

## GOVERNANCE AND MANAGEMENT

### PURPOSE:

To ensure that Breakaway Toowoomba has policies, strategic plans and resources that ensure efficient business practices are maintained.

### SCOPE:

- Breakaway Toowoomba governance.

### POLICY:

1. An elected Management Committee, with community and client representation, will be responsible for the governance of the agency.
2. The Management Committee will be responsible for acquittal of funds in line with all the signed funding departments Service Agreements.
3. The Management Committee will ensure Strategic Plans, Operational Plans and Annual Business Reports are developed that reflect the goals, objectives, strategies and performance measures of the agency.
4. The Executive Officer and other agency staff will be invited to participate in the development of all policies for the agency.
5. Where possible, the agency will involve clients, carers and interested community members in the development and provision of services through:
  - a. representation on the Management Committee
  - b. formal feedback through client satisfaction surveys and client forums
  - c. informal feedback through assessment, care plan, referral, reviews and face to face visits.
6. The agency will provide audited financial statements to demonstrate the acquittal of all resources received for the project.
7. Breakaway Toowoomba has implemented reporting structures to ensure quality assurance measures such as identification of unmet needs, planning, development, monitoring, and reviews are part of the ongoing management protocols of the project.

8. Breakaway Toowoomba has a Policy and Procedures Manual that provides the processes and protocols staff is to follow for a wide variety of areas. Staff is encouraged to identify and participate in the development of any gaps in policies.
9. Breakaway Toowoomba will ensure a Service Agreement is signed by all sub-contractors and that brokerage arrangements meet the Queensland Disability Service Standards.
10. Any additional resources (fees/interest) received by this agency will be utilised back into direct service delivery to meet the demands of the target group in the community.
11. Breakaway Toowoomba will employ staff for all positions, in accordance with the relevant position description and provide opportunities for professional development to all members.
12. All staff employed by Breakaway Toowoomba will undergo an orientation program and attend professional development sessions (eg cultural awareness training, disability education, communication (effective) as required
13. On employment with Breakaway Toowoomba staff will identify their level of skills to:
  - a. Provide opportunity for recognition of skill that may be shared with other staff for their information and education purposes
  - b. Provide opportunity for staff to identify areas of interest and to build on their existing skill base.
14. Staff will attend regular staff meetings and/or training, and are encouraged to attend meetings outside the agency to build on their professional expertise and knowledge of other service providers.

Approved (Executive Officer) David Boer Date 17.12.09

Approved (Chairperson) Paul Dennis Date 17.12.09