

What is Northcott's policy?

- ✓ Our governance framework meets legislation requirements and ethically oversees its financial and human resources to maximise quality outcomes.
- ✓ We are compliant with legislation and standards.
- ✓ Our Policies and Procedures reflect strategic and business planning and effective management systems and are available.
- ✓ 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.
- ✓ Our governance structure is committed to guiding the strategic direction of the organisation and to monitor the management of the organisation.
- ✓ 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.



High quality services need strong controls that are reactive to future needs and increase in services.

- ✓ 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 provide quality services which are efficiently and effectively governed.
- ✓ We select Board members 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 Board members declare any conflict of interest so they are able to exercise objective and independent judgement on corporate affairs and operational matters.

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Who needs to know about this Policy?

- All Northcott staff
- All Northcott customers

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.

Who is responsible?

Board

- Northcott's direction and performance
- Approval of the annual budget and financial plan
- Financial performance including monitoring/approval of the financial reports and liaison with auditors
- Assessment of the performance of the CEO
- Monitoring of senior managerial performance
- Make sure Northcott develops and implements strategies and supporting policies to enable Northcott to fulfil the objectives set out in the company's Constitution
- Ensuring Northcott develops and implements systems and processes to enable compliance with legal and policy obligations and ensure the assets are protected through appropriate risk management

Who is responsible?

	- Reporting to our members, stakeholders and regulatory authorities - Ensuring each Board member has the knowledge, skills and training to fulfil their responsibilities - Evaluating the performance of the Board
Chief Executive	Final review and approval of this policy.
Chief Financial Officer	- 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
Level 3 and 4 Manager	- Ensure the policy is effectively implemented in their services. - Ensure staff follow the policy.
Supervisor	Ensure staff have read and understand the policy, and have sufficient skills, knowledge and ability to meet the requirements.
All Employees	Follow the requirements of the policy.

Definitions, Legislation & Standards Compliance

For Definitions, please refer to Northcott Policy Dictionary.

Legislation and Standards Compliance:

- NSW Disability Inclusion Act 2014
- National Standards for Disability Services 2013
- ACT Disability Services Act 1992
- ACT Working with Vulnerable People (Background Checking) Act 2011
- Children's Standards in Action Manual (2004) Department of Ageing Disability & Home Care
- Corporations Act 2001
- NSW Child Protection (Working with Children) Regulation 2013
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011

Related References

- ADHC Standards in Action Manual 2012

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What other Northcott documents are related?

You may need to refer to these documents for more information:

Board	
Board Evaluation Policy	Overview of Responsibilities – Board of Directors
Board of Directors Role Policy	Retirement and Re-Election of Directors Procedure
Board Probity Policy	Role of Board Policy
Investment Management Policy	
Facilities	
Building Security Procedure	Emergency Management Policy
Client Transportation Policy – Private Vehicles	Emergency Management Procedure
Duress Alarm Response Procedure	Vehicle (Private) Policy
Finance	
Contract management Policy and Procedure	Intellectual Property Policy
Debt Collection Procedure	Petty Cash Procedure
Fraud Prevention and Control Procedure	Risk Management Policy
Fundraising	
Fundraising for Individuals Policy	
Fundraising for Non Budgeted Items and Projects Policy	
Fundraising Procedure	
Healthcare	
Anaphylaxis Procedure	Healthcare Procedure
Bowel Management Policy and Procedure – Clients	Falls Management Procedure
Choking Procedure	Medication Policy
Client Palliative Care Policy	Medication Procedure
Client Palliative Care Procedure	Nutrition and Swallowing Policy
Continence Policy	Nutrition and Swallowing Procedure
Continence Procedure	Pain Management Policy
Drug and Alcohol Policy and Procedure – Clients	Pain Management Procedure
Epilepsy Policy	Suicide Intervention Policy
Epilepsy Procedure	Suicide Intervention Procedure
Epilepsy Procedure – Administration of Midazolam	Tube Feeding Policy
Healthcare Policy	Tube Feeding Procedure
IT	
Allowing Pop Ups On Websites Procedure	Helpdesk Procedures – Staff Requests
Computer and Network Use Procedure	Information and Technology Systems Policy
Email and Internet Use Procedure	User Account Management Procedure
Marketing	
Media Policy	Social Media Policy and Procedure
People and Culture	
Bullying Policy and Procedure	Student Placement Policy
Client Risk Profile Procedure	Student Placement Procedure
Code of Ethics	Study Leave/Study Assistance Policy
Conference Attendance and Presentation Policy	Study Leave/Study Assistance Procedure

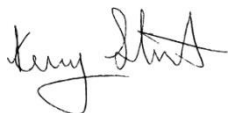
Conference Attendance and Presentation Procedure	Time off in Lieu of Overtime Policy
Discrimination and Harassment Prevention Policy	Travel Policy and Procedure
Discipline Policy	Travel Policy and Procedure
Discipline Procedure	
Drug and Alcohol use Policy	
Employee and Volunteer Recognition Awards Policy and Procedure	
End of Employment Procedure	
Equal Employment Opportunity and Affirmative Action Policy	
Grievance Policy	
Grievance Procedure	Volunteer Policy
Induction and orientation Policy	Volunteer Recruitment and Induction Procedure
Learning and Development Policy	Whistleblower Policy
Leave Policy	Whistleblower Procedure
Leave Procedure	
New Employee Resource Checklist Procedure	
On Call Policy	
On Call Procedure	
Recruitment and Selection Policy and Procedure	

Quality and Practice

Archives Policy
Document Development and Review Policy and Procedure
Library and information Services Policy
Quality Improvement Service and Assessment Procedure
Quality Policy
Records Management Policy and Procedure
Recording Resources on the Northcott Library Procedure

WHS

Contractor Safety Procedure	Return to Work Procedure (Non Compensable)
Critical Incident Reporting Policy and Procedure	Safe Food Handling Procedure
First Aid Policy and Procedure	Safe Working Procedure
Incident Management Policy and Procedure	Working from Home Policy
Infection Control Policy	Work Health and Safety Policy
Infection Control Procedure	
Injury Management and Rehabilitation Policy and Procedure	
Manual Handling Policy and Procedure	
Manual Handling Equipment – Selection Maintenance Replacement Procedure	
Occupational Health and Safety Risk Management Policy	



Authorised by:

Kerry Stubbs, Chief Executive Officer

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