

Service management

National Standard for Disability Service 6

Created August 2015	F:\Lady Lawley Cottage\Policies and Procedures\6. Service Management\Service Management LL-POL-23-01.docx	Senior Manager Teri O'Toole
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1. Purpose

The purpose of this policy is to provide a governance framework for effective leadership, efficient program management, and to drive continuous quality improvement across Lady Lawley Cottage's (LLC) services. This policy is in line with National Standard for Disability Services, Standard 6.

2. Scope

The LLC Leadership team is responsible for the management of this governance framework with the view to continually improve the lives of children with disabilities and advance the work of LLC. The principles will be applied in all areas of Lady Lawley Cottage including delivering services in homes and the community.

3. Application

LLC adopts a person centered approach to the support of our clients and adapts our services to an individual's needs. We recognise and respect diversity, the individual's strengths, preferences and aspirations and their inherent rights to freedom of expression, self determination, participation and inclusion together with the role of family, carers and advocates.

The following documents make up the governance framework at LLC to comply with legislative, regulatory and contractual arrangements.

- **Red Cross codes and guides**

Australian Red Cross policies underpin the conduct of all LLC staff and volunteers. Red Cross codes guide Lady Lawley Cottage practices in areas such as occupational health and safety, equal opportunity, financial management, child protection and privacy.

<http://intranet/?event=Section.Welcome§ion=51325493-8C73-30E6-DD2DFE93C8E7605A>

- **Red Cross human resource management**

LLC is guided by Red Cross recruitment, selection and induction, training, accountable and ethical decision making and performance management processes. LLC applies these to all staff and volunteers, management and governing bodies so that they are suitably qualified, skilled and supported.

All LLC staff and volunteers have a Working with Children and National Police Clearance prior to offer of employment and comprehensive referee checks are undertaken to ensure that staff have the required values, skills and work ethic.

- **Continuous improvement**

The continuous improvement process at LLC is governed by the Leadership team and the LLC Advisory Committee. The LLC Advisory Committee is made up of a Chair appointed by the WA Divisional Advisory Board and 5 representatives including parent representatives. The Leadership team meets fortnightly to progress continuous improvement. Continuous improvement is rigorously supported by the complaint management policy, the incident management system, Continuous Improvement Plan and the Red Cross RiskSmart program.

- **Complaints management**

LLC complaint management system is supported by the Red Cross complaints policies and procedures. Together these reinforce the value and importance to continuous improvement. The system guides complainants by: encouraging direct feedback to LLC; providing alternative external avenues for complaint redress; and promoting the supporting role of advocates.

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- **Client records**
LLC collects and uses information about children and their parents to deliver a person-centred program and a responsive individualised service. The information is managed to respect the rights to privacy, dignity and self-determination. Client records are treated with confidentiality, maintained regularly and include information like individual support plans, services received, demographics, health and medication details and behaviour support.
- **Administration of medication**
The medication management policies and processes, including auditing, documentation, reporting, review and response practices, ensure LLC complies with regulatory requirements. These are aimed at providing a quality level of health support to the children and young people in LLC care.
- **Provision of Behaviour Support**
Provision of [behaviour support](#) within LLC services is consistent with the Disability Services Commission's Positive Behaviour Framework, and complies with the Code of Practice to Eliminate Restrictive Practices.

Additionally, these procedures provide staff:

- with a meaningful guide to bring out the best of an individual child
- to operate within an environment undertaking minimal restrictive practices.

- **Document Control**
All documentation relevant to the scope of operations at LLC is managed and maintained under a version and document control system for the management of the development, authorization, recording, review, revision circulation and storage of controlled documents;
 - all materials are reviewed for currency by the Manager prior to issue or re-issue.
 - a register of all controlled documents with the respective issue and/or amendment status identified is maintained
 - all staff have access to all necessary current documents.

5. References

Human Resources Framework	HR PLA 01
Australian Red Cross Child Protection Policy	ARC
Whistleblower Policy	FIN 37
Privacy Policy	ARC
Recruitment and Selection Policy	HR ATT 01
Staff Referral Policy	HR ATT 03
Police Check Policy	HR ATT 04
Induction Policy	HR ENG 01
LLC Induction Program	LL-F-026
Attendance Policy	HR ENG 02
Probation Policy	HR ENG 03
Equal Opportunity Policy	HR SUP13
Disciplinary Action Policy	HR SUP 15
Document Control Procedure	LL-PRO-014
Risksmart Register	
Medication Policies and Procedures	
Behaviour Support Policy	LL-POL_026
Policy for Management of Client Records	LL-PRO-019
LLC Continuous Improvement Plan	
Complaints Management Policy	LL-POL-018
National Standards for Disability Services	
Code of Practice to Eliminate Restrictive Practices	

Lady Lawley Cottage as a key program of Red Cross, is there for people in need, regardless of nationality, race, religious beliefs, class or political opinions. The organisation is impartial, neutral and independent.