

POLICY

Participant Services Governance

1. PURPOSE

The purpose of this policy is to define the manner in which EPIC Support Services will ensure the quality of its services, safeguard its high standards and create an environment in which excellence in service provision will flourish.

2. SCOPE

This policy applies to all EPIC Support Services employees, services and supporting processes.

3. POLICY STATEMENT

EPIC Support Services will

- Demonstrate sound strategic and policy leadership in participant safety and service quality;
- Ensure appropriate safety and quality systems are in place in areas which impact upon participant services;
- Ensure organisational accountability for safety and quality in participant services; and
- Maintain an organisational environment which encourages excellence.

RELATED DOCUMENTS
Participant Service Governance Procedure

RELEVANT LEGISLATION OR STANDARDS
Nil.