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## **P048 – GOVERNANCE POLICY AND PROCEDURE**

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### **1. Policy Statement**

District 360 has effective systems and processes in place to guide and support its overall direction, effectiveness, supervision processes and internal and external accountability. Accountable and transparent governance arrangements ensure District 360:

- complies with relevant legislation, regulations and contractual arrangements;
- supports and develops its staff; and
- delivers quality and safe services to its clients.

### **2. Scope**

The purpose of this policy and procedure is to demonstrate District 360's commitment to sound governance, and to document how governance is carried out and reviewed within the organisation.

Legislation, regulations and standards relevant to this policy and procedure include:

- National Disability Insurance Scheme (NDIS) Act 2013 (Cwth)
- Disability Act 2006 (Vic), and relevant amendments
- Corporations Act 2001 (Cwth)
- Human Services Standards (Vic) – Governance

Organisational documents relevant to this policy and procedure:

- Organisational Chart

This policy and procedure apply to all District 360 staff, contractors and volunteers.

### **3. Definition**

Governance is the process by which organisations are directed, controlled and held to account. It encompasses authority, accountability, stewardship, leadership, directions and control exercised in the organisation.

### **4. Procedures**

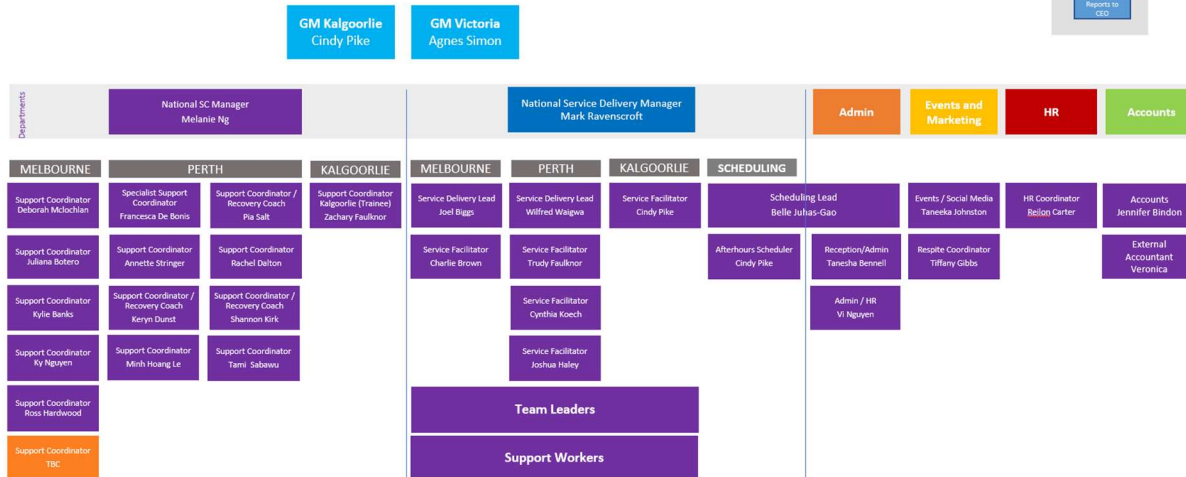
District 360 is a registered business name of the company District 360 Pty Ltd (ABN 83 640 114 772). District 360 has been operating in Perth since July 2020. District 360 operates in accordance with the terms set out in its Constitution.

District 360's organisational structure is set out in its Organisational Chart, provided below.

#### **Figure 1. District 360 Organisational Chart**

Department Managers/lead (except Accounts) will have Dual reporting line to General Manager and CEO

**CEO**  
Tanya Johnston



District 360 is led by the Managing Director/CEO, Tanya Johnston, supported by the Service Manager, Support Coordination Manager and General Managers for other site office form the Management Team.

The Management Team adhere to a fortnightly Management Team meeting to ensure that systems are working, that District 360 provides the highest quality care, and to ensure the viability of the service.

A casual pool of support workers will be employed initially. Part time or full-time employment may be offered as the business grows.

All staff other than the Managing Director will be employed under the Social, Community, Home Care and Disability Services Industry Award 2010 (MA00010), the Health Professionals and Support Services Award 2010 (MA0000270) or, in the case of subcontractors, an award-free rate. Collectively, the Management Team is expected to have the qualifications and experience to deal with issues relating to financial and legal matters, human resources, service management and service promotion.

The Managing Director will report to the Management Team monthly, based on regular reporting regarding: program delivery; financial management, data and IT management and service performance, quality and compliance (including client feedback and complaints). In recognition that stakeholder participation in District 360's governance and management processes will improve service outcomes, District 360 will seek feedback on its governance from stakeholders (clients, families, carers, advocates, staff, other service providers or government representatives) regularly (see the Feedback, Compliments and Complaints Policy and Procedure).

Service delivery will be tracked in District 360's client management system, which will support and streamline organisational reporting. District 360s performance will be summarised on a yearly basis via management financial reports.

## 5. Responsibilities

The Managing Director is responsible for:

- ensuring that the service has appropriate systems and policies in place for the effective governance and management of the service;
- providing leadership, forward planning and guidance to the service, particularly in relation to developing a strategic culture and direction;
- authority, accountability, and control on behalf of the service;
- overseeing legal functions and responsibilities;
- Identifying, evaluating and mitigating risks to the service and its stakeholders (management, staff, clients, families and children), property, finances, goodwill and image;
- overseeing implementation of the service's human resources policies, procedures and practices including the development of job description for all staff;
- determining staffing requirements for service management and program delivery;
- recruiting staff that have the right qualifications, as well as technical and personal abilities to help further the service's Mission;
- disciplining staff when necessary, in accordance with District 360 policies and procedures and legal requirements;
- identifying, assessing and informing the Management Team and staff of internal and external issues that affect the service;
- overseeing the planning, implementation and evaluation of the service's programs, services and special projects;
- establishing a positive, healthy and safe work environment in accordance with all appropriate legislation and regulations;
- working with staff to prepare a comprehensive annual budget and managing the service's finances;
- researching funding sources and overseeing tender development and fundraising plans;
- ensuring good recordkeeping, bookkeeping and accounting procedures are followed;
- communicating with stakeholders to keep them informed of the work of the service and identify changes and needs in the local community; and
- establishing good working relationships and collaborative arrangements with other service providers, community groups, clients, families, carers and local, state and federal government agencies to help achieve the goals of the service.

The Service Manager, Support Coordination Manager and General Manager's is responsible for:

- monitoring and overseeing District 360's day-to-day operations, including ensuring good management practices and appropriate checks and balances are in place;
- maintaining the service's integrity and service delivery quality;
- ensure all staff receive an orientation to the service and that appropriate ongoing training is provided;
- implementing a performance management process for all staff which includes monitoring the performance of staff on an ongoing basis and conducting annual performance reviews;
- conducting official correspondence on behalf of the service;
- developing goals and objectives to increase the service's growth and prosperity;
- designing and implement business plans and strategies to promote the attainment of goals;

- ensuring the service has the adequate and suitable resources to complete its activities (e.g. people, material, equipment, etc.);
- organising and coordinating operations to ensure maximum productivity;
- supervising the work of staff and provide feedback and counsel to improve efficiency and effectiveness;
- maintaining relationships with clients, carers, families, suppliers, community, industry and government;
- gathering, analysing and interpreting external and internal data and write reports;
- assessing overall service performance against its objectives;
- ensuring adherence to all legal requirements and guidelines;
- coordinating periodic internal reviews or audits to ensure that compliance procedures are followed;
- identifying compliance issues that require follow up or investigation;
- filing appropriate compliance reports with the NDIA, Commonwealth Department of Health and government regulatory departments;
- sourcing and implementing software and technology to adequately support the company's operations and provide oversight and monitoring in all required areas;
- providing assistance to internal or external auditors in compliance reviews;
- preparing management reports regarding compliance operations and progress;
- discussing emerging compliance issues with staff; and
- reporting violations of compliance or regulatory standards to the authorised government agencies as required.

## **6. Monitor and Review**

This policy and procedure will be reviewed triennially by the Management Team and incorporate staff, client and other stakeholder feedback.

District 360's annual client satisfaction surveys will assess satisfaction with governance processes and provide opportunity for feedback on areas for improvement.

District 360's Continuous Improvement Plan will be used to record and monitor progress of any improvements identified and where relevant feed into service planning and delivery processes.

## **7. Other relevant policies**

Staff, especially managers and supervisors, are encouraged to read this policy in conjunction with other relevant District 360 Supports policies, including [

- Participant Decision Making and Choice Policy
- Person-centred Support Policy
- Participant Advocacy and Support Policy
- Privacy and Confidentiality Policy
- Duty of Care Policy
- Participant Decision Making and Choice Policy
- Participant Participation Social Inclusion Policy
- Participants' Human Rights and Freedom from Abuse and Neglect Policy
- Individual Needs Policy
- Valued Status Policy
- Code of Conduct Policy

- Strategic Planning Policy

**Relevant legislation;**

- The National Disability Insurance Scheme Act 2013 (NDIS Act)
- NDIS Practice Standards
- WA Disability Services Act 1993
- VIC Disability Amendment Act 2017

**8. More information**

If you have a query about this policy or need more information, please contact the management team at [info@district360.com.au](mailto:info@district360.com.au)

**9. Review details**

Approval Authority	Tanya Johnston
Responsible Officer	Coco Johnston
Approval Date	24 April 2021
Last updated Date	31 July 2024
Next Review Date*	31 July 2025
Last amended	

*\* Unless otherwise indicated, this procedure will still apply beyond the review date.*

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