

Core Module Manual

Full Care Lifetime

DIVISION 2 – GOVERNANCE AND OPERATIONAL MANAGEMENT CORPORATE GOVERNANCE POLICY AND PROCEDURE

The purpose of this policy and procedure is to ensure that Full Care Lifetime understands it is accountable to all stakeholders including participant, staff and community. Full Care Lifetime will implement sound systems that guide best practice and professional service delivery.

Operational plan – A detailed plan used to provide a clear picture of how a business, or its specific areas or teams will contribute to the achievement of the Strategic Plan. Operational Plans are usually developed annually and reviewed at regular intervals.

Strategic plan – A document used to communicate the long-term direction of a business, describing what it's going to do and how. Strategic Plans are long term – developed usually for a period of at least 3 years – and reviewed at least annually.

Principal accountability and approaches to corporate governance include:

- Fulfilling our duty to all Full Care Lifetime 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

POLICY

- Full Care Lifetime will have effective quality management systems and processes in place to guide and support its operations.
- Our strategic business plans are to be developed in a three-year Business Plan.
- Business operations shall be reviewed on an annual basis.
- Compliance officers are responsible for ensuring that the organisation is compliant with all relevant legislation, regulations and standards.

PROCEDURES

- Our compliance officer develops strategic plans, which identify the key outcomes the business wants to achieve. A new Strategic Plan is developed every three years.
- Strategic Plans are implemented through annual Operational Plans. These form the basis of the compliance officer's expectations of each year and set out how the business will achieve the goals set out in its Strategic Plan.
- Develop communication strategies to keep participants, staff and other stakeholders informed.
- Input from the compliance officer will be recorded and necessary implementation processes will be put in the process.
- The compliance officer will meet with staff and participants regularly and document minutes of sessions noting actions on items raised.
- Develop information systems that ensure staff are guided in their practice and are able to access relevant websites to assist with compliance.
- Ensure regulatory compliance is at the forefront at all meetings, that professional standards are adhered to, and that relevant current legislation and standards are understood and met at all times.
- Compliance officers will meet on a monthly basis or as necessary to ensure that they provide the highest quality of care.

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- The Compliance Officer will oversee human resources requirements including the development of job description and staffing recruitment (refer to human resources policy and procedure).
- The Compliance Officer is expected to have the qualifications and experience to deal with issues relating to financial and legal matters, human resources, service management and service promotion.
- The Compliance Officer will set out a calendar of yearly audits to be undertaken and report on audit findings as required.
- The Management will meet on a monthly basis to review the delivery of services, financial management, information management and overall compliance with regulatory requirements.
- The Compliance Officer will review and update the organisation's business plan annually at the minimum.
- We will comply with all data collection, service delivery and financial reporting requirements of all relevant State and Commonwealth government agencies.
- We understand its responsibilities in relation to managing conflicts of interest when delivering NDIS (refer to Conflict of interest policy and procedure).
- The Compliance Officer will be responsible for mitigating risks to the organisation and its stakeholders.

Business focus

Commitment to quality

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

We 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.

We will seek feedback from participants and the community to ensure that we're meeting their requirements and to provide high quality, responsive service. Information and feedback gained through surveys and consultation with community and stakeholders will be collated and forwarded to management to review and make recommendations about any adjustments to policies and practices as required. Managerial meetings will document discussions and outcomes. This will be fed back into continuous improvement.

Target group

There are two (2) target groups within the community in which we work:

1. Participants: Individuals with special needs who require support.
2. Service providers: Disability services organisations who seek support for their participants.

Services provided

Full Care Lifetime provides the support services for participants with a disability as per the initial scope of audit.

Management and reporting structure

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

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

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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 are included in the 'Human Resource Management Policy and Procedure'. We will monitor and review the performance of Staff, operations team and management teams 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.
- Feedback recorded and linked to continuous improvement of the support

Conflict of interest

All key personnel and Staff must inform Full Care Lifetime'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.

Corporate governance principles

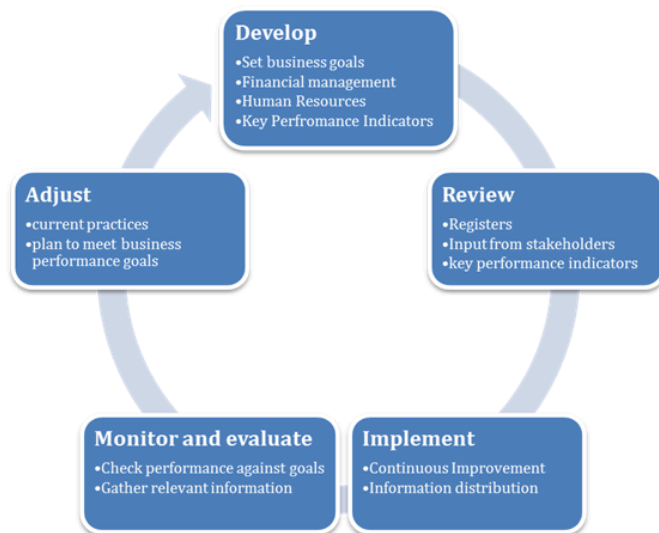
Full Care Lifetime will be governed to ensure the best interests of all stakeholders and to remain viable and productive. Our corporate governance principles include, but are not limited to, the following:

- 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 incorporate 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.

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Business Planning & Review



Financial management

The Full Care Lifetime will undertake all requirements linked to NDIS contractual arrangements and other business practices.

An Asset Register will be maintained with a list of all current assets, allowing for additional purchases as required. 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 Full Care Lifetime.
- An accountant will be used to complete the required financial compliance and obligations.
- Financial decisions are the responsibility of Full Care Lifetime.

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.

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Bank accounts

- All bank accounts are maintained, and separate bank accounts are always used for business and private purposes.
- For monies withdrawn from any bank account, whether by EFT or other online payment method, approvals are required by Director to authorise each payment.
- Each payment made must be supported by invoice, receipt or other appropriate documentation and the authorisations must be attached to this documentation prior to payment
- Any variations to banking arrangements can be made or varied by Director who will delegate the responsibility for updating the financial system and/or bank account register with the new information.

Credit cards

- The business credit card can only be used for travel, authorised entertainment and purchases of small value expenses or equipment up to the value of \$ 500.
- No cash advances are to be taken using the business credit card unless authorised by Director.
- Where a business credit card is lost or stolen, then the owner of this card is to notify Director who is responsible for notifying the issuing agency and ensuring the card is cancelled.
- The use of the business credit card is not to be used for personal expenses.
- All holders of business credit cards are required to attach all receipts for payments made on the credit card. Upon completion and authorisation of the monthly expense statement, these documents are to be forwarded to Director for payment of the credit card statement.
- All business credit cards are to be returned to the business when the person is requested to by Director or where they cease employment with the business.

Budget

Full Care Lifetime develops an annual budget with the support of a financial adviser.

- The budget will include:
- time frames
- fixed costs – salaries, rent, insurances and any other known costs
- variable costs – utilities, cost of materials, staff wages
- income – over budget period

Books of accounts

Full Care Lifetime 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.

Full Care Lifetime or our delegate is responsible for processing all receipts and payments.

Issuing Petty Cash

- Petty cash is approved by Director. Each payment made must be supported by invoice, receipt or other appropriate documentation and the authorisations must be attached to this documentation prior to payment before any cash is taken from the petty cash float. Only up to \$50 can be disbursed at any one time.
- Once the petty cash is spent, a receipt or invoice should be attached to the voucher and returned to petty cash with any balance of money unspent.
- Petty cash float is to be reconciled with a delegated staff member.

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Income

All money received is deposited in our bank account. All monies received are receipted and recorded in the electronic financial system. Unallocated direct deposits of more than one week will be investigated fully to determine source of deposit. Where the source cannot be identified, the deposit will be allocated to a separate bank account until the source is recovered.

Income is matched against invoices to determine when payments have been received and when additional actions are required.

Payments

All payments (except petty cash) are made by electronic transfer. Payments must be accompanied by an invoice and matched against services or equipment received prior to authorisation. Payments are authorised by Director.

Recurrent payments

Recurrent payments, wherever possible, are made electronically. All recurring payments must be approved by Director who will delegate the arrangement for the payment to be authorised by the bank.

Director or their delegate is responsible for carrying out the following duties regarding payment stop on a payment:

- ensuring the payment has not already been made
- getting authorisation to action the stop payment using appropriate forms from the bank
- ensuring the bank receives notification of the stop payment notice
- receiving confirmation of action from the bank of the stop payment
- ensuring the details of the stop payment are kept.

Supplier accounts

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

Asset register

The Asset Register will list the assets owned by Full Care Lifetime. It will contain pertinent details about each fixed asset to track the value and physical location. The register will show the quantity and value of items such as office equipment, motor vehicles, furniture, computers, communications systems and equipment.

Reconciliations and ATO reports

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

- Bank's accounts are reconciled against bank statements.

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- 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.
- An annual audit is undertaken each year by a qualified external auditor.

Participant fees and payments

Payments and pricing (NDIS)

- Full Care Lifetime must adhere to the NDIS Price Guide or any other agency pricing arrangements and guidelines as in force from time to time.
- Full Care Lifetime 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 Full Care Lifetime once our prices have been disclosed.
- We 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 Full Care Lifetime 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.
- We will not charge cancellation fees except when provided explicitly in the NDIS Price Guide.
- Full Care Lifetime 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, We will obtain a quote for services which the participant is required to approve prior to commencement of the service.

Marketing

Market targets

- Participants
- Individuals
- Legal guardians

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- 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.

Monitoring and Review

Full Care Lifetime Management Team will review this policy and procedure at least annually. This process will include a review and evaluation of current practices and service delivery types, contemporary policy and practice in this clinical area, the Incident Register and will incorporate staff, participant and another stakeholder feedback. Feedback from service users, suggestions from staff and best practice developments will be used to update this policy.

Full Care Lifetime Continuous Improvement Plan will be used to record and monitor progress of any improvements identified and where relevant feed into Full Care Lifetime service planning and delivery processes.