

Strategic Objective:

1. Excellence In Service Delivery



POLICY: 1.2 Client Safety & Wellbeing

Approval By: Manager Residential Unit

Document Owner: Director of Nursing

Purpose To ensure all QEC Program participants receive evidence based care by skilled practitioners in a safe environment.

Target Audience All client's & visitors

Definitions

Policy QEC has systems in place to ensure safety risks are identified and strategies developed to address these. QEC Board and management ensure that policies are in place to ensure excellence in service delivery.

Related Hyperlinks

Key Legislation, Acts and Standards

PLEASE PLACE A 'Y' IN THE BLANK COLUMN relating to the applicable standards below:-
e.g.

1.0	1.1	Understanding Rights & Responsibilities	Y
Empowerment	1.2	Exercising Rights & Responsibilities	

DHS STANDARDS Listing

1.0 Empowerment	1.1	Understanding Rights & Responsibilities	
	1.2	Exercising Rights & Responsibilities	
2.0 Access & Engagement	2.1	Services Are clear	
	2.2	Services are delivered	
	2.3	Access to Services	
3.0 Wellbeing	3.1	Services Adoption	Y
	3.2	Services Participation	Y
	3.3	Goals Documented & Implemented	Y
	3.4	Reviews, Evaluations & updates	Y
	3.5	Delivery is in Safe Environment	Y
4.0 Participation	4.1	Choice & Control of Service Delivery	
	4.2	Community Participation	
	4.3	Maintaining Connections with Family & Friends	
	4.4	Strengthen Culture Connection - Aboriginal/Torres	
	4.5	Strengthen Cultural, Spiritual & Language	
	4.6	Life Skills - Develop Sustain Strengthen	

ISO 9001:2008 Listing

4.0 Quality Management System	4.1	General	
	4.2.1	Doc Requirements General	
	4.2.2	Doc Requirements Quality Manual	
	4.2.3	Doc Requirements Control of Docs	

1.2 Client Safety & Wellbeing

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	4.2.4	Doc Requirements Control of records	
5.0 Management Responsibility	5.1	Management Responsibility	
	5.2	Customer Focus	
	5.3	Quality Policy	
	5.4	Planning Inc 5.4.1-5.4.2	
	5.5.1	Responsibility & Authority	
	5.5.2	Management Representative	
	5.5.3	Internal Communication	
	5.6	Management Review	
6.0 Resource Management	6.1	Provision of resources	
	6.2	Human resources	
	6.3	Infrastructure	
	6.4	Work Environment	Y
7.0 Product Realization	7.1	Planning of Product Realisation	
	7.2	Customer-related Processes	
	7.3	Design & development	
	7.4	Purchasing	
	7.5	Production and service provision	
	7.6	Control of monitoring & measuring devices	
8.0 Measurement, Analysis & Improvement	8.1	Measurement Analysis & Improvement	
	8.2	Monitoring & Measurement	
	8.3	Control of non- conforming Product	
	8.4	Analysis of Data	
	8.5	Improvement	

Key Legislation, Acts and Standards

Occupational Health & Safety Act 2004
 Australian Health Practitioner Regulation Agency
 Child and Family Act 2005
 Health Services Act 1988

Key words

Client safety, wellbeing, risk, safe environment

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