

POLICY

8.3 - SERVICE MANAGEMENT: ADMINISTRATION

Purpose

The purpose of this policy is to ensure that Better Together Association Inc. (*Better Together*) is;

- managed in a manner which is respectful to its service users, legislatively compliant and reflective of a person-centred ethical practice.
- Not limited to the conduct of its Service Manager, or decisions made by the management committee.
- designed and implemented to meet *National Disability Insurance Scheme Practise Standard 2 Provider Governance and Operational Management*, the *Disability Services Act 2006* (Qld) and to meet the requirements of the *Associations Incorporation Act 1981* (Qld).

Applicability

This policy applies to all of the organisation's programs, activities and documentation, by all Management Committee, volunteers and staff members.

Policy Statement

Better Together is committed to;

- providing a quality service to the individuals supported through its initiatives
- providing a flexible, efficient and effective administrative service in the spirit of the organisation's mission and objectives.
- Providing training, support and resources for all staff (even administration staff) to enable their skills to be developed and enhanced to the extent required to provide quality support to service users.
- complying with the law and acceptable administration requirements and is based on good business practice.
- To ensure all aspects of service provision can be observed and evidenced through every decision, policy, procedure, team meeting minutes, training topic and performance appraisal of staff

Preamble

Better Together has a responsibility to have sufficient systems and processes in place to ensure that the leadership provided is effective and consistent with quality practise standards. In addition to this, it is essential that there are sufficient processes in place

to direct the Management Committee and to safeguard service users from issues pertaining to conflict of interest, harm, abuse, neglect, exploitation and discrimination, health and safety and fiscal responsibility at any level within service delivery.

Better Together employs professional, dedicated and skilled personnel to maintain accurate, comprehensive and accessible records. Effective internal communication relies upon sound policies, procedures and administrative manuals to provide guidance to staff.

Related Policies and Procedures
All policies and procedures
Relevant legislation and regulations
<i>Associations Incorporation Act 1981 (Qld).</i> <i>Workplace Health and Safety Act 2009.</i> <i>National Disability Insurance Scheme Act 2013</i> <i>National Disability Insurance Scheme (Complaints Management and Resolution)</i> <i>National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018</i>