

Strategic Objective:

3. Community & Partnerships



POLICY: 3.2 Access and Engagement

Approval By:	Manager Marketing & Business Development	Approval Date:	30.06.2014
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Purpose	To ensure QEC provide equitable access for clients and community services enabling seamless engagement.
Target Audience	All QEC employees
Definitions	DHS Standards
Policy	QEC aims to provide services that: <ol style="list-style-type: none"> 1. Have a clear access point; 2. Are delivered in a fair, equitable and transparent manner; 3. Clients access services most appropriate to their needs in a timely, responsive, service integration and referral.
Related Links	DHS Standards

3.2 Access and Engagement

Key Legislation, Acts and Standards

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

1.0 Empowerment	1.1	Understanding Rights & Responsibilities	Y
	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	Y
	2.2	Services are delivered	Y
	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	
	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	4.1	General	
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System	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 Community, partnerships, access, engagement, seamless

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