

Governance Policy

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Related Forms

Related Documents **ASIC & NDIA, NDIS Commission reporting documents**

Related Policies **Conflict of Interest, Human Resources, External Compliance**

Policy & Procedure

Bethel Lifecare

1. Introduction and Principles

Bethel Lifecare recognises the importance of good governance in the delivery of high-quality services that assist people with disability to live the life they want.

To achieve this Bethel Lifecare will:

- Demonstrate compliance with our legal and regulatory obligations;
- Document governance systems and practices in accordance with the requirements in of the relevant laws, regulations and standards;
- Involve, support and document input from our participants, service users and stakeholders on service delivery, models, practice, policy development and continuous improvement
- Build the organisational capacity of the service and ensure that our management and staff have the necessary legal clearances and the skills required to effectively perform their roles both operationally and strategically; and
- Build and continuously improve robust governance arrangements ensuring sustainability, viability, efficiency and productivity

2. Performance Requirements

a) Bethel Lifecare will always comply with the legislative requirements administered by the Australian Securities and Investment Commission (ASIC), the Australian Taxation Office (ATO), the NDIA, the NDIS Commission, and any attendant or related regulations.

b) Bethel Lifecare will manage the organisation with the General Manager and Operations Manager who will regularly review and evaluate their governance rules or practices to reflect a contemporary view of corporate governance standards.

c) Bethel Lifecare maintains a mechanism to establish and disclose the respective roles and responsibilities of its Senior Management and how their performance and the organisation's performance is monitored and evaluated as part of our Continuous Improvement Framework.

d) Bethel Lifecare ensures the Senior Management of the organisation is appropriate in size, composition, has the requisite skills and has a commitment to discharging its duties effectively.

e) Bethel Lifecare acts ethically and responsibly at all times and in accordance with our own Code of Conduct, and the NDIS Code of Conduct.

f) Bethel Lifecare will continuously safeguard integrity in corporate/financial reporting and has formal and rigorous processes that independently verify and safeguard the integrity of its corporate reporting. This includes the use of external accountants and auditors to prepare and validate financial reporting.

g) Bethel Lifecare makes timely and balanced disclosures of all matters that affect its legal and compliance obligations to all external bodies and agencies and stakeholders.

- h) Bethel Lifecare respects the rights of participants, their families and carers by providing them with the appropriate information in a language or communication method that will allow them to exercise those rights effectively.
- i) Bethel Lifecare through its Senior Management recognises and manages risk through our Risk Management Policy & Framework and Business Risk Management Framework. These policies and frameworks will be reviewed periodically to ensure their maximum efficacy. The interplay between these policies and our service delivery policies inform our future practice through our Continuous Improvement and Quality Management System.
- j) Bethel Lifecare will remunerate fairly and responsibly and have a formal and transparent process for determining remuneration of staff and management.
- k) Bethel Lifecare will ensure the safety and wellbeing of its workforce by complying with all Work Health Safety (WHS) requirements and by implementing procedures to encourage the reporting of WHS incidents through our Incident Management and Reporting policy and best practice principles for WHS in the workplace.
- l) Bethel Lifecare will put in place regular staff supervision and support sessions (at least every 6 months) led by the General Manager and/or Operations Manager and/or senior staff with suitable qualifications to ensure staff have the required clearances, are supported, trained and engaged in the best practice approaches to service delivery.
- m) Bethel Lifecare has through its Participation and Inclusion policy a framework through which participants, families and stakeholders can have a direct say into our service delivery models, services practices and the policies that govern our organisation. As set out in this policy these consultations occur at regular intervals (6 monthly and 12 monthly minimum) and the outcomes of these consultations feed into our Continuous Improvement and Quality Management systems to ensure our service is responsive to the needs of our service users.
- n) The Bethel Lifecare will monitor our Risk Management policy and Risk Management plan our Continuous Improvement Policy and Plan to ensure our service is constantly improving and supervise our Quality Management System so that is effective in meeting the ongoing compliance and quality aspects of our organisation.
- o) Bethel Lifecare commitment to good governance and transparency is also reflected through our Service Charter, Code of Conduct and our Conflict of Interest Policy that ensures all actual or potential conflicts of interest are managed, disclosed and documented in a fair and transparent manner.

3. Reporting

Bethel Lifecare is committed to complying with all reporting requirements mandated by the ASIC, NDIA, NDIS Commission and through all applicable Commonwealth, State or Territory law.

3.1.NDIS Practice Standards & Reportable Incidents

- a) Bethel Lifecare is aware of the requirements of probity in employment and the reporting of serious incidents set out under the NDIS Practice Standards and the NDIS *Incident Management and Reportable Incidents Rules* and has incorporated them into these into the organisation's policies and procedures.

b) Bethel Lifecare will ensure all persons involved in the provision of supports and services to people with disability undergo a criminal record check, and that further checks are carried out at least every 3 years. This requirement applies to:

- Employees (whether casual, temporary, or permanent);
- Contractors, sub-contractors or consultants and people undertaking training as part of an educational or vocational course or program (other than a school student on work experience)

c) Bethel Lifecare will adhere to the NDIS Commission (*Incident Management and Reportable Incidents*) Rules, protocols and report incidences of abuse, exploitation or neglect of a participant. Incidents to be reported include:

1. Any sexual offence, sexual misconduct, assault, fraud, ill-treatment or neglect of a person with a disability living in accommodation by an employee.
2. An assault of a person with disability by another person with a disability that is a sexual offence, causes serious injury, involves the use of a weapon, or is part of a pattern of abuse.
3. An incident involving the contravention of an apprehended violence order made for the protection of a person with disability
4. An incident involving an unexplained serious injury to a person with disability.
5. Any requirements outlined by the NDIS Commission where restrictive practices may be involved.
6. Any Incident deemed reportable by the NDIS Commission (See Incident Management policy)

Note: "Employee" encompasses students and contractors/sub-contractors.

4.0 Responsibilities

The General Manager is responsible for the review of this policy is responsible, and will be held accountable for the following:

- ensuring the policy is effectively implemented in the service for which they have control;

The General Manager and Operations Manager are responsible for monitoring compliance with the requirements of the policy;

- ensuring current and future worker(s) are provided with training and information on the importance of good governance and external compliance;
- ensuring current and future worker(s) are familiar with the requirements of the policy, and have sufficient skills, knowledge and ability to meet the requirements.

5. Communication

Communication about this policy should be implemented in a way that suits each person with regard to their cultural background and communication needs e.g. use of an interpreter, translation or easy to read documents.

This policy will be:

- communicated to all the participants, their carers/family, key internal and external stakeholders of Bethel Lifecare;
- communicated to Bethel Lifecare staff through induction and professional development opportunities;

- accessible through Bethel Lifecare.

6.0 Policy Review

This policy will be reviewed every 3 years or as circumstances, external policy or legislation dictate.