

2.0 Governance and Service Management

Effective Date: 29 September 2021

Version 4.0

Industry Standards

National Disability Standards: Standard 4 & 6

Attendant Care Industry Standards (2018): Level 1 Part 2

NDIA Practice Standards and Quality Indicators: Core Module 2

Purpose

This policy outlines how Community Connections Australia's (CCA) services are managed through sound and effective governance and robust management so that people receiving support can be assured of continuity, quality and value of the services they receive. The provision of flexible and responsive person-centred services is crucial for maximising outcomes for people who receive support.

Policy Statement

Community Connections Australia (CCA) is managed in accordance with best practice principles of management and governance and complies in all respects with relevant legislation (Commonwealth and State), standards and requirements of funding bodies. The governing body of CCA is the Board of Directors who are elected from its Membership in accordance with CCA's Constitution.

Quality assurance, a focus of ongoing continuous improvement, effective complaints and incident management, a skilled workforce, partnerships with other organisations and risk management are crucial to maximise positive outcomes for the people receiving support and to safeguard both the organisation and the people receiving support. CCA actively seeks to involve people and their families to review policies, procedures and service provision.

Scope

This policy applies to all current and potential people receiving services, to all CCA Board of Directors and all CCA staff members.

Policy Principles

CCA's services will be delivered with robust governance and management through the application of the following:

1. CCA is managed in accordance with its Constitution which is designed to deliver sound corporate governance and accountable financial management to ensure that long-term security and viability is maintained.
2. The governing body of CCA is the Board of Directors comprising of Members who are elected as Directors, who possess (or can acquire) appropriate skills, knowledge and training to fulfil their financial, legislative, regulatory and contractual responsibilities and any issues of concern involving safeguarding matters

associated with delivering supports. The governing body undertake regular reviews of their performance and outcomes and receive relevant training to address any gaps.

3. The governing body ensures there is a strategic plan in place that includes the obligations in relation to NDIS and ACIS registration, the operating environment, the needs of people receiving services, the needs of staff members, organisational risk and the wider operating environment.

4. The governing body meet regularly to review the performance of Management and receive written reports outlining service delivery matters to drive continuous improvement across CCA.

5. CCA provides written policies and procedures as guidance for ongoing work practices. These are reviewed regularly and are made available to people receiving support from the organisation and their families. Policies and procedures are also available in 'plain English', other languages and other formats where these are helpful to people's better understanding.

6. People receiving supports are encouraged to participate in the development and review of policies and procedures relevant to the provision of supports and the protection of their human and legal rights.

7. CCA has a risk management system that effectively manages the different levels of risk within the organisation, including organisational, financial, occupational, information management as well as risks associated with service delivery.

8. CCA has a quality management system that promotes the delivery of quality services and continuous improvement. This system is linked to risk, complaints, incidents and human resource management systems and requires regular internal and external audits to ensure compliance and has provision for feedback mechanisms for people who receive services.

9. CCA has an information management system that effectively manages all personal information (both people receiving services and staff members) that is kept up to date and safeguarded through the collection, handling, storage and disposal in line with relevant legislation.

10. CCA has a complaints and compliments management system that welcomes feedback (comments, compliments or suggestions) from the people receiving support, from their families and others (including advocates, staff members, etc). Feedback provides CCA with the opportunity to support continuous improvement and to open a free and positive dialogue that ultimately leads to the provision of services.

11. CCA maintains a comprehensive Incident Management system involving people receiving support from the organisation, to assist in improving the quality of supports provided, minimise future risk of harm to the person and provide clear documentary records.

12. CCA provides services that are flexible, responsive and focus on each person's wants and needs. CCA uses feedback to inform and develop continuous improvement strategies that are communicated to people receiving support as well as CCA staff members.

CCA OVERARCHING POLICY

13. CCA ensures that services are provided by skilled and competent staff members who understand and exemplify the organisation's vision and values and are provided with orientation, induction, ongoing supervision, staff training, performance appraisals and career path opportunities. Each person receiving support is encouraged to be involved in the selection of their staff. Recruitment practices meet probity requirements.

14. CCA has documented systems for delegations and succession planning for key personnel. The organisation also has documented position descriptions for personnel.

15. CCA ensures that every person receiving services has access to those services that are consistent, reliable and responsive to their personal circumstances.

Prepared: 
(Chief Executive)

Date: September 2021

Approved: 
(Chair - on behalf of the Board)

Date: September 2021

Related CCA Overarching Policies:

1. Human and Legal Rights
3. Service Access and Delivery
4. Service Environment

Refer to Table of Contents for full list of operational policies and procedures applying to this policy.

CCA OVERARCHING POLICY

Related Legislation and Policies:

- Ageing and Disability Commissioner Act 2019 (NSW)
- Attendant Care Industry Standards 2018
- Disability Inclusion Act 2014 (NSW) and Disability Inclusion Regulation 2014 (NSW)
- United Nations Convention on The Rights of Persons with Disabilities 2007
- National Standards for Disability Services 2013
- National Disability Insurance Scheme (NDIS) Act 2013
- NDIS (Provider Registration and Practice Standards) Rules 2018
- NDIS Quality Indicator Guidelines 2020
- NSW Children and Young Persons (Care and Protection) Act 1988
- NSW Civil Liability Act 2002
- NSW Community Services (Complaints, Reviews and Monitoring) Act 1993

Document History

Note: Reviewed and rewritten policies and procedures took effect on 1st December 2016. For preceding policies and for revision history prior to this date, contact the Company Secretary.

| Version Number | Review Date | Revision Details |
|----------------|-------------|--|
| 1 | 2016 | Original Policy |
| 2 | 2017 | Document Review- NDIA standards |
| 3 | 2018 | ACIA 2018 and NDIA Standards referenced |
| 4 | 2021 | Policy statement and principles, inclusion of complaints management <i>(previously 6.0 Overarching Policy)</i> |

Next Review Date: October 2022