

	<b>ONE2ONE POLICY</b>			
	<b>Title</b>	Service Management	<b>Policy No</b>	39
	<b>Indicator</b>	CM2 – Governance and Operational Management	<b>Review Date</b>	

## 1. PURPOSE AND SCOPE

The purpose of this policy is to establish standards of practice that promote good management of One2One; its compliance with relevant legislation, with regulations relating to incorporated bodies, and which support the effective planning, organisation and implementation of One2One services and supports. The policy complies with the National Standard for Disability Services No. 6 which states “Service Management: One2One has effective and accountable service management and leadership to maximise outcomes for individuals;”

This policy has been framed around the NDIS Practice Standards and applies to all of One2One’s supports and services.

## 2. POLICY STATEMENT

One2One is committed to ensuring that it is managed in ways which promote the organisation’s effectiveness, efficiency of service delivery and the safety and well-being of all its consumers, staff and volunteers. Sound management practices include:

- Development and ongoing maintenance of the strategic direction of the organisation;
- Thorough checking and selection procedures of all staff and volunteers,
- Clear and effective communication between managers, staff, consumers and their families/carers on all relevant service issues.
- Effective management, support and development of staff; including induction training for all new staff and volunteers; particularly in the areas of safety and protecting the human rights of consumers and families/carers; and ensuring that all staff, volunteers and Board Members are aware of the NDIS Code of Conduct.
- Thorough safety and injury prevention procedures,
- Audited and transparent financial processes,
- Effective promotion and marketing of services
- Regular gathering of consumer and staff feedback and reporting to the Quality System Officer
- Implementation of continuous improvement strategies as part of a monitored Quality System
- Implementation of a Risk Management Policy and procedures,
- Development and fostering of staff and service culture which promotes working in partnership with consumers, their family/carers and staff of other organisations, and embraces the principles of One2One policies.

### 3. POLICY CONTENT

One2One will:

- 3.1 Develop in collaboration with consumers and their families/carers, a service vision, mission and values which will underpin safe service operations.
- 3.2 Manage its services and supports so they provide the least restriction on consumers and their families/carers and support their freedom of expression and engagement in preferred activities whilst safeguarding their health and well-being.
- 3.3 Develop a strategic plan for the service to guide the directions of services provided, and procurement and utilisation of financial and other resources.
- 3.4 Engage in planning of future strategies for service provision, human resource management, asset management, risk management, procurement of funds, and deployment of funds.
- 3.5 Comply with relevant legal, regulatory and contractual obligations.
- 3.6 Develop and maintain relevant policies and procedures to guide One2One management and staff in the provision of One2One services; including policies and procedures relating to individualised services, feedback and complaints and continuous improvement.
- 3.7 Develop and maintain relevant policies and procedures to guide One2One management and staff in relation to all safety and safeguarding matters for service consumers and their families/carers, such as, accident and injury prevention, risk management, providing a safe environment, and emergency and evacuation procedures to help ensure the safety of all persons while they are engaging in One2One activities.
- 3.8 Provide services that are customised to each individual consumer's needs and preferences; and take into account the views of families/carers; ie: services which are tailored and "person-centred".
- 3.9 Develop and implement sound procedures for the recruitment and selection of staff, including advertising of positions, development of job descriptions and selection criteria for positions, interviewing job applicants, criminal records and working with children checks, and reference checking.
- 3.10 Provide new staff with comprehensive induction and orientation to their jobs, including provision of copies of the policies and procedures of One2One.
- 3.11 Provide appropriate support to staff through supervision, meetings and regular opportunities for ongoing discussion of service provision and work related issues.
- 3.12 Provide relevant training and development opportunities to staff and volunteers to ensure their service provision methods are current and safe.
- 3.13 Develop and implement appropriate procedures for disciplinary action in the case of staff misconduct.
- 3.14 Develop and implement appropriate strategies for the recording and management of accidents, injuries and hazards.
- 3.15 Develop and implement sound practices, including record keeping and accounting, for the receipt, banking, expenditure and investment of funds.
- 3.16 Promote its services through distribution of brochures, word of mouth, liaison with other agencies and Local Coordinators.
- 3.17 Develop strategies for ensuring the quality and effectiveness of services provided, and for monitoring service quality.
- 3.18 Implement processes for monitoring its services; gathering feedback, learning about contemporary and evidence-based practice which support continuous improvement and

strengthen One2One's capabilities in directly supporting positive outcomes for consumers and their families/carers.

- 3.19 Develop and implement strategies for gathering consumer and family/carer feedback about its services, and then use this feedback to implement improvements in services and procedures.

#### **4. PERFORMANCE STANDARDS**

- 4.1 One2One has a relevant, workable Strategic Plan including service vision, objectives, values, strategies and time frame.
- 4.2 Policies and procedures are in place to guide the operations of One2One services. All Policies and Procedures are reviewed bi-annually.
- 4.3 Staff and consumers are aware of the Policies and Procedures of One2One and how to obtain copies if required.
- 4.4 Consumers and their families/carers report positive outcomes as a result of being supported by the service.
- 4.5 New staff have a Job Description Form and have been selected on merit against agreed selection criteria.
- 4.6 New staff have completed adequate induction into their job tasks and safety procedures for their work at One2One.
- 4.7 Staff reviews reveal that staff feel appropriately supervised and supported.
- 4.8 Occurrences of accidents and injuries are rare.
- 4.9 Appropriate financial, banking and accounting procedures are in place.

#### **5. POLICY REVIEW**

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director – One2One