Governance and Service Management Policy

What is the Purpose?

This Policy is to ensure 8848 Disability Services's governance and service management comply with safety, legislative, legal and standards requirements. It also informs our commitment to deliver quality best practice services within an environment of continuous improvement for customers and their families.

Who needs to know about this Policy?

- All 8848 Disability Services staff
- All 8848 Disability Services customers (as requested)

What is our Policy?

- ✓ Our governance framework meets legislation and Standards requirements and ethically oversees its financial and human resources to maximise quality outcomes.
- ✓ 8848 Disability Services has adequate and appropriate general insurance cover.
- ✓ 8848 Disability Services and related entities are defined and grouped under Australian Corporation Law for insurance purposes and maintaining NDIS registration.
- ✓ Our governance structure is committed to guiding the strategic direction of the organisation and to monitor the management of the organisation.
- ✓ Our governance structure monitors and responds to quality and safeguarding matters to drive continuous improvements for our customers
- ✓ We select our management team equipped with appropriate knowledge, skills and training to fulfil their responsibilities, act in good faith with due diligence and care and in the best interest of the organisation and stakeholders.
- ✓ Our Management Team declare any conflict of interest so they are able to exercise objective and independent judgement on corporate affairs and operational matters.
- ✓ We provide quality services which are efficiently and effectively governed.
- ✓ Stakeholders have a right to be involved in service planning and evaluation, as well as being informed of how their feedback has been used to improve service management.
- ✓ We are committed to creating and maintaining safe and accessible physical environments in accordance with Work, Health, Safety legislation.
- ✓ Systems of control and insurances are in place for risk management, financial and operational control.
- ✓ Our quality management system drives and directs continuous quality improvement across the organisation.

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✓ Commitment to continuous quality improvement through the involvement of people with a disability, family members, carers, staff and other stakeholders to provide ongoing feedback and to communicate how their feedback has improved service delivery.

✓ We understand the changing nature of disability services and are committed to having a skilled, capable and supported workforce ready to meet the needs of people and deliver positive outcomes.

✓ We understand the importance of ensuring customers have service delivery continuity and planning to minimise critical services disruption during times of natural disasters or service shutdowns.

General Insurance Procedure

1. The Chief Financial Officer (CFO) is responsible for:

   o Prompt and complete preparation of insurance claim documentation;

   o Submitting all other claims and liaising with insurance broker;

   o Preparing reports regarding total general insurance cover and the annual renewal.

   o Ensuring adequate and appropriate general insurance cover, excluding workers compensation insurance.

2. Ensuring that the CEO has been adviced of the Insurance Renewal report.

3. Managers are responsible for notifying the CFO of a potential insurable incident with a detailed report of the incident and any subsequent costs.

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Equity and Access Considerations

For the communication and implementation of this policy, we:

- Consider if the physical environment is accessible.
- Use different communication methods to add to or replace speech or writing for people with impairments. These methods include the display of text, large print, tactile communication, easy English, accessible multimedia and accessible information and communications technology.

Cultural Diversity

- Employees make sure services are provided with sensitivity to and awareness of the beliefs and practices of customers from different cultural and language backgrounds. This includes the needs of Aboriginal and Torres Strait Islander people, their families and communities.

- Communication about this policy should be done in a way that suits each individual with respect to their cultural background. For example, use of an interpreter.

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Who is Responsible?	What are they Responsible for?
Chief Executive Officer	• 8848 Disability Services's direction and performance • Monitoring of senior managerial performance • Make sure 8848 Disability Services develops and implements strategies and supporting policies to enable 8848 Disability Services to fulfil the objectives set out in the company's Constitution • Ensure 8848 Disability Services reviews and evaluates feedback and incidents for continuous improvement of service quality. • Reporting to our members, stakeholders and regulatory authorities
Chief Financial Officer	• Financial performance including monitoring/approval of the financial reports and liaison with auditors • Approval of the annual budget and financial plan • Final review, approval and maintain this policy, its related procedures and documents. • Monitoring the financial management of the company and liaison with auditors • Liaison with legal counsel as required • Development of the financial plan and investment strategy
General Manager Operations and Supervisors	• Make sure the policy is effectively implemented in their services. • Make sure staff follow the policy. • Ensure staff have read and understand the policy and have sufficient skills, knowledge and ability to meet the requirements. • Follow the requirements of the policy.
Group Manager Quality and Risk	• Monitoring and responding to quality and safeguarding matters to drive continuous improvement for customer • Ensuring 8848 Disability Services develops and implements systems and processes to enable compliance with legal and policy obligations and ensure the assets are protected through appropriate risk management