



SERVICE MANAGEMENT POLICY

NSW Disability Service Standard 6: Service Management

Service providers are well managed and have strong and effective governance to deliver positive outcomes for the people they support.

Overview

The provision of flexible and responsive person centred services in safe environments by well governed service providers is crucial for maximising quality outcomes for people with a disability, their families and carers.

POLICY STATEMENT

TAD has a positive organisational culture. Through strong and effective governance and robust management, TAD is responsive to the needs of people with a disability, meets its compliance and reporting obligations, and has an embedded culture of continuous improvement by implementing quality management systems.

TAD's corporate governance framework ensures the strategic guidance of the organisation, and the effective monitoring of management by the governing Board of Directors which is accountable to the organisation and its stakeholders.

TAD's recruitment practices meet probity requirements including criminal history checks, working with children checks and reference checks.

TAD

- believes that a skilled workforce with the right values and attitudes reflecting the *Disability Services Act* and person-centred approaches is crucial to an effectively managed organisation.
- ensures that its members are equipped with the 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.
- is committed to training and equipping staff and volunteers to meet the needs of the people they support and to maximise positive service delivery outcomes and planning for its future workforce needs.
- ensures the delivery of high quality services with strong internal controls which are responsive to the future needs and increased demand for services for people with a disability, their families and carers.
- understands its compliance obligations regarding strategic and business plans, and effective management systems for the delivery of person centred services. In keeping with these obligations, TAD actively involves key stakeholders, particularly people with a disability, in providing feedback on an ongoing basis and in the planning, management and evaluation of the organisation. TAD encourages stakeholders to play a key role in the development, implementation and periodic review of contemporary policies and practices.
- develops strategies to work in partnership with other stakeholders in the local community so as to be responsive to the needs of people with a disability.

Legislation

TAD recognises that it has legislative obligations, which are monitored and maintained in its Legal & Regulatory Compliance Register.