

PROCEDURE Client Services Governance

1. PURPOSE

The purpose of this procedure is to ensure that the appropriate support, conformance and performance activities are in place to provide to clients and their families, services which are safe and of the highest quality, and that an environment exists throughout the organisation which promotes excellence in service provision.

2. SCOPE

This procedure applies to all Senses Australia employees, services and supporting processes.

3. DEFINITIONS

Client services governance

The term used in Senses Australia for the processes and practises which would be called "Clinical Governance" in the health sector, which ensure the quality of Senses Australia services and safeguards the standard of service delivery, and which create an environment in which excellence in service provision flourishes.

Client Services

Client Services refers collectively to the divisions of Client Acquisition, Community Living and Disability Professional Services.

4. PROCEDURAL DETAILS

4.1 Conducive environment

The Chief Executive Officer is responsible for

- Ensuring an organisational vision and leadership which encompasses and encourages service excellence.
- Via the Manager Quality and Business Excellence:
 - Ensuring the conducting and reporting of quality audits,
 - Ensuring effective risk management processes throughout the organisation, and
 - Ensuring the effective operation of Senses Australia's quality management systems.

The Chief Executive Officer and Executive Team members are responsible for

- Providing organisational direction,
- Providing the leadership and environment for service excellence,
- Ensuring the provision of adequate resources to provide high quality services,
- Ensuring the code of conduct for employees is clearly defined,

- Ensuring the requirements for duty of care of the organisation and individual employees are clearly defined, and
- Working in a manner which exemplifies Senses Australia's values.

The Executive Team members, managers and supervisors are responsible for

- Encouraging achievement and excellence amongst their employees,
- Supervising and supporting their employees to reach their potential, and
- Working in a manner which exemplifies Senses Australia's values.

Each individual employee is responsible for striving to achieve excellence in the execution of their duties and working in a manner which exemplifies Senses Australia's values.

4.2 Service standards

Each Senses Australia employee is responsible for working within their duty statement to ensure that all client and supporting services are developed and provided in a manner which meets the Senses Australia standard of service provision and Senses Australia's values.

4.3 Service effectiveness

The Executive Director Operations is responsible for:

- Promoting continuous improvement
- Ensuring operations managers have the competencies to undertake their duties
- Reviewing all client incidents and
- Ensuring operations procedures remain current.

The Director Organisational Development and Executive Services is responsible for:

- Ensuring that the processes for occupational safety and health are effective and
- Ensuring that the processes for human resource management are effective.

Each operations manager is responsible for

- Ensuring their supervisors have the competencies to undertake their duties
- Ensuring their supervisors/employees work within policies and procedures
- Ensuring procedures reflect best practice and bringing to the attention of the Executive Director Operations any amendments which may need to be made to procedures and
- Promoting an environment which encourages their employees to provide feedback.

Each operations supervisor is responsible for

- Ensuring their employees have the competencies to undertake their duties
- Supervising and supporting their employees to perform their duties to the highest standard

- Ensuring their employees work within policies and procedures
- Ensuring procedures reflect best practice and bringing to the attention of their manager any amendments which may need to be made to procedures and
- Promoting an environment which encourages their team, clients and families to provide feedback.

Each operations employee is responsible for

- Promoting an environment which enables clients and families to provide feedback and make complaints
- Participating in individual training,
- Working within policies and procedures and
- Working in a manner which exemplifies Senses Australia's values.

4.4 Openness and honesty

Each Senses Australia employee is responsible as specified in their duty statement, to ensure that all client and support services are developed and provided in a manner which ensures that they

- Encourage and facilitate feedback
- Are open to public scrutiny and
- Are open about mistakes.

4.5 Risk management

Through its procedures, Senses Australia manages the risks to clients, the risks to employees and the risks to the organisation as a whole.

The Chief Executive Officer is responsible for

- Ensuring effective corporate and client services governance processes.

The Chief Executive Officer, Executive Team members and managers are responsible for

- Identifying and managing risk.

Supervisors, managers and Executive Team members are responsible for

- Ensuring employees are effectively trained and supervised and
- Ensuring employees work within the policies and procedures.

Each Senses Australia employee is responsible for

- Notifying their supervisor of risks
- Acknowledging errors and submitting incident reports
- Identifying and reporting hazards and
- Working within policies and procedures.

4.6 Education and training

The Chief Executive Officer and Executive Team members are responsible for ensuring that opportunities are provided to employees to develop the skills required to provide high quality services.

The Director Organisational Development and Executive Services is responsible for ensuring that the orientation and minimum training requirements keep pace with providing the best possible service to clients and families.

Executive Team members are responsible for ensuring each person recommended in their area for appointment meets the essential selection criteria contained within the duty statement of the position for which they are applying.

The Director Organisational Development and Executive Services and the operations supervisors are responsible for ensuring the minimum training requirements remain current and that employees attend the minimum training required.

Supervisors, managers and Executive Team members are responsible for identifying the training needs of their employees through effective supervision and through the performance management process.

4.7 Research and development

The Chief Executive Officer, the Executive Team members and the managers are responsible for

- Encouraging an environment within Senses Australia which emphasises learning and personal and professional development
- Identifying research and development opportunities in which employees can participate and
- Critically appraising literature relevant to the work of Senses Australia and bringing this to the attention of the relevant employees.

4.8 Accountability

The Chief Executive Officer is accountable to the Board for the governance of client services.

The Chief Executive Officer is responsible for keeping the Board apprised of any significant breach of client services governance practices.

The Executive Director Operations is responsible for reporting serious incidents to the Chief Executive Officer. Operations managers are responsible for reporting serious incidents as required by the Disability Services Commission to the Chief Executive Officer.

The Executive Director Operations is responsible for keeping the Chief Executive Officer apprised of any breach of client services governance within the organisation.

Each Senses Australia employee is accountable, within the limits of their duty statement and in accordance with policies and procedures, for performing their duties to the highest standard and in a manner which ensures that clients are safe.

4.9 Client services governance review process

The following governance activities are reviewed by the Executive Team every month.

- Incident reports
- Serious incident reports
- Complaints
- Currency of quality documents
- Results from quality audits, and
- Risk management reviews.

5. RESPONSIBILITIES

It is the responsibility of each employee to ensure that they remain informed regarding Senses Australia procedures which impact upon their duties, and to work within them.

6. CONTINUOUS IMPROVEMENT

All Senses Australia employees are encouraged to provide feedback on this procedure to their supervisor, to ensure that it remains relevant and continues to reflect the actual manner in which activities are undertaken.

RELATED FORMS
Nil.

RELATED QMS DOCUMENTS
POLICY Client Services Governance
PROCEDURE Client Incident Response, Reporting and Investigation
PROCEDURE Code of Conduct
PROCEDURE Complaints, Compliments and Ideas
PROCEDURE Duty of Care
PROCEDURE First Aid
PROCEDURE Food Handling
PROCEDURE Hazard Reporting
PROCEDURE Infection Control and Universal Precautions
PROCEDURE Occupational Safety and Health Housekeeping Inspections
PROCEDURE Responding to Abuse and Neglect of a Client

RELATED QMS DOCUMENTS

<u>PROCEDURE Risk Assessment</u>
--

<u>PROCEDURE Risk Management</u>
--

<u>PROCEDURE Staff Selection and Recruitment including the Extensions to Contracts</u>
--

<u>PROCEDURE Standard of Service Provision</u>
--

<u>PROCEDURE Support Workers Training</u>

<u>PROCEDURE Training – Minimum Requirements</u>
--

<u>PROCEDURE Use of Restrictive Practices</u>

RELEVANT LEGISLATION AND STANDARDS
