

Strategic Objective:

3. Community & Partnerships



POLICY: 3.1 Stakeholder Participation

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Purpose To provide a service that support and partners with stakeholders across Victoria.

Target Audience All QEC employees

Definitions DHS – Department Human Services (2014)

Policy QEC aims to ensure stakeholder participation is strategic and adds value to participating organisations.

It is a policy whereby QEC:

1. Implement a strategic approach to building partnerships and participation.
2. Build and strengthen partnerships and participation of stakeholders.

Related Links 4.2 Participation

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	Y
3.0 Wellbeing	3.1	Services Adoption	
	3.2	Services Participation	
	3.3	Goals Documented & Implemented	
	3.4	Reviews, Evaluations & updates	
	3.5	Delivery is in Safe Environment	
4.0 Participation	4.1	Choice & Control of Service Delivery	
	4.2	Community Participation	
	4.3	Maintaining Connections with Family & Friends	Y
	4.4	Strengthen Culture Connection - Aboriginal/Torres	Y
	4.5	Strengthen Cultural, Spiritual & Language	

3.1 Stakeholder Participation

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	4.6	Life Skills - Develop Sustain Strengthen	
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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	
	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	
6.0 Resource Management	5.6	Management Review	
	6.1	Provision of resources	
	6.2	Human resources	
	6.3	Infrastructure	
7.0 Product Realization	6.4	Work Environment	
	7.1	Planning of Product Realisation	
	7.2	Customer-related Processes	
	7.3	Design & development	
	7.4	Purchasing	
	7.5	Production and service provision	
8.0 Measurement, Analysis & Improvement	7.6	Control of monitoring & measuring devices	
	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

Key words Partners, stakeholders, access, stakeholder engagement

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