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SA Health Job Pack

Job Title	Manager Coding Services – NALHN
Eligibility	Open to Everyone
Job Number	753035
Applications Closing Date	23 April 2021
Region / Division	Northern Adelaide Local Health Network
Health Service	Lyell McEwin & Modbury Hospitals
Location	Elizabeth Vale & Modbury
Classification	ASO6
Job Status	Permanent Full-Time
Total Indicative Remuneration	\$102,598 - \$108,466 p.a

Contact Details

Full name	Catherine Garvey
Phone number	8182 9223
Email address	Catherine.Garvey@sa.gov.au

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- Working with Children Screening - **DHS**
- Vulnerable Person-Related Employment Screening - **NPC**
- Aged Care Sector Employment Screening - **NPC**
- General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Immunisation

Risk Category C (minimal patient contact)

- *This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category C (minimal patient contact). [Please click here for further information on these requirements.](#)*

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ↪ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ↪ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



ROLE DESCRIPTION

Role Title:	Manager Coding Services, NALHN
Classification Code:	ASO6
LHN/ HN/ SAAS/ DHA:	Northern Adelaide Local Health Network
Hospital/ Service/ Cluster	Lyell McEwin & Modbury Hospitals
Division:	Corporate Services
Department/Section / Unit/ Ward:	Coding
Role reports to:	Health Administration Advisor
Role Created/ Reviewed Date:	June 2019. Revised 2 November 2019
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working with Children Check - WWCC (DHS) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)
Immunisation Risk Category	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

Working across both Lyell McEwin and Modbury hospitals, the Manager, Clinical Coding Services, is responsible for the overall operational leadership and management of the functions and tasks relating to the accurate, comprehensive and timely extraction of ICD-10-AM (or subsequent versions) for patient morbidity and Casemix activity.

The Manager provides advice on all matters relating to ICD practice and standards.

The role includes the management of

- clinical coding staff planning, leave and associated budget;
- ICD data capture and reporting, ensuring the provision of timely and accurate morbidity coding services to meet the NALHN and SA Health reporting requirements;
- auditing, education and clinical documentation standards; ensuring complete, audited, quality ICD information and data collection systems in compliance with SA Health and Australian Coding standards and the ongoing skill development of clinical coding staff
- effective liaison with clinical, financial, administrative and Casemix teams in the development, analysis and reporting of morbidity data and DRG initiatives.

Direct Reports:

ASO5 Auditor/ Educators – 2fte
 ASO5 Clinical Documentation Specialist – 1fte
 ASO4 Advanced Clinical Coders – 5.3fte
 ASO3 Inexperienced Qualified Clinical Coders – 7.3fte
 ASO2 Qualified Coders
 ASO2 – Trainee Clinical Coders
 Clinical Coding Casual Pool

Key Relationships/ Interactions:

Internal

- > Reports to Health Administration Advisor
- > Works, under limited supervision, in conjunction with direct reports as knowledge source for staff and organisation on all matters relating to ICD.
- > Works collaboratively with NALNH Strategic Operations Manager for strategic matters, Divisional Directors and clinicians to improve documentation
- > May work with other NALHN staff including Finance Business Services, Casemix Manager, Information Communications & Technology (ICT) services, Medical Records and other staff members throughout Lyell McEwin Hospital (LMH) and Modbury Hospital (MH).

External

- > This position liaises with Integrated South Australian Activity Collection (ISAAC) Data and Reporting Services, and the Medical Records Advisory Unit
- > This position works with equivalent positions in other LHN's
- > Represents NALHN at coding related meetings and a local, state and national level

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Attraction and retention of suitably skilled and experienced Clinical Coding staff and ensuring staff competencies and training align with the correct practices associated with Clinical Coding
- > Develop and maintain effective liaison with clinical staff to facilitate effective documentation and accurate data collection.
- > Auditing for patient safety and compliance with LHN, State and National standards and obligations.
- > Implementation of and select new techniques and methodologies

Delegations:

- > Finance Delegations – Level 7
- > HR Delegations - Group D

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Operate as a leader of a team whose role is to provide a specialist and complex work function by	<ul style="list-style-type: none"> > Lead, develop and foster a positive work culture which is based on NALHN and SA Health's values and promotes customer service, learning and development, safety and welfare of employees, acknowledges differences and encourages creativity and innovation > Overseeing the Clinical Coding functions across NALHN, ensuring adequate staffing and documentation resources are available, mentoring staff and co-ordinating associated staff development activities across NALHN > Recognising and handling conflict including negotiating solutions which result in a mutually acceptable outcome > Promoting teamwork and principles of customer service, exercising sound management, personnel and industrial relations practices > Leading initiatives for quality coding using new technologies and methodologies, policies and procedures, particularly those around patient and activity related definitions, and ensure they are current, relevant and accessible.
Provide Governance processes to Clinical Coding by	<ul style="list-style-type: none"> > Establishing and maintaining a Clinical Coding Auditor/ Educator leadership team to oversee the effective operation and timeliness of high quality Clinical Coding in NALHN > Lead processes for ongoing Clinical Coding capacity at NALHN to ensure a comprehensive training program for a) ongoing professional development and ICD competency for Clinical Coding Staff and b) Clinical Coding Trainees that covers all aspects and complexities of coding in a tertiary hospital with sufficient experience to enable Trainees to be assessed as proficient > Create procedures required for Clinical Coding services including, but not limited to ISAAC extract, audit and reporting > Provide sound policy, interpretation, advice and information in responding to Clinical Coding enquiries
Ensure the accurate, timely and detailed abstraction of ICD classified inpatient episodes of care for sound clinical documentation and Casemix integrity by	<ul style="list-style-type: none"> > Monitoring the key elements of the processes that contribute to the integrity and quality of coded and activity data, including medical record workflows and procedures > Maintaining a high quality coding service accurately identifying the translation of narrative descriptions for all inpatient separations in line with ISAAC, clinical coding standards and which are coded and indexed prior to the dates specified in the Technical Bulletins > Providing feedback to clinical divisions and others, as required > Adhering to established State and National guidelines > Accurate keying of coded and activity data, especially data items that impact funding, are completed onto relevant hospital database(s), > Adherence and compliance to ICD-10-AM (or subsequent versions) and > Completion of qualitative and quantitative review of the data in-house prior to submission > Undertake clinical coding on a regular basis to ensure detailed knowledge base is maintained and assisting with ICD coding as required > Implementation of National and State coding guidelines and standards incorporating the inclusion of the impact of changes on Casemix profile; > Ensuring Casemix based goals are maintained including data integrity and that the monthly statistical reporting deadline is preserved

	<ul style="list-style-type: none"> > Monitoring and evaluating the service provided, including liaising with users regarding their needs, developing reports and recommendations regarding modifications to procedures or system development
<p>Ensure efficient and effective operational management of Clinical Coding Service workforce and information quality by undertaking the following</p>	<ul style="list-style-type: none"> > Monitor the budgetary and activity performance of the Coding Units and assist with the preparation of the annual budget for the Coding Units in consultation with Health Administration Advisor > Ensuring on-going self-development and education occurs taking on best practice in coding and related Casemix developments; > Recruitment processes to ensure adequate resources are maintained to provide a high quality Clinical Coding Service > Ensuring staff maintain currency of coder reference software, texts and procedure manuals all times; > Develop ongoing plans and programs to ensure the achievement of accreditation standards and quality coding audits with respect to clinical coding Units > Optimising LMH and MH coding and Casemix profile by planning a scheduled audits program in consultation with the Clinical Coding Auditor. > Adhering to software licence terms and agreements; > Liaison with ICT and related vendors, including testing as required; > Identifying any changes to current practice and flagging potential impact of the change; > Implementing changes to ISAAC statutory reporting obligations, and communicating the changes to all relevant staff involved in the collection of new, or revised data items; > Preparing the Coding Unit and clinical area for these changes; > Ensure changes in clinical practice and patient morbidity are reflected in the coded data by liaising with clinical staff and seeking their expertise, engaging them in verifying accuracy of diagnostic and procedural codes and evidence based medical record documentation. > Conducting staff performance appraisals which are linked to staff development needs; > Maintaining a multi-skilled workforce to ensure an appropriate depth and breadth of coding skills in the unit for the organisation; this includes coaching coding apprentice personnel; > Maintaining a staff roster for coding units; > Conducting regular staff meetings
<p>Promote and provide ICD advice, reports and support to hospital personnel relevant to Clinical Coding, DRG and Clinical Documentation matters by;</p>	<ul style="list-style-type: none"> > Providing advice to Executive, clinicians, professional and administrative staff relating to the clinical coding function, education, interpretation for both NALHN and within SA Health > Conducting education sessions for hospital personnel and providing advice regarding developments in Casemix and ICD coding conventions, documentation and standards > Participating in the development, analysis and implementation of clinical indicators eg HACC > Providing advice on forms design for those forms which are to be included in the medical record (where appropriate) > Consulting and advising, proactively if possible, on matters relating to the planning and implementation of improved clinical coding systems within the hospital > Providing information and training regarding clinical coding, Casemix and ISAAC data items as required; > Promoting the importance of data integrity to all staff responsible for the collection and entry of data on LMH and MH information system; > Providing staff with information about changes in coding practice, activity data collection and casemix information;

	<ul style="list-style-type: none"> > Prepare professional and staff educations programs across NALHN in consultation with Coding Auditor/ Educator role; > Identify improvement areas for professional groups and coding staff in relation to clinical audit recommendations; and > Participating on relevant hospital committees and working parties.
<p>Manage the Coding Unit by;</p>	<ul style="list-style-type: none"> > > Directing property and equipment purchase and maintenance; > Maintaining consumable, security and property standards, and > Maintaining a safe workplace by adherence to Work, Health & Safety requirements, training and education. > Ensure the maintenance of a high standard of service provision, by undertaking regular service evaluation review in consultation with the Operations Manager, PIAS, Coding Auditor/ Educator and NALHN Health Administration Advisor to assess performance and identify training and educational needs. > Prepare and write reports relevant to the Coding Unit needs and requirements.
<p>Promote the principles of ongoing and further education, teaching and research ensuring programmes of work address organisation needs by;</p>	<ul style="list-style-type: none"> > Establish and promote the role and function of the Clinical Documentation Specialist, monitoring progress of education on clinical coding and Casemix results. > Providing clear leadership and guidance to staff to ensure that they are motivated to perform as a cohesive workforce > Being responsible and promoting and ensuring professional competence of staff through the development of programs and policies for continuing education > Maintaining knowledge of State and Federal policies and regulations advising others where relevant > Maintaining an awareness of developments affecting Clinical Coding Service at the hospitals over all, including new technology, Casemix developments and health information management systems. > Appropriately representing NALHN in public forums, government business activities and with other external agencies

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Satisfaction completion of the Health Information Management Association of Australia (HIMAA) Certificate IV in Clinical Coding or equivalent, together with demonstrated competency in ICD-10-AM Coding.

Personal Abilities/Aptitudes/Skills:

- > An ability to manage to the spirit and principles of the premier's safety Commitment and the legislative requirements of the *Work Health and Safety Act 2012* (SA), utilising AS/NZS ISO 31000:2009 Risk Management- Principles and Guidelines, or to an equivalent set of standards
- > Proven ability to lead, motivate and manage staff to achieve the goals of the Coding Unit, and provide professional leadership in a changing environment.
- > Established ability to work effectively without direct supervision, accepting full responsibility for the accurate and efficient completion of each task with proven ability to manage workloads, priorities, meet deadlines and perform under pressure in a stressful environment.
- > Demonstrated data analytical skills; to identify opportunities for corrective solutions for potential deficiencies/ problems in morbidity and activity data.
- > Proven coding accuracy that demonstrates consistent coding quality of 95% DRG accuracy, 95% Principle Diagnosis accuracy and 90% Additional Diagnosis and Procedure accuracy.
- > Demonstrated high level interpersonal, communication and negotiation skills in order to liaise effectively with clinicians, hospital staff and colleagues.

Experience

- > Demonstrated leadership and management skills in a tertiary coding environment or similar, and the ability to foster team participation and involvement
- > High level interpersonal skills and the ability to communicate with clients, professional staff, administrative staff both orally and in writing
- > Ability to manage cost centre finances and resources
- > Excellent understanding of data processing and its implications on diagnostic coding
- > Ability to work independently, under limited direction and setting priorities to achieve objectives and meet deadlines, often in a context of competing priorities and expectations.

Knowledge

- > Able to demonstrate a high level of disciplinary knowledge e.g. ICD-10-AM coding systems, medical terminology, Casemix and Activity Based Funding, medical terminology, coding standards and legislation.
- > Knowledge of ISAAC data collection processes and procedures
- > Detailed working knowledge of Australian and SA Coding Standards, South Australian casemix funding model, morbidity data collection systems, the 3M Codefinder and AN-DRG grouper software and reporting obligations.
- > Sound working knowledge of hospital information systems (specifically coding/ PMI/ ATS modules)
- > Understanding of Work Health and Safety principles and procedures
- > Understanding of the Australian National Safety & Quality Health Service Standards.
- > Working knowledge of Microsoft Applications

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Tertiary qualification in Health Information Management/ Medical Record Administration
- > Additional coding courses for continuing education (i.e. in specialised areas or advanced coding) eg Auditor, Medical Science, Medical Terminology

Personal Abilities/Aptitudes/Skills: Experience

- > Previous morbidity coding experience in a tertiary hospital with a minimum three years' experience as a middle manager within a Medical Record Department or Coding Unit of a teaching hospital
- > Experience in (internal and external) auditing of ICD-10-AM data
- > Coder Accreditation status
- > Membership of the Health Information Management Association of Australia (HIMAA)

Knowledge

- > Knowledge of the SA Health's ISAAC data collection processes and procedures
- > Advanced knowledge of South Australia's casemix funding model

Special Conditions:

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Criminal and Relevant History Screening.
- > *Prescribed Positions* under the *Child Safety (Prohibited Person) Act (2016)* must obtain a satisfactory criminal and relevant history screening for child related work through the Screening Unit, Department of Human Services.
- > Criminal Screening and Relevant History screenings must be renewed every 5 years thereafter from date of issue for 'Prescribed Positions' under the *Child Safety (Prohibited Person) Act (2016)* or every 3 years thereafter from date of issue for 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* made in pursuant to the *Aged Care Act 2007 (Cth)*.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA) and when relevant WHS Defined Officers must meet due diligence requirements.*
- > *Return to Work Act 2014 (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.*
- > *Meet immunisation requirements as outlined by the Immunisation Guidelines for Health Care Workers in South Australia 2014.*
- > *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- > *Child Safety (Prohibited Person) Act (2016).*
- > *Disability Discrimination.*
- > *Independent Commissioner Against Corruption Act 2012 (SA)*
- > *Information Privacy Principles Instruction*
- > *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008 and the SA Health (Health Care Act) Human Resources Manual.*
- > *Relevant Australian Standards.*
- > *Duty to maintain confidentiality.*
- > *Smoke Free Workplace.*
- > *To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.*
- > *Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.*

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Commitment:

NALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, NALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Organisational Context

SA Health

SA Health is committed to protecting and improving the health of all South Australians by providing leadership in health reform, public health services, health and medical research, policy development and planning, with an increased focus on wellbeing, illness prevention, early intervention and quality care.

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health, the Minister for Health & Wellbeing. The State Government has reformed the governance of SA Health, including establishing 10 Local Health Networks (LHNs), each with its own Governing Board.

These reforms have taken a staged approach, with the most significant changes to taking place from 1 July 2019 when the new Governing Boards become fully operational.

SA Health is comprised of the Department for Health and Wellbeing and the following legal entities:

- > Central Adelaide Local Health Network
- > **Northern Adelaide Local Health Network**
- > Southern Adelaide Local Health Network
- > Women's and Children's Health Network
- > Barossa Hills Fleurieu Local Health Network
- > Eyre and Far North Local Health Network
- > Flinders and Upper North Local Health Network
- > Riverland Mallee Coorong Local Health Network
- > South East Local Health Network
- > Yorke and Northern Local Health Network
- > SA Ambulance Service

Northern Adelaide Local Health Network

The Northern Adelaide Local Health Network (NALHN) provides care to more than 400,000 people living in the northern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. NALHN works to ensure quality and timely delivery of health care, whilst building a highly skilled, engaged and resilient workforce based on a culture of collaboration, respect, integrity and accountability.

NALHN offers a range of primary health care services across the northern metropolitan area of Adelaide, with a focus on providing preventive and health promoting programs in the community, and transition and hospital substitution and avoidance programs targeted at chronic disease and frail aged.

Clinical leadership of care systems is central to the current national and state wide health reforms. NALHN care delivery is configured within clinical divisions that are patient-focused, clinically led groupings of services. Clinical Divisions are responsible for managing service delivery activities across NALHN campuses and units, bringing together empowered experts to directly make relevant decisions.

NALHN includes:

- > Lyell McEwin Hospital (LMH) - a 336-bed specialist referral public teaching hospital which has links to the University of Adelaide, University of South Australia and Flinders University. LMH provides a full range of high-quality medical, surgical, diagnostic, emergency and support services.
- > Modbury Hospital is a 174-bed, acute care teaching hospital that provides inpatient, outpatient, emergency services, Aged Care, Rehabilitation and Palliative Care. GP Plus Health Care Centres and Super Clinics
- > Aboriginal Health Services
- > Mental Health Services (including two statewide services – Forensics and Older Persons)
- > Sub-acute Services

The total operating budget for 19/20 for NALHN is \$790M with a workforce of 3,857 FTE / 5,240 head count.

NALHN Governing Board

The Governing Board members bring to NALHN a wealth of knowledge and experience across many areas.

NALHN is confident that with the support of our highly qualified Governing Board, NALHN will be well placed to achieve better health service decisions tailored to local needs and deliver a safe, high quality and financially sustainable LHN into the future.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document

Name:

Signature:

Date:

Version control and change history

Version	Date from	Date to	Amendment
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V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17		Minor formatting with order of information amended.
V4	15/05/20		Organisation Context Updated