

**LifeTec-P-G-20 QUALITY POLICY**

Area:	Governance
Distribution / Scope:	Board, Employees, Volunteers, Service Users
Date Ratified:	October 2025
Date Effective:	October 2025
Review Due:	July 2026

## 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

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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 2025 – 2026

Quality Objective	Target	Measure	Required Resources	Responsibilities	Timeframe	Result
<b>1. Maintain compliance with NDIS and Aged Care Regulations and Quality Standards. Maintain ISO9001:2015 certification.</b>	<ol style="list-style-type: none"> <li>Continued Compliance with ISO9001:2015 Standards</li> <li>Continued Compliance with NDIS requirements</li> <li>Continued Compliance with Aged Care requirements</li> <li>Continued Compliance with other regulations (e.g., Blue Card Rules)</li> </ol>	<ul style="list-style-type: none"> <li>Audit Outcomes</li> <li>Self-assessment Outcomes (e.g., Internal Audit)</li> </ul>	Following Personnel may be involved: QMS manager CEO Clinical and Services Manager Admin Manager Finance Manager Clinical and Support Staff as available during audit processes	QMS Committee to prepare and participate in audit QMS Manager to review and present audit outcomes to QMS committee.	Ongoing	Implementation of continued actions to ensure compliance and address non-conformities and observations raised during the audit process
<b>2. Maintain and improve Quality Management System (QMS)</b>	<ol style="list-style-type: none"> <li>Ongoing Review and Improvement of QMS and supporting processes</li> <li>Continued staff</li> </ol>	<ul style="list-style-type: none"> <li>QMS Management Review Process</li> <li>QMS Meeting Minutes</li> <li>Review of Registers</li> <li>Internal Audits</li> </ul>	<ul style="list-style-type: none"> <li>Quality Improvement Register</li> <li>Incident Register</li> <li>Complaints and Compliments Register</li> <li>Survey Data Summary</li> </ul>	QMS Manager with support from other staff as needed	Ongoing	Ongoing – subject to review at regular QMS meetings Annual review (Management Review) at end of each financial year

	engagement with QMS 3. Continued management engagement with QMS Committee					
<b>3. Strengthen Workforce</b>	Completion of a workforce planning review.  Maintain currency of staff performance appraisals  Keeping up to date of Professional Development Requirements	<ul style="list-style-type: none"> <li>• Completion of a workforce planning review</li> <li>• Completions of staff performance appraisals in a timely manner</li> <li>• PD Register</li> </ul>	<ul style="list-style-type: none"> <li>• Completed Workforce Planning Review</li> <li>• Data and feedback on staff performance</li> <li>• PD Registers</li> </ul>	<ul style="list-style-type: none"> <li>• CEO to lead Workforce Planning Review</li> <li>• Management Team to appraise performance of teams and individuals</li> <li>• Team members to maintain PD register in line with registration requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Development of completed workforce planning review in early 2026</li> <li>• Ongoing performance appraisal process</li> <li>• Ongoing PD attendance and documentation</li> </ul>	<ul style="list-style-type: none"> <li>• Development of a completed workforce planning review in early 2026</li> <li>• Up-to-date performance appraisals</li> <li>• Up-to-date complete PD registers</li> </ul>
<b>4. To meet and exceed consumer expectations and provide continuously</b>	1. Maintain and review information collected on customer experience and satisfaction	<ul style="list-style-type: none"> <li>• Maintenance and enhancement of feedback processes (see Quality Objective 2)</li> </ul>	<ul style="list-style-type: none"> <li>• Surveys</li> <li>• Policies, practices and processes to communicate information about complaints and compliments</li> <li>• Service Meetings</li> </ul>	<ul style="list-style-type: none"> <li>• QMS Manager to maintain registers</li> <li>• Relevant manager to facilitate service</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing completion of surveys</li> <li>• Ongoing maintenance of complaints and</li> </ul>	<ul style="list-style-type: none"> <li>• Survey data</li> <li>• Complaints and compliments data</li> <li>• Summary reports to management</li> </ul>

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<p><b>improving existing and new service offerings</b></p>	<p>2. Maintain and review information on staff experience to gather insights on service effectiveness</p> <p>3. Maintain and enhance of feedback processes that inform service development and review</p> <p>4. Development of new Service offerings for consumers to meet identified needs and new opportunities</p>	<ul style="list-style-type: none"> <li>• Completion of surveys</li> <li>• Provision of complaints and compliments information from staff to management team</li> <li>• Documentation of complaints and compliments</li> <li>• Ongoing documentation of service meetings</li> </ul>		<p>meetings and completion of minutes</p> <ul style="list-style-type: none"> <li>• Management team to review data summaries</li> </ul>	<p>compliments information</p> <ul style="list-style-type: none"> <li>• Service meetings at least quarterly</li> </ul>	<p>team and board members</p> <ul style="list-style-type: none"> <li>• Management Review outcomes</li> <li>• Meeting minutes (QMS, Management, Service)</li> </ul>
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## 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.

## 7.2 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.

## 7.3 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.

## 7.4 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.

#### 7.5 **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.

#### 7.6 **Management Review Function**

Management shall meet every 12 months to conduct the Management Review process. This review assesses the effectiveness of the quality management system

Inputs:

- QMS Committee Meeting Minutes
- Complaints and Compliments
- Incidents
- Quality Register
- Surveys

Outputs:

- Revised quality objectives
- Policy changes
- Quality improvement actions
- Service improvement actions
- Updates to risk management processes
- Updates to business plans

## 8.0 PROCEDURES

### 8.1 Management Review Procedure

8.1.1 The Quality and Compliance Manager will gather the information and data from the previous 12 months:

- 8.1.1.1 Actions from QMS minutes and their status
- 8.1.1.2 Complaints and Compliments
- 8.1.1.3 Incidents and their status
- 8.1.1.4 Quality improvement items
- 8.1.1.5 Survey data
- 8.1.1.6 Quality Objectives

8.1.2 The Quality and Compliance Manager will prepare a Management Review Summary in preparation for the Management Review Meeting

8.1.3 The QMS committee will meet at the scheduled Management Review Meeting to review the Management Review Summary

8.1.4 The QMS committee will record actions into the Management Review Meeting Minutes, identifying:

- 8.1.4.1 Changes to quality objectives
- 8.1.4.2 Changes to policies and procedures
- 8.1.4.3 Quality improvement actions
- 8.1.4.4 Service improvement actions
- 8.1.4.5 Changes to business plans

- 8.1.5 The QMS committee will record within the Management Review Meeting Minutes the:
  - 8.1.5.1 Actions from the Management Review Meeting
  - 8.1.5.2 Person whom the action is being issued to
  - 8.1.5.3 Timelines for completion
- 8.1.6 The Quality and Compliance Manager will record the actions from the Management Review Meeting Minutes into the Quality Register
- 8.1.7 The QMS Committee will review the Quality Register as regularly as part of the Committee's function.

## 9.0 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*

## 10.0 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

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<https://liftecaustralia ltd.sharepoint.com/sites/Intranet/Policies%20%20Procedures/POLICIES%20&%20PROCEDURES/GOVERNANCE/020%20Quality%20Policy.pdf>

Conflict of Interest Register  
Incident Register  
Quality Improvement Register  
WHS & Risk Management Register

## 11.0 APPROVALS

Quality and Compliance Manager Name: Jacob Shaw

Quality and Compliance Manager Signature:



Date: 16/10/2025

Chief Executive Officer Name: Charlie Manchadi

Chief Executive Officer Signature:



Date: 16/10/2025

## 12.0 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
3	Policy Reviewed – Reviewed Quality Objectives	Mar 2025
4	Policy Reviewed – Added Management Review Function to Principles. Added Management Review Procedure	Jul 2025
5	Policy Reviewed – Reviewed and updated Quality Objectives	Oct 2025

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