

13. Corporate Governance Policy and Procedure

Approval Date: 20 Jan 2020	Review date: 20 Jan 2021	Version: 1.0
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Purpose

Corporate governance is a performance driver of our company. Governance refers to the framework of rules, relationships, systems and processes by which an enterprise is directed, controlled and held to account and through which authority is exercised and maintained.

Australian Quality Care is committed to providing a high-quality service to participants and maintaining business practices that demonstrate high standards of corporate governance.

The purpose of this policy is to:

- Ensure the organisation's business operates in accordance with legal, regulatory and company standards
- Establish a framework for corporate governance that promotes transparency and safeguards against individual's unethical or unlawful practice
- Outline control measures that govern the internal and external actions of managers, Staff, contractors and/or any person who is conducting business with Australian Quality Care.

Scope

Principal accountability and approaches to corporate governance include:

- Fulfilling our duty to all Australian Quality Care's stakeholders including participants, participants representatives, advocates, Staff, contractors and any person conducting business with our organisation
- Providing services of value to our participants
- Providing meaningful employment for our Staff
- Contributing to the welfare of the community.

Company details

Australian Quality Care business details

Business Name:	Australian Quality Care
Date Registered:	12/10/2018
ABN:	21601714845
Domain name:	https://aqcare.com.au/
Licences and Permits:	NDIS Registered Service Provider
Products/services:	Assist Life Stage Transition (0106), Assist Travel Transport (0108), Daily Living Life Skills (0117), Daily Personal Activities (0107), Daily Personal Activities High Intensity (0104), Daily Tasks Shared Living (0115), Group Centre Based Activities (0136), Household Tasks (0120), Participate Community (0125)
Premises:	191C Given Terrace, Paddington 4064

3.2 Insurance

Workers compensation:	WorkCover Qld
Public liability insurance:	Ansvar Insurance
Professional indemnity:	Ansvar Insurance

Business focus

Vision and mission

Our vision

For all people with disability have access to flexible and person-centred supports of their choice, and exercise control in the decisions that affect their everyday life.

Our mission

To provide this support to people with disability and empower them to accomplish the activities of daily life and participate in their community in a truly meaningful way.

Our values

Our values promote human rights, inclusivity, diversity, flexibility and capability.

Commitment to quality

Australian Quality Care is committed to providing high-quality services to its participants in a supportive environment. This commitment is in line with National Disability Insurance Scheme requirements.

Australian Quality Care will use information from the management of continuous improvement, complaints and feedback, incidents, work health and safety, information feedback and risk management to adjust our policies and practices so that we meet participant and community requirements.

Australian Quality Care will seek feedback from participants and the community to ensure that we are meeting their requirements and to provide high quality, responsive service.

Target group

Participants: Individuals with special needs who require support.

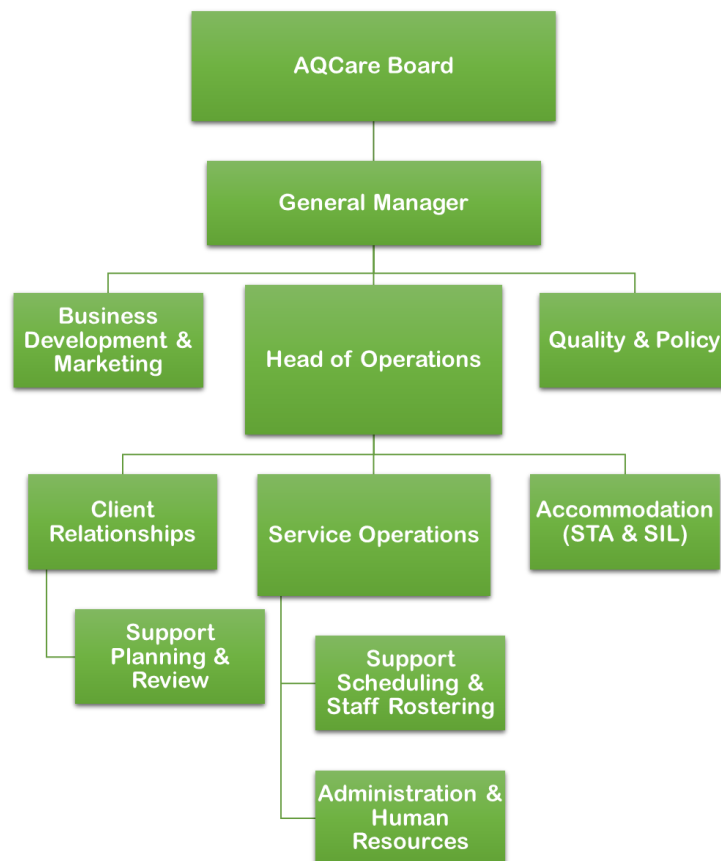
Services provided

Australian Quality Care provides the following support services for participants with a disability:

- Assist Life Stage Transition (0106), Assist Travel Transport (0108), Daily Living Life Skills (0117), Daily Personal Activities (0107), Daily Personal Activities High Intensity (0104), Daily Tasks Shared Living (0115), Group Centre Based Activities (0136), Household Tasks (0120), Participate Community (0125)

Management and reporting structure

All reporting is based on the management structure as outlined in the organisation chart below.



From time to time we also engage specialist consultants and contractors to support business functions and assist with a range of participant support services.

Knowledge, skills and experiences of all partners and key personnel, who influence the company, are reviewed to ascertain if additional training is required to address any identified gaps.

Performance planning and review

The planning and review process is included in the 'Human Resource Management Policy and Procedure'. Australian Quality Care will monitor and review the performance of Staff on an annual basis to:

- Determine Staff performance matches the current role description
- Evaluate if Staff members performance is meeting the needs of the participants
- Establish additional training to meet changes in contemporary practices
- Provide support to Staff to meet the required level of supports
- Match skills and knowledge to the target audience.

Conflict of interest

All key personnel and Staff must inform Australian Quality Care's management regarding any situation in which they will derive personal benefit from actions or decisions made in their official capacity. The person concerned must complete a Conflict of Interest Declaration.

Procedure

Corporate governance principles

Australian Quality Care will be governed to ensure the best interests of all stakeholders and to remain viable and productive. Our corporate governance principles include, but are not limited to, the following:

- Services are regularly monitored, reviewed and improved
- Risk management reviews are conducted regularly
- Continuous improvement strategies are undertaken and implemented
- Implementation of necessary reviews and audits of all systems, policies and procedures
- Planning processes in corporate community engagement
- Effective management of human resource requirements, so all services meet the requirements of the participant and community
- Additional training and supervision will be provided to our workers, as needed
- Contractual obligations are to always be met
- Effective management and implementation of appropriate financial and funding arrangements.

Financial management

The Australian Quality Care will undertake all requirements linked to contractual arrangements.

Australian Quality Care will meet both legal and contractual requirements; this may include an audited financial report and annual acquittal statement and, if required, six-monthly financial acquittal statements.

Building and property will be reviewed to ensure that premises meet the current requirements of our business. If additional sites are required, then an analysis of costing will be undertaken.

Business financial management

Roles and tasks:

- Financial roles and responsibilities are determined by Australian Quality Care.

- An accountant will be used to complete the required financial compliance and obligations.
- Financial decisions are the responsibility of Australian Quality Care.

Business financial management practices

The following practices apply to financial management, including the recording of business earnings and documentation of the company as a legitimate enterprise with a clear revenue stream and records of deductible business expenses.

Documentation and organisation of information regarding company transactions will be used to facilitate financial management for tax purposes.

Bank accounts

All bank accounts are maintained, and separate bank accounts are always used for business and private purposes.

Credit cards

Cardholders must only use an Australian Quality Care corporate credit card for official Australian Quality Care business activities only.

Budget

Australian Quality Care develops an annual budget with the support of a financial adviser.

Books of accounts

Australian Quality Care is responsible for maintaining accounts, assisting the financial adviser in the preparation of the annual budget and for preparing monthly, quarterly and annual financial reports.

Australian Quality Care or their delegate is responsible for processing all receipts and payments.

Income

All monies received are receipted and recorded in the electronic financial system.

Receipts and banking statements are printed from the electronic financial system.

Payments

Where possible, all payments (except petty cash) are made by electronic transfer.

Recurrent payments

Recurrent payments, wherever possible, are made electronically.

Supplier accounts

When purchases are charged to the accounts of established suppliers the account will be paid upon receipt of the statement or invoice, within the required terms of payment.

Reconciliations and ATO reports

The following reconciliations and Australian Taxation Office (ATO) reports are completed at the end of each month:

- Accounts are reconciled against bank statements.
- The Instalment Activity Statement is completed and forwarded to the ATO.

The following reconciliations and ATO reports are completed at the end of each quarter:

- The Business Activity Statement (BAS) is completed and forwarded to the ATO.
- Superannuation Guarantee contributions are reconciled, and payments made.

The following reconciliations and ATO reports are completed at the end of each year:

- Books of accounts are balanced and closed off.
- Wages are reconciled, and Payment Summaries are completed and forwarded to Staff and the ATO.
- Audit reports are prepared.

Audit

Annual acquittal statements and audited financial reports will be forwarded, as per contractual requirements, to the relevant government bodies. If the business grows to more than \$50,000, then financial acquittal statements will also be forwarded.

Participant fees and payments

Payments and pricing (NDIS)

- Australian Quality Care must adhere to the NDIS Price Guide or any other agency pricing arrangements and guidelines as in force from time to time.
- Australian Quality Care must declare relevant prices, any notice periods or cancellation terms to participants before delivering a service. Participants are not bound to engage the services of Australian Quality Care once our prices have been disclosed.
- Australian Quality Care can make a payment request once that support is delivered or provided.
- No other charges can be added to the cost of the support, including credit card surcharges, or any additional fees including any 'gap' fees, late payment fees or cancellation fees. These requirements apply to all Australian Quality Care participants

whether the participant self-manages their funds or a plan manager or the agency manage it.

- A claim for payment is to be submitted within a reasonable time, and no later than sixty (60) days from the end of the service booking, to the participant or the NDIS.
- Australian Quality Care will not charge cancellation fees except when provided explicitly in the NDIS Price Guide.
- Australian Quality Care and participants (except for those that are self-managing) cannot contract out of the Price Guide.
- Where there are any inconsistencies between the Service Agreement and the NDIS Price Guide, the NDIS Price Guide prevails.
- As required, Australian Quality Care will obtain a quote for services which the participant is required to approve prior to commencement of the service.

Monitoring, evaluation and reporting

Australian Quality Care exhibits a continuous improvement culture to facilitate the development of its services and processes; we seek stakeholder input and review immediately upon receipt.

All Australian Quality Care's policies are reviewed annually and consider the input from all stakeholders. Policy reviews also consider any changes in legislation and the results attained through monitoring and evaluation practices.

Business continuity and disaster preparedness plan

A Business Continuity and Disaster Preparedness Plan is maintained for our organisation which lists potential risks and impacts for various types of disasters, any actions we take to prepare for or minimise those impacts. The plan also details procedures we follow in the event of a disaster to protect our assets and the safety of staff and volunteers.

Also included are procedures regarding our contact and dealings with participants, and processes to restore services as quickly as possible following a disaster. The plan includes the following information:

- Bomb Threat
- Bush Fire Safety
- Fire & Evacuation
- Severe Storm
- Chemical Spill
- Cyclone Safety
- Security Breach
- Earthquake Safety
- Explosion
- Flood Safety

A Business Continuity Register has been established which lists potential business impacts, and details strategies on how the organisation will recover from such impacts.

Reviewing the Plan

Reviews of the Plan occur annually as part of our planning cycle and risk management process. We also review the Plan following any disasters as we assess the effectiveness of procedures and identify any additional action or requirements.

Accountabilities

The Boars or their delegate are responsible for identifying and reviewing the Business Continuity and Disaster Preparedness Plan.

Strategic plan

The planning process involves:

Planning Activity	Notes	When
Evaluation	<ul style="list-style-type: none"> ● Review against the vision of creating unique cultural environment, community environment with authentic care and support, focusing locally, developing Staff. ● Review of the current political climate and its influence on business practices and forward planning. ● Organisation's performance including risk and continuous improvement. ● Undertake situational analysis as per Risks and Continuous Improvement. 	Every three years
Planning	<ul style="list-style-type: none"> ● Problem identification and problem resolution processes to identify key organisational challenges, goals, strategies, timeframes, persons responsible and evaluation methods. ● Consultation is undertaken with the community and community priorities are considered in line with the organisation's vision and mission. ● Use evaluations to adjust forward planning - political, social, financial Continuous improvement recommendations are to be fed back into plan ● Ensure that any planning and future planning matches our mission of creating unique cultural environment, community environment with authentic care and support, focusing locally, developing Staff 	Every three years

Development	<ul style="list-style-type: none"> Plan is developed by Australian Quality Care. Feedback obtained from stakeholders including community members, employees, participants, advocates and networks. Using feedback to improve services and develop new services based on the needs of the community and individuals 	Every three years
Approval	Plan approved	Every three years
Implementation	The details of the Plan are shared with Staff and other stakeholders as relevant	Ongoing
Review	Achievements against the plan are reviewed monthly Australian Quality Care documents achievements and timeframes completed within the Plan	Monthly

Risk management

Australian Quality Care will review risks and ensure that they are either eliminated or reduced.

Possible potential risks are identified below:

Risk	Likelihood	Impact	Strategy
Non-compliance with NDIS	Likely	High	Internal review of policies, procedures, financial structures staff training
Competitors	Likely	High	Provide high quality service that encourages loyalty
Key personnel risk		High	Identify and train a support person in managing and implementing business needs

Marketing

Market targets

- Participants
- Individuals
- Legal guardians
- Plan managers
- Small organisations that seek reliable support for their participant/s.

Marketing strategy

- Contact local networks and communities to provide information about the services we provide.
- Work with the community and other coordinating participant services; advise details of services provided and associated fees.
- Incorporate community languages into all marketing collateral and on our website.
- Provide a single point of contact for enquiries; someone who can provide clear, relevant and accurate information.

Related documents

- Conflict of Interest Declaration
- Conflict of Interest Register
- Continuous Improvement Policy and Procedure
- Participant Handbook
- Quality Management Policy and Procedure
- Policy Review Schedule
- Reportable Incident, Accident and Emergency Policy and Procedure
- Risk Management Policy and Procedure
- Staff Privacy and Confidentiality Agreement
- Staff Code of Ethics and Conduct Agreement
- Employee Handbook
- Strategic Plan
- Participant Service Agreement

References

[Anti-Discrimination Act 1991 \(QLD\)](#)

[National Disability Insurance Scheme \(Incident Management and Reportable Incidents\) Rules 2018](#)

[Disability Discrimination Action 1992](#)

[National Disability Insurance Scheme \(Incident Management and Reportable Incidents\) Rules 2018](#)

[Privacy Act \(1988\)](#)

[Work Health and Safety Act 2011 \(QLD\)](#)