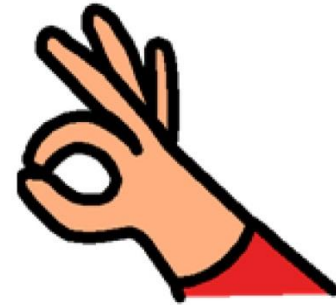


What is Northcott's policy?

- ✓ Our governance framework meets legislation requirements and ethically oversees its financial and human resources to maximise quality outcomes.
- ✓ We are compliant with legislation and standards.
- ✓ Our Policies and Procedures reflect strategic and business planning and effective management systems and are available.
- ✓ Stakeholders have a right to be involved in service planning and evaluation, as well as being informed of how their feedback has been used to improve service management.
- ✓ We are committed to creating and maintaining safe and accessible physical environments in accordance with Work, Health, Safety legislation.
- ✓ Our governance structure is committed to guiding the strategic direction of the organisation and to monitor the management of the organisation.
- ✓ Systems of control and insurances are in place for risk management, financial and operational control.
- ✓ Our quality management system drives and directs continuous quality improvement across the organisation.



High quality services need strong controls that are reactive to future needs and increase in services.

- ✓ Commitment to continuous quality improvement through the involvement of people with a disability, family members, carers, staff and other stakeholders to provide ongoing feedback and to communicate how their feedback has improved service delivery.
- ✓ We understand the changing nature of disability services and are committed to having a skilled, capable and supported workforce ready to meet the needs of people and deliver positive outcomes.
- ✓ We provide quality services which are efficiently and effectively governed.
- ✓ We select Board members equipped with 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.

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- ✓ Our Board members declare any conflict of interest so they are able to exercise objective and independent judgement on corporate affairs and operational matters.

Who needs to know about this Policy?

- All Northcott staff
- All Northcott customers

Equity and Access Considerations

For the communication and implementation of this policy, we:

- Consider if the physical environment is accessible.
- Use different communication methods to add to or replace speech or writing for people with impairments. These methods include the display of text, large print, tactile communication, easy English, accessible multimedia and accessible information and communications technology.

Cultural Diversity

- Employees make sure services are provided with sensitivity to and awareness of the beliefs and practices of customers from different cultural and language backgrounds. This includes the needs of Aboriginal and Torres Strait Islander people, their families and communities.
- Communication about this policy should be done in a way that suits each individual with respect to their cultural background. For example, use of an interpreter.

Who is responsible?	What are they Responsible for?
Board	<ul style="list-style-type: none"> • Northcott's direction and performance • Approval of the annual budget and financial plan • Financial performance including monitoring/approval of the financial reports and liaison with auditors • Assessment of the performance of the CEO • Monitoring of senior managerial performance • Make sure Northcott develops and implements strategies and supporting policies to enable Northcott to fulfil the objectives set out in the company's Constitution • Ensuring Northcott develops and implements systems and processes to enable compliance with legal and policy obligations

Who is responsible?	What are they Responsible for?
	and ensure the assets are protected through appropriate risk management <ul style="list-style-type: none"> • Reporting to our members, stakeholders and regulatory authorities • Ensuring each Board member has the knowledge, skills and training to fulfil their responsibilities • Evaluating the performance of the Board
Chief Executive	<ul style="list-style-type: none"> • Final review and approval of this policy.
Chief Financial Officer	<ul style="list-style-type: none"> • Maintain this policy, its related procedures and documents. • Monitoring the financial management of the company and liaison with auditors • Liaison with legal counsel as required • Development of the financial plan and investment strategy
Level 3 and 4 Manager	<ul style="list-style-type: none"> • Make sure the policy is effectively implemented in their services. • Make sure staff follow the policy.
Supervisor	<ul style="list-style-type: none"> • Ensure staff have read and understand the policy and have sufficient skills, knowledge and ability to meet the requirements.
All Employees	<ul style="list-style-type: none"> • Follow the requirements of the policy.

Definitions, Legislation & Standards Compliance

For Definitions, please refer to Northcott Policy Dictionary.

Legislation and Standards Compliance:

- NSW Disability Inclusion Act 2014
- NSW Disability Service Act 1993
- National Standards for Disability Services 2013
- ACT Disability Services Act 1991
- ACT Discrimination Act 1991
- ACT Guide to Working with Vulnerable People Scheme in the ACT
- ACT Health Records (Privacy and Access) Act 1997
- ACT Human Rights Act 2004
- ACT Territory Records Act 2002

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Definitions, Legislation & Standards Compliance

- ACT Working with Vulnerable People (Background Checking) Act 2011
- Age Discrimination Act 2004 (Commonwealth)
- Annual Holidays Act 1994
- Anti Discrimination Act (NSW) 1977
- AS 8004 – 2003 Whistleblower Protection Programs for Entities
- AS/NZS 3760:2010, in service safety inspection and testing of electrical equipment
- Australian Privacy Principles
- Australian Guidelines for the Control of Infection in Health Care 2010
- Australian Human Rights Commission Act 1986 (Commonwealth)
- Child Protection (Offenders Registration) Act 2000.
- Children’s Standards in Action Manual (2004) Department of Ageing Disability & Home Care
- Children’s Standards in Action – Living in he Community : Putting Children First Policy 2002
- Commission for Children and Young Pfeople Act (1998)
- Copyright Act 1968 (Commonwealth)
- Copyright Regulations 1969
- Corporations Act 2001
- Disability Discrimination Act 1992
- Eliminating Risks of Second-Hand Tobacco Smoke at Work 2011 – DRAFT
- Equal Employment Opportunity Act 1984
- Fair Work Act 2009
- Fair Work Amendment Act 2013
- Freedom of Information Act 1989
- Health Services Act 1997
- Human Rights and Equal Opportunity Commission Act 1987
- Guide to the United Nations Convention on the Rights of Persons with Disabilities
- National Standards for Volunteer Involvement developed by Volunteering Australia 2015
- National Disability Insurance Act 2013
- NHMRC Act 1992
- NSW Child Protection (Working with Children) Regulation 2013
- NSW Children and Young Persons (Care and protection) Act 1998
- NSW Children and Young Persons (Care and protection) Act Miscellaneous Amendments Act 2006

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- NSW Children Legislation Amendment (Wood Inquiry Recommendations) Act 2009
- NSW Civil Liability Act 2002
- NSW Criminal Records Act 1991
- NSW Health Records and Information Privacy Act 2002
- NSW Infection Control Policy 2007
- NSW Long Service Leave Act 1955
- NSW State Records Act 1998
- NSW Work Health and Safety Regulation 2017
- Ombudsman Act 1974
- OH&S Act 2000
- Paid Parental Leave Act 2010
- Patents Act 1990
- Patents Regulations 1991
- Privacy Act 1988
- Racial Discrimination Act 1975 (Commonwealth)
- SafeWork Code of Practice: Managing the Work Environment and Facilities
- SafeWork Code of Practice: Work Health and Safety Consultation, Cooperation and Coordination 2011
- Sex Discrimination Act 1984 (Commonwealth)
- Smoke Free Environment Act 2000
- Smoke Free Environment Regulation 2007
- Social, Community, Home Care and Disability Service industry Award 2010
- Spam Act 2003
- Standards in Action 1998
- Telecommunications Act 1997
- Tobacco Legislation Amendment Act 2012
- Trade Marks Act 1955
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2017
- Worker's Compensation Act 1987 (NSW)
- Worker's Compensation Act 1951 (ACT)
- Worker's Compensation Regulation 2003 (NSW)
- Worker's Compensation Regulation 2002 (NSW)

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- Working with Children Employer Guidelines (NSW Children's Guardian)
- Workplace Injury Management and Worker's Compensation Act 1998
- Workplace Relations Act 1996
- Workplace Surveillance Act 2005
- World Health Organisation, 2013. *Questions and answers on electronic cigarettes or electronic nicotine delivery systems*

Related References

- ADHC Standards in Action Manual 2012
- NDIS Guide to Suitability (Provider Toolkit Module 4)
- NDIS Terms of Business for Registered Providers
- NDIS Rules and Guidelines
- Commonwealth Continuity of Support (CoS) Programme – Specialist Disability Services for Older People

What other Northcott documents are related?

You may need to refer to these documents for more information:

Governance

Board Policy and Procedure
 Business Integrity Policy
 Fraud Prevention and Control Policy and Procedure
 Intellectual Property Policy
 Investment Management Policy

Infrastructure

Building Security Procedure
 Duress Alarm Response Procedure
 Emergency Management Policy and Procedure
 Information, Communication and Technology Policy and Procedure
 Northcott Motor Vehicle Policy and Procedure

Finance

Contract Management Policy and Procedure
 Finance Policies and Procedures
 Risk Management Policy

Fundraising

Fundraising Policy and Procedure

Healthcare

Bowel Management Procedure
 Clinical Procedures Manual

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Customer Death in Care Procedure
 Drug and Alcohol Procedure – Customers
 End of Life Care Planning Policy and Procedure
 Health and Wellbeing Policy
 Health Planning Procedure
 Medication Procedure
 Nutrition and Swallowing Procedure
 Suicide Intervention Policy and Procedure

Marketing, Communications, Media

Media Policy
 Social Media Policy and Procedure

People and Culture

Bullying Policy and Procedure
 Client Risk Profile Procedure
 Code of Ethics
 Discrimination and Harassment Prevention Policy
 Discipline Policy and Procedure
 Drug and Alcohol use Policy and Procedure
 Employee and Volunteer Recognition Awards Policy and Procedure
 End of Employment Procedure
 Inclusive Workplace Policy
 Grievance Policy and Procedure
 Induction and orientation Policy and Procedure
 Learning and Development Policy and Procedure
 Leave Policy and Procedure
 New Employee Resource Checklist Procedure
 On Call Policy and Procedure
 Recruitment and Selection Policy and Procedure
 Student Placement Policy and Procedure
 Study Leave/Study Assistance Policy and Procedure
 Travel Policy and Procedure
 Volunteer Policy
 Volunteer Recruitment and Induction Procedure
 Whistleblower Policy and Procedure

Quality Management

Document Development and Review Policy and Procedure
 Library and information Services Policy and Procedure
 Quality Policy

WHS

Alcohol and Other Drugs in the Workplace Policy and Procedure
 Contractor Safety Procedure
 Critical Incident Reporting Policy and Procedure
 Electrical Safety Policy and Procedure
 Employee Assistance Policy and Procedure
 First Aid Policy and Procedure

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- Health and Safety Issue Resolution Policy and Procedure
- Housekeeping Policy and Procedure
- Incident Management Policy and Procedure
- Infection Control Policy and Procedure
- Injury Management and Rehabilitation Policy and Procedure
- Managing Hazardous Chemicals Policy and Procedure
- Manual Handling Policy and Procedure
- Manual Handling – Completing a Risk Assessment Guideline
- Personal Protective Equipment Policy and Procedure
- Preventing and Managing Fatigue Policy and Procedure
- Responding to Safety Breaches and Safework NSW Inspectors Procedure
- Return to Work Procedure (Non Compensable) Procedure
- Safe Food Handling Policy and Procedure
- Safe Travel Policy and Procedure
- Smoke Free Workplace Policy and Procedure
- WHS Consultation Policy and Procedure
- WHS Consultation Statement
- WHS Risk Management Policy and Procedure
- Work Health and Safety Policy
- Working in the Field Policy and Procedure
- Working from Home Policy and Procedure



Authorised by:

Kerry Stubbs, Chief Executive Officer

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