularly with respect to Capability, Capacity and Resilience.</p> <p>Ensuring staff are managing the situation</p>	<p>Ongoing conversations – formal and informal with staff identifying issues and managing supports undertaken – note PPR/PD register</p>	<p>Time allocated to conduct PPRs and Peer Supervisions.</p> <p>PPR templates</p> <p>Peer Supervision templates</p>	<p>Craig Blackman – conduct PPRs</p> <p>Jennifer Poppe – Coordinate Peer Supervision</p>	<p>Ongoing</p>	
<p><b>6. Complaint and compliments process</b></p>	<p>Efficacy of LifeTec service delivery and ongoing development of</p>	<p>QMS meeting to review register and identify any issues</p>	<p>Complaints and Compliments Register</p>	<p>Jacob Shaw – Maintain complaints and</p>	<p>Ongoing</p>	<p>Onoging monitoring.</p>

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	service – feedback to inform service delivery and management of consumer expectations	for improvement and action		compliments register. All staff – to forward complaints and compliments to Jacob		2023-2024: Many compliments and few complaints. New process adopted at the end of 2023: Feedback and service comments are forwarded directly to QMS manager
<b>7. Continuous Improvement Register</b>	Continued quality improvement of all LifeTec systems, processes and engagement (with consumers and other providers)	Summary Report tabled monthly at QMS meetings with review. Process implemented in team meeting to check efficacy of process – feedback and review of processes.	Quality Improvement Register Quality Improvement Notices	Jacob Shaw – Maintain Register. Assist staff with suggestions and notices	Ongoing	Ongoing – subject to review at regular QMS meetings

## 6.0 DEFINITIONS

**Accreditation** – an assessment by an external body or agency to determine the level of compliance with agreed standards.

**Assistive Technology** – Assistive technology is any product, device or system that provides people with practical solutions to everyday life activities. Assistive technology helps millions of people learn, work, socialise, achieve independence, or simply get more out of their lives.

**Best Practice** – commercial or professional procedures that are accepted or prescribed as being correct or most effective.

**Improving Performance** – continuous study and adaptation of processes in order to achieve desired outcomes and meet the needs and expectations of members, Consumers, and stakeholders.

**Quality Cycle** – the planned examination of organisational activities, policies, procedures and performance to identify best practices and target areas in need of improvement. Goals and outcomes as outlined in the Strategic Plan should be considered in all stages of the quality cycle.

**Quality Improvement** – the process of continual review of the organisation, its structures and functions of governance, management, engagement with Consumers and other stakeholders, and its service delivery.

**Quality Improvement Plan** – a detailed work plan outlining the specific tasks to be undertaken by employees during a quality cycle, including implementation of corrective actions or policy changes where needed.

**Policy** – a statement of principles or position that is intended to guide or direct decision-making and operations that support the achievement of LifeTec's vision and objectives.

**Procedure** – a directive outlining the specific tasks, processes and responsibilities required to effectively implement a policy or regulation. These are developed to manage the implementation of the overarching policy.

## 7.0 PRINCIPLES

### 7.1 Leadership and Commitment

Management shall demonstrate leadership and commitment to the Quality Management System by:



- Taking accountability for the effectiveness of the quality management system.
- Ensuring that quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organisation.
- Ensuring the integration of the quality management system requirements into the organisation's business processes.
- Promoting the use of the process approach and risk-based thinking.
- Ensuring that the resources needed for the quality management system are available.
- Communicating the importance of effective quality management and of conforming to the quality management system requirements.
- Ensuring that the quality management system achieves its intended results.
- Engaging, directing and supporting persons to contribute to the effectiveness of the quality management system.
- Promoting improvement.
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Examining operations and looking for efficiencies in organisational processes.

## 6.2 Customer Focus

Management shall demonstrate leadership and commitment with respect to customer focus by ensuring that:

- Customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- The risks and opportunities that can affect conformity of services and the ability to enhance customer satisfaction are determined and addressed.
- The focus on enhancing customer satisfaction is maintained.

## 6.3 Establishing the Quality Policy

Management shall establish, implement and maintain a quality policy that:

- Is appropriate to the purpose and context of the organisation and its supports and strategic direction.
- Provides a framework for setting quality objectives.
- Includes a commitment to satisfy applicable requirements.
- Includes a commitment to continual improvement of the quality management system.

## 6.4 Communicating the Quality Policy

The Quality Policy (this Policy) shall:

- Be available and maintained as documented information.
- Be communicated, understood and applied within the organisation.
- Be available to relevant interested parties, as appropriate.

#### 6.5 **Organisational Roles, Responsibilities and Authorities**

Management shall ensure that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the organisation.

Management shall assign the responsibility and authority for:

- Ensuring that the quality management system conforms to the requirements of this International Standard.
- Ensuring that the processes are delivering their intended outputs.
- Reporting on the performance of the quality management system and on opportunities for improvement to the Finance and Risk Committee of the Board.
- Ensuring the promotion of customer focus throughout the organisation.
- Ensuring that the integrity of the management system is maintained when changes to the quality management system are planned and implemented.

## **8.0 STANDARDS AND LEGISLATION**

*Australian Standards ISO 9001:2015*

*NDIS Quality and Safeguards Commission Practice Standards –*

*i. Governance and Operational Management*

*ii. Complaints Management*

*Aged Care Quality and Safety Commission –  
i. Organisational Governance  
ii. Feedback and Complaints*

## 9.0 SUPPORTING DOCUMENTATION

Supporting forms:      Quality Improvement Notice  
                                 Hazard Identification Form  
                                 Complaint/Compliments Form


Supporting documents:  
                                 LifeTec's Strategic Plan

Supporting policies and procedures:  
                                 Regulatory Compliance Policy (LifeTec -P-G-008)  
                                 Risk Management Policy (LifeTec-P-G-009)  
                                 Incident Management Policy (LifeTec-P-G-010)  
                                 Financial Management Policy (LifeTec -P-G-011)  
                                 Complaints and Compliments Policy (LifeTec-P-G-015)  
                                 Continuous Quality Improvement Policy (LifeTec-P-G-07)

Supporting registers: Complaints and Compliments Register  
                                 Conflict of Interest Register  
                                 Incident Register  
                                 Quality Improvement Register  
                                 WHS & Risk Management Register

## 10.0 APPROVALS

Quality and Compliance Manager Name:                      Jacob Shaw

Quality and Compliance Manager Signature:                       Date: 12/2/2024

Chief Executive Officer Name:                      Craig Blackman

Chief Executive Officer Signature:                       Date: 12/2/2024

## 11.0 VERSION CONTROL

VERSION	DESCRIPTION OF CHANGES	DATE
1	First finalised version of the new Quality Policy (LifeTec-P-G-020). <i>No Previous Policy Code Allocated.</i>	Mar 2023
2	Policy Reviewed – Added timeframes, personnel and resources needed to the Quality Objectives	Feb 2024