**GOVERNANCE AND OPERATIONAL MANAGEMENT -STANDARD AND SPIEL**

**STANDARD**

Governance and Operational Management Standard - extract from NDIS Practice Standards: Core Module 2 - Provider Governance and Operational Management Standard.

This is what you need to demonstrate to the auditor that you meet.

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| **Outcome:** Each participant’s support is overseen by robust governance and operational management systems relevant (proportionate) to the size, and scale of the provider and the scope and complexity of supports delivered. |
| **To achieve this outcome, the following indicators should be demonstrated:** * Opportunities are provided by the governing body for people with disability 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
* A defined structure is implemented by the governing body to meet a governing body’s financial, legislative, regulatory and contractual responsibilities, and to monitor and respond to quality and safeguarding matters associated with delivering supports to participants
* The skills and knowledge required for the governing body to govern effectively are identified, and relevant training is undertaken by members of the governing body to address any gaps
* The governing body ensures that strategic and business planning considers legislative requirements, organisational risks, other requirements related to operating under the needs and the wider organisational environment
* The performance of management, including responses to individual issues, is monitored by the governing body to drive continuous improvement in management practices
* The provider is managed by a suitably qualified and / or experienced persons with clearly defined responsibility, authority and accountability for the provision of supports
* There is a documented system of delegated responsibility and authority to another suitable person in the absence of a usual position holder in place
* Perceived and actual conflicts are proactively managed and documented, including through development and maintenance of organisational policies.
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**SPIEL**

Your explanation to the auditors how you meet the above section of the Provider Governance and Operational Management Standard.

Depending upon your current governance structure, or the governance structure you plan to implement, this spiel is likely to need more adaptation than most spiels and will need to be reduced to 300 words. Read the following spiel that outlines how you might demonstrate you achieve the requirements of this standard and adapt to your organisation’s situation. Then insert into your NDIS Commission On-line Application.

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| XXX actively includes people with disabilities and/or key people from relevant peak bodies in strategy sessions. Feedback received from participants and their families, is used in strategic planning and organisational improvement activities. XXX identifies lack of participant and community engagement as a risk to their business.Include a statement making it clear who in your team is responsible for setting the direction/strategy of the organisation and managing governance, and who is responsible for managing operations. E.g. The CEO/Managing Director (MD) reports to the Governing Body (GB). The GB sets the direction of the organisation, the CEO oversees management and their use of plans, registers and calendars ensuring all planned activity and obligations are met.XXX’s Organisational Structure outlines the line of reporting between its team. All workers are educated on this as part of their induction. XXX’s meeting structure and Compliance Calendar promotes regular reporting and oversight of clinical and non-clinical activities.The GB oversees feedback and complaints, incidents, WHS and risk management and drives improvement in management practices through the Quality Improvement Plan – ensure you have an activity that is driving improvement in management practices on your QI Plan eg completeness of Intake processes – you will need to add this to your QI plan.The skills of the GB are matched against the needs of the organisation. Members of the GB undertake professional development to assist them to perform their role. Its performance is reviewed annually.XXX has a X year Strategic Plan which outlines our organisational goals and how we will achieve them and the contribution our organisation makes to the wider community and NDIS participants.XXX has a business plan that sits alongside the strategic plan providing operational detail on how to achieve our goals. Note: these 2 plans could be combined into one document but it should be clear who has responsibility for what parts of the planXXX has sound financial and contractual governance including a budget and regular financial reporting and uses external advisors to ensure compliance with legislative, regulatory and contractual requirements or has a skilled based GB with appropriate skills to oversee financial governance.The roles and responsibilities of all workers are defined by job descriptions ensuring everyone is aware of their responsibilities and has the skills required to provide the services required of them. XXX has documented Delegation Policy and lines of authority. A plan is in place in the event a key decision maker is unable to perform their duties.XXX has a Conflict of Interest Policy, the GB overseas Conflicts of Interests and ensures processes are followed to acknowledge, report and manage conflicts ensuring participant choice is not influenced by the needs of the organisation.Supporting Documents:* *Company Profile & Structure – including meeting structure*
* *Governing Body Composition & Skills Matrix*
* *Minutes of Strategy Sessions (showing involvement of people with a disability)*
* *Strategic Plan / Business Plan*
* *Governing Body Agenda and Minutes*
* *Senior Management Meeting Agendas and Minutes*
* *Team Meeting Agenda*
* *Directors Professional Development Record*
* *Governing Body Evaluation*
* *Key Persons’ Professional Development Plan*
* *Risk Register*
* *Conflict Of interest Policy*
* *Register of Interests*

*Related Resource / Attachments Already Supplied:** *Compliance Calendar*

*Also refer to the following** *Risk management documents in the Risk Management Standard*
* *Quality Plan and Quality Improvement Projects Register in the Quality Management Standard*
* *HR documents in the HR Standard*
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