P033 – Governance

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| Applies to: |
| All staff |

# PURPOSE

This policy outlines First Call Nursing’s governance arrangements. This will ensure that our governing body will meet its financial, legislative, regulatory and contractual responsibilities, and will monitor and respond to quality and safeguarding matters associated with delivering supports to care recipients.

The policy also ensures that the governing body and the management of First Call Nursing has the skills and knowledge required for the company to succeed. The policy will also outline an effective approach to strategic, risk and business planning.

# POLICY

## Contributions by participants/care recipients to the governance of First Call Nursing

Members of the First Call Nursing governing body will ensure that opportunities are provided to clients to contribute to the governance of the organisation and have input into the development of organisational policy and processes relevant to the provision of supports and the protection of participant rights.

Opportunities for people with disabilities to contribute to the governance of the organisation will be facilitated through the structures outlined in P001 – Complaints and Feedback. The governing body will take seriously any suggestions by clients that contribute to the governance of the organisational and its organisational policies and processes.

## Governance structure

First Call Nursing is governed by its Managing Director and management team, who are supported by the First Call Nursing’s Advisory Committee. The First Call Nursing Advisory Committee meet each quarter to discuss the company’s financial, legislative, regulatory, and contractual responsibilities, and to monitor and respond to quality and safeguarding matters associated with delivering supports to care recipients.

Management and/or the Advisory Committee undertake annual reviews of the company’s performance and strategic direction.

Management will maintain an organisational chart that clearly outlines the management hierarchy of First Call Nursing. Management will also maintain a delegation chart to ensure delegation in the organisation is clear.

Management will maintain timetables to track financial and regulatory requirements such as the renewal of service agreements, the renewal of insurance policies and the satisfaction of responsibilities around taxation.

## Capability to govern

# First Call Nursing shareholders are responsible for appointing a Managing Director with appropriate skills sets to manage and operate First Call Nursing.

If there any gaps in knowledge for the Managing Director or for members of management that negatively affect the carrying out of their duties, they are required to undertake training to remedy these gaps.

The Managing Director and Advisory Committee will manage the performance of First Call Nursing management and respond to any performance issues appropriately. Individual opportunities for improvement will be tracked and actioned through the organisation’s complaints and feedback and the continuous improvement structure.

## Strategic and Business Planning

First Call Nursing’s management and Advisory Committee will ensure that strategic and business planning considers legislative requirements, organisational risks, other requirements related to operating under government funding arrangements (for example Agency requirements and guidance), participants’ and workers’ needs and the wider organisational environment.

Strategic and Business planning will be discussed formally at each quarterly meeting of the Advisory Committee.

Management and the Advisory Committee will undertake annual reviews of the company’s performance and strategic direction. Management will use the Complaints and Feedback structure to facilitate continuous improvement.