**Contacts and Meetings**

| **Process** | **Business Rule** |
| --- | --- |
| **Managing user profiles** | |
| **Maintaining currency of user profiles** | The LogiqcQMS System Administrator is responsible for ensuring user profiles for all staff have been set up in the Contacts Register and are linked to their respective manager’s profile.  The LogiqcQMS System Administrator must assign a username and password to each user being set up.  Naming convention for username: current business email address  Generic Password: Password must contain at least 8 characters with a combination of upper and lower case letters, numbers and at least one special character.  *To link a staff profile to a manager’s profile, go to the respective manager’s contact details form and select the staff name from the drop-down list ‘staff that you manage’, click ‘add’ and click ‘save’.*  Managers are responsible for ensuring their staff have been set up in LogiqcQMS. |
| **Reassigning tasks which are assigned to a position that is vacant** | It is the responsibility of the assigned ‘Approving Officer’ to reassign tasks where applicable, e.g. when the task is assigned to a ‘position vacant’.  *A task that is assigned to a ‘position vacant’ arises when a task previously assigned to a position has since become vacant.*  Where the ‘position vacant’ relates to the ‘Approving Officer’ it is the responsibility of top management to reassign the ‘Approving Officer’. |
| **Managing meetings schedule** | |
| **Managing meetings scheduled in LogiqcQMS** | It is the responsibility of the assigned ‘Chair’ of meetings to:   * Ensure all staff who have a user profile in LogiqcQMS and who are required to attend a meeting are included as participants to the meeting. * update the meeting schedule in the LogiqcQMS, as arrangements change. * to ‘tick off’ when the meeting has been held or did not occur.   *Note: The LogiqcQMS does not keep a record of meetings held or cancelled.* |

**Governance – managing documents, contracts and suppliers**

| **Process** | **Business Rule** | | | |
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| Control document details to be inserted into footer | The following control document details are to be included in the footer:  Document number: As generated by LogiqcQMS Doc Register  Version number: Version number of document  Copyright details: © This document is the property of insert organisation name.  Control details: Once printed this document is considered an uncontrolled version. Refer to the LogiqcQMS for the current approved version.  Pagination details: Page numbering of the total number of pages | | | |
| **Determining the next review date for a document** | The timeframe for the review of documents is to be as follows: | | | |
| Policy and procedures | | 3 years | |
| Work instructions, guidelines, work flowcharts | | 12 – 18 months | |
| Templates, forms, signs | | 12 – 18 months | |
| Resource material | | 12 – 18 months | |
| Other | | 12 – 18 months | |
| **Restricting access to documents** | Access to the following types of documents is to be restricted as follows: | | | |
| Documents relating to the Board | | CEO and Approving Officer | |
| **Unpublishing a document** | Unpublishing a policy or procedure | | Only the assigned Document Manager / Owner has the authority to unpublish a policy or procedure on the Documents Register. | |
| Unpublishing a non-policy or procedure | | The assigned Document Manager / Owner has the authority to unpublish a document on the Documents Register. | |
| **Restricting access to contracts** | Access to the following contracts is to be restricted as follows: | | | |
| **Contract type** | **Viewing Permissions** | | **Add additional users who also need to have access** |
| Employee contacts | CEO and Approving Officer | | HR Manager |
| Funding contacts | CEO, QM and Managers Level 4 | | Managers who deliver services relating to the contract |
| Supplier contracts | CEO, QM and Managers Level 4 | |  |
| Warranty agreements | All Users | |  |
| Insurance policies | CEO and Approving Officer | |  |
| Lease agreements | CEO, QM and Managers Level 4 | |  |
| MOU / partnership agreements | CEO, QM and Managers Level 4 | | Respective program managers who deliver services relating to the MOU |
| Service Level Agreements | CEO and all Approving Officers | | Corporate support staff team responsible for management of equipment |
| **Determining an approved supplier** | Not all suppliers are to be included on the Suppliers Register. Only those suppliers where it is necessary for the organisation to monitor or review a supplier’s performance are to be included on the Suppliers Register. | | | |
| **Approving or unpublishing a supplier** | Only the assigned ‘Supplier Manager / Owner’ in the LogiqcQMS have the authority to approve or unpublish a supplier on the Suppliers Register. | | | |
| **Including an asset** | Not all assets are to be included on the Asset Register. Only those assets that represent considerable investment and operating costs with potentially severe consequences arising from inadequate performance or failure should be included | | | |
| **Approving or disposing of an asset** | Only the assigned ‘Asset Manager / Owner’ in the LogiqcQMS have the authority to approve or dispose of an asset on the asset register. | | | |

**Operational Management - scheduling critical tasks**

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| **Process** | **Business Rule** |
| **Determining schedules: audits, compliance, maintenance, training, and licensing checks** | Each manager is responsible for ensuring maintenance, audits, compliance tasks, staff licensing checks and mandatory training relating to their respective program / service have been scheduled in the LogiqcQMS.  While the manager may not be required to actually schedule tasks relating to the management of their program/service; they are responsible for ensuring these tasks have been scheduled in the QMS. |
| **Scheduling tasks that relate to a contract** | Where a task relates to a contract on the Contracts Register, the task is to be scheduled as a ‘related item’ to the contract.  *To attach a related item to a contract: open the respective contract details form on the Contracts Register and click on the ‘related item’ link which is located on the bottom right-hand side of the Details Form (+ button).* |
| **Drafting instructions for maintenance, audits, compliance, training and licence tasks** | For examples of instructions that could be used when scheduling tasks refer to the examples provided on the LogiqcQMS Knowledge Base. |

**Reporting – managing adverse events**

| **Process** | **Business Rules** | | | |
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| **Reporting issues relating to an approved supplier** | Where an event e.g., repair, incident, feedback, or improvement suggestion relates to a supplier that is on the Suppliers Register, the issue is to be reported as a ‘related item’ to the supplier.  *To attach a related item to a supplier: open the respective Supplier Details Form from the Suppliers Register and click on the ‘related item’ link which is located on the bottom right-hand side of the Details Form (+ button).* | | | |
| **Restricting access to incident reports** | Where personal information relating to a client or staff member has been included in the Incident Details Form, access to the Form needs to be restricted to: | | | |
| **Incident** | | **Viewing Permissions** | **Add additional users who also need to have access** |
| Clinical incident includes personal information relating to a client | | CEO and Approving Officer |  |
| WHS incident | | CEO and Approving Officer |  |
| Client related incident includes personal information relating to a client | | CEO and Approving Officer | SMO |
| HR related incident includes adverse information relating to a staff member | | CEO and Approving Officer | HR Manager |
| **Incident Notification** | The following types of incidents are notifiable and are to be reported to: | | | |
| **Incident** | | **Name of external agency** | |
| Child safety incident | |  | |
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| **Reporting feedback** | Where personal information relating to a client, staff or other has been included on the Feedback Details Form, access to the Form needs to be restricted to: | | | |
| **Feedback** | | **Viewing Permissions** | **Add additional users who also need to have access** |
| Feedback report includes personal information relating to a client | | CEO and Approving Officer | SMO |
| Feedback report includes adverse information relating to a staff member | |  |  |
| Feedback report includes adverse information relating to a supplier | |  |  |
| **Approving action to be taken** | | | | |
| **Determining if action is to be taken and the timelines for actioning tasks** | In determining whether action is to be taken and the timelines for completing action, consideration needs to be given to the assigned level of risk:  *Note: currently a risk rating is only assigned to incidents and improvement suggestions*  Note: there are two options for the number of risk assessment levels: 4-level risk assessment or a 5-level risk assessment | | | |
| 1 | Manager acts at discretion to manage or mitigate the risk | | |
| 2 | Risk is monitored, and manager acts at discretion to manage or mitigate the risk | | |
| 3 | Strategies that can be implemented immediately to mitigate the risk are implemented within 10 working days  Strategies to mitigate the risk that require a longer timeframe are implemented within 30 working days | | |
| 4 | Strategies that can be implemented immediately to mitigate the risk are implemented within 5 working days  Strategies to mitigate the risk that require a longer timeframe are implemented within 15 working days | | |
| 5 | Strategies that can be implemented immediately to mitigate the risk are implemented within same or next working day  Strategies to mitigate the risk that require a longer timeframe are implemented within 5 - 10 working days | | |
| **Approving action to be taken** | Prior to determining what, if any, action is to be taken, the assigned ‘Approving Officer’ of a task is required to check the Details Form to ensure the reported event (feedback, incident, repair, improvement suggestion) has been assigned to the correct:   * business area * meeting * person the event is to be reported to   Where applicable, these details are to be corrected, which may result in the task being assigned to another ‘Approving Officer’ to manage. | | | |
| **Requesting an extension to the task timeline** | Action is to be completed within the requested timeframe.  Where an extension of time is required to complete a task, a request (verbal or email) is to be discussed with the person to assigned to manage/approve/close the task, including instances where the ‘Action Officer’ has the permission level that would enable them to change these requirements. | | | |
| **Changing requirements relating to a task** | Only the assigned ‘manager/owner’ has the authority to change details relating to the task, including instances where the ‘Action Officer’ has the permission level that would enable them to change these requirements. | | | |
| **Reporting action taken** | | | | |
| **Recording action taken** | Details of all action taken are to be recorded on the ‘Task management’ form. Where action is taken over a period of time, details of progressive action taken is to be recorded as a ‘progress note’, preferably on the day the action was taken. | | | |
| **Approving action taken** | | | | |
| **Approving action taken** | It is the responsibility of the assigned ‘manager’ to ensure all requested action has been taken before closing the task.  In approving a task, consideration should be given as to whether verifying evidence of action taken should be uploaded to the LogiqcQMS.  Records of evidence relating to an item in the LogiqcQMS can be added via two ways:   1. by the Action Officer through the ‘add’ button on the ‘attach records’ button on the ‘Task management’ Form 2. through the ‘related item’ field that appears when an item on a Register is opened.   Note: records attached via the ‘related item’ field will appear on the Records Register. A link to the record will also appear in the System Event History of the respective item.  *To attach a related item to a task: open the respective item on the Register and click on the ‘add related item’ button which appears on the bottom right of the screen.*  *Note: additional documentation can be added at any time, even when the item has been closed by clicking on the ‘add related item’ button which appears on the bottom right of the screen.* | | | |
| **Closing a reported event** | **Type of reported event** | | **Responsibility to close** | |
|  | Clinical incidents | | It is the responsibility of the Senior Medical Officer to close all clinical related incidents | |
| Complaints | | It is the responsibility of the CEO to close all client complaints | |
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