

Policy Framework

Commitment

IlLOWRA is committed to a clear policy framework that ensures quality and compliance. This sets out the policy framework for all documents. It outlines the:

- context in which documents are framed
- types of documents
- responsibilities of staff in relation to documents, and
- principles of the policy framework.

Context

IlLOWRA develops and maintains best practice Specialist Disability Accommodation (SDA) that is:

- compliant with all National and State requirements
- in line with our **Smarter Living for Life®** design philosophy.

This policy framework is designed to provide clear and consistent direction to efficiently and effectively achieve our objectives.

Types of documents

Our documents consist of:

- **Policies** that inform people of how we work and direct staff to deliver business outcomes
- **Procedures** that define responsibilities under policy and set out steps for specific tasks
- **Templates**, like forms, letters and reports, are used to progress procedures and evidence compliance
- **Contracts and agreements** developed under policy to define relationships and responsibilities.

Principles

Our documents must be:

- clear, consistent, connected, accessible and current
- compliant with National and State requirements
- aligned with **Smarter Living for Life®**
- approved by the Managing Director
- followed in line with application
- regularly reviewed for compliance and continuous improvement.

Responsibilities

We work with a range of people, and responsibility differs in relation to documents:

- Staff must adhere to all policies and procedures.
- Residents must meet requirements in line with their tenancy agreement.
- Supported Independent Living (SIL) providers must meet Illowra requirements in line with the collaboration agreement.
- Contractors must meet Illowra requirements in line with their agreement/contract/project specifications.
- Investors must meet requirements in line with their contractual agreement.
- The Disability Policy Consultant is responsible for developing the policy framework, policies, procedures and forms in line with SDA compliance requirements.
- The Finance and Governance Manager is responsible for ensuring accounting/contract compliance and overseeing the consistency and quality of the policy framework.
- The Managing Director has ultimate responsibility for all Illowra documents.

Policy Framework Compliance Matrix

The Policy Matrix is a report that provides an overview of documents and revision status. Revision status is indicated by Draft D1... and version V1...

Policy Framework	Policy Matrix: Governance and management
Version	Details
Version 1	21 July 2017
Version 2	22 May 2019
Endorsed	Managing Director
Changes	