

24. Delegation of Responsibility Policy and Procedure

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Purpose

Delegations of authority are the mechanisms by which Australian Quality Care enables the Staff of Australian Quality Care to act on behalf of Australian Quality Care.

The purpose of this policy is to establish a framework for delegating authority within Australian Quality Care, in a manner that facilitates efficiency and effectiveness and increases accountability levels of our Staff and volunteers' performances.

Delegations are a crucial element in effective governance and management and provide formal authority to staff and volunteers to commit the organisation and incur liabilities on behalf of the organisation.

Delegations of authority within Australian Quality Care are intended to achieve four objectives:

- To ensure the efficiency and effectiveness of the organisation's administrative processes.
- To ensure that the appropriate officers have been provided with the level of authority necessary to discharge their responsibilities.
- To ensure that the most suitable and best-informed individuals exercise delegated authority within the organisation.
- To ensure internal controls are adequate.

Scope

The policy applies to all Staff and volunteers of Australian Quality Care who have delegated authority to act and sign documents on behalf of Australian Quality Care.

Policy

This policy sets out the circumstances under which the Board may delegate their responsibilities.

Board is responsible for the management of the organisation and can delegate any of its functions. However, the Board may not delegate its power:

- To adopt the organisation's strategic plan
- To adopt the organisation's business plan
- To adopt the organisation's annual budget.

The Board is:

- Charged with the duty of promoting the interests and furthering the development of Australian Quality Care
- Responsible for the administrative, financial, and other business of Australian Quality Care
- Responsible for exercising general supervision over the Staff and volunteers of Australian Quality Care.

The Board may delegate any function, power, or duty conferred or imposed upon them, subject to this policy, to any member of the Staff of the organisation.

Australian Quality Care is committed to the highest standards of integrity, fairness and ethical conduct; including full compliance with all relevant legal requirements and, in turn, requires that all managers, Staff, volunteers and contractors, acting on its behalf, meet those same standards of integrity, fairness and ethical behaviour, including compliance with all legal requirements.

There is no circumstance under which it is acceptable for Australian Quality Care or any of its Staff or contractors to, knowingly and deliberately, not comply with the law; or to act unethically in the course of performing or advancing Australian Quality Care's business.

Procedure

The overarching delegation policy applies to Australian Quality Care as a whole. Units within the organisation must align their delegation policies with the central strategy. Delegations are to be exercised in a manner to ensure that delegated Staff hold the requisite qualifications and skills.

Delegations to the Board

Delegations are attached to the position occupied, not to the occupant of the position. The responsibilities of a position appear in a duty statement, role statement, or statement of responsibility appropriate to the position.

Delegations reflect Australian Quality Care's organisational structure. Levels of authority are hierarchical through relevant lines of responsibility, up to and including the Board. Formal authorities held by any delegate are included in those held by that delegate's supervisor or line manager; a delegate who sub-delegates authority remains responsible and accountable for the decision or action.

The Board may, at any time, vary or terminate any delegation, subject to confirmation by the Board at its next meeting.

A delegation cannot be exercised where the officer holding the delegation has a conflict of interest or where the delegation will result, either directly or indirectly, in any tangible benefit to the delegate. In such cases, a transfer of the function to another appropriate position must be arranged by the Board.

Permanent changes to delegations, either permissive or restrictive, require written authority from the Board. The Board must approve any significant variation to the standard delegations.

This policy applies only to formal delegations. Delegations of an informal nature, where no commitment or liability is incurred on behalf of Australian Quality Care, are carried out in the normal business of the organisation without the requirement of a written authority.

A Staffing delegation can only be actioned by the delegate who holds management responsibility for the individual Staff member.

Related Documents

- Corporate Governance Policy and Procedure
- Human Resource Management Policy and Procedure
- Delegation of Responsibility Policy and Procedure

References

- [NDIS Practice Standards and Quality Indicators 2020 – Version 3](#)