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**Governance Management Policy and Procedures**

**Purpose**

This policy covers the rules, relationships, systems, and processes that direct the organisations. It outlines how the organisation is controlled and held to account.

To ensure that Child and Adolescent Psychology Services provides high quality support to participants, maintaining business practices through high quality governance is important.

**Scope**

Accountability and approach are demonstrated through:

* Fulfilling duties to participants, representative, employees, and any other person that the organisation conducts business with
* Providing high quality services
* Providing a high-quality work environment for employees
* Contributing to all personnel’s welfare

**Company details**

Business details

|  |  |
| --- | --- |
| Business name | Child and Adolescent Psychology Services |
| ABN | 80 153 558 742 |
| Domain | [NDIS Provider Melbourne | NDIS Registered Psychologists - CAPS (childandadolescentpsychologyservices.com)](https://www.childandadolescentpsychologyservices.com/) |
| Licenses and permits | Labour Hire  NDIS Registered Service Provider |
| Services | Transport  Support Coordination  Support Work  Out of Home Care  In Home Care |
| Address | 164 The Parade Ascot Vale VIC 3032 |

Insurance

|  |  |
| --- | --- |
| General and Products Liability | Miramar |
| WorkCover Insurance | Allianz |

Business focus

*Commitment to quality*

CAPS complies with the requirements of the National Disability Insurance Services requirements when providing services to participants.

CAPS will use information when handling complaints, feedback, incidents, work health and safety, and risk management. Information will also be used to comply with the Continuous Improvement Policy and Procedure and adjusting policies and procedure.

CAPS will encourage participants and staff to provide feedback to ensure full involvement in the organisation from all parties. This will ensure that all parties are having their requirements met. This information will be gathered through surveys and verbal discussions and then delivered to management. Meetings will also be documented to assist in continuous improvement.

*Target groups*

1. Participants: Individuals with special needs who require support
2. Services providers: Organisations seeking support for their participants

Management and reporting structure

*Key personnel*

* Andrew Muir: Owner/Manager, Support Worker
  + Bachelor of Behavioural Studies
* Sharon Muir: Owner/Manager, Support Worker, Psychologist
  + Diploma in Psychology
  + Bachelor of Education (primary)

Performance planning and review

Planning and Review processes can be found in the Human Resources Management Policy and Procedure. Employees are reviewed to monitor:

* Performance within their role description
* Ability to meet participant needs
* Needs for additional training
* Need for additional support to meet required performance levels
* The skills and knowledge available

*Business planning and review*

Conflict of interest

Information regarding conflict of interest can be found in Conflict of Interest Policy and Procedure.

**Procedure**

Corporate governance principles

* Regularly reviewed and improved services
* Regular risk management reviews
* Regularly implemented continuous improvement strategies
* Regular reviews and audits of systems and documents
* Engagement with all involved parties
* Ensuring that service meet participant requirements and the requirements of others involved
* Opportunities for training and advancements for employees
* Additional training and supervisions for employees that are in need
* Contractual obligations met
* Appropriate financial management

Financial management

CAPS will understand all the requirements from the NDIS and other business practices.

The Compliance Calendar will be maintained and will include all current assessments as well as any financial expenditures.

*Roles and tasks*

* CAPS will determine all financial roles and responsibilities
* An accountant is used to complete financial compliance and obligations
* Financial decisions are to be finalized by the CEO

*Practices*

Recording of business earnings and revenue and records of deductible business expenses all contribute to CAPS identifying as a legitimate enterprise.

Information and documentation used in financial management will be used for tax purposes.

1. Bank accounts

All bank accounts are maintained, and separate bank accounts are used for business and private purposes.

Money withdrawn from the business bank account must be approved by the CEO.

Each payment made from the business bank account must be supported with a receipt, invoice, or other accepted documentation.

Any banking arrangements can be modified by the CEO.

1. Business debit cards

The business debit cards are only to be used for authorized travel, entertainment and small value expenses and equipment.

No unauthorized cash can be taken from the business debit card.

If the business card is lost or stolen, the CEO must be notified. The CEO will then ensure that the card is cancelled.

The business debit card should not be used for personal use.

When a payment is made from the business debit card, a receipt must be provided to the CEO.

1. Personal debit cards

Workers are only to make business purchases on their personal cards if authorized by the CEO. Authorized transaction may include purchases during support times, study required by CAPS, among other things.

Payments must include a receipt that will be sent to the CEO. The worker will be reimbursed for their payment in their next pay slip.

1. Budget

CAPS will develop an annual budget which will include:

* Time frames
* Fixed costs – insurance, and other predicted costs
* Variable costs – cost of materials, wages
* Income – over the budget period

1. Books of accounts

CAPS takes responsibility for maintaining accounts, assisting accountants, preparing budgets and financial reports.

CAPS is responsible for approving payments and processing receipts.

1. Income

All income CAPS receives is deposited into the business bank account. All money that CAPS receives is receipted and recorded in XERO.

CAPS matches its income against invoices to determine is there are any errors.

1. Payments

All payments are made electronically. Payments are accompanied by an invoice or other authorized document and matched against the goods received. Payments are authorized by the CEO.

1. Recurrent Payments

Recurrent payments are made electronically. Recurring payments must be authorized by the CEO.

The CEO is responsible for:

* + Ensuring the correct number of payments have been made
  + Ensuring payments are stopped when they are no longer required

1. Supplier Accounts

Purchases charged will be paid in full, upon the receival of and invoice or other adequate documentation, in the required time frame.

1. Reconciliation and ATO reports

The following are completed monthly:

* Bank accounts and reconciled against bank statements
* The Instalment Activity Statement is completed and forwarded to the ATO

The following are completed quarterly:

* The Business Activity Statement is completed and forwarded to the ATO
* Superannuation Guarantee contributions are reconciled, and payments made

The following are completed yearly:

* Books of accounts are balanced and closed off
* Wages are reconciled, and Payment Summaries are completed and forwarded to the employee and the ATO
* Audit reports are prepared

1. Audit

Annual acquittal statement and audited financial reports are forwarded to the necessary bodies.

1. Participant- payments and pricing

CAPS adheres to the NDIS Price Guide when enforcing pricing arrangements.

CAPS will inform participants of relevant prices, notice periods and cancellation terms prior to the signing of the service agreement.

CAPS will request payments only once the service has been provided.

No other charges will be added to support costs, such as late fees or surcharge.

Pricing and payment procedures will not change depending on how their plan is managed.

A claim for payment will be submitted within 60 days from the end of the service booking.

CAPS will only charge cancellations fee’s when indicated in the NDIS Price Guide.

If there is an inconsistency between the Service Agreement and the NDIS Price Guide, the NDIS Price Guide will be adhered to.

CAPS will provide a quote for service which must be approved before the commencement of service.

Monitoring, evaluation and reporting

CAPS implementation of continuous improvement allows for the development of services and processes. Input will be sought from all effected parties.

Regular reviews incorporate feedback from effected parties. Reviews will also incorporate changes in relevant legislations.

Strategic plan

|  |  |  |
| --- | --- | --- |
| Planning activity | Notes | When |
| Evaluation | * Review plan to develop and change services * Review with the intent of creating a supportive and safe environment that assists in staff development * Review the political and community climate and its relevant influences on the organisation * Review of performance, risks, and continuous improvement * Analysis of situational risks and improvements | Yearly |
| Planning | * Set goals for the organisation, participants, and individual employees * Develop participants, employees, services and safety and security * Identify problems and plan a resolution strategy * Consult with participants, employees, and all other relevant parties * Adjust plans based on the results of evaluations * Ensure that plans are created in line with CAPS mission and commitments | Yearly |
| Development | * CAPS will develop plans * Feedback is requested from all relevant parties * Feedback is used to develop and improve services that focus on the needs of relevant parties | Yearly |
| Approval | * Plan is approved | Yearly |
| Implementation | * Information about the plan is shared with relevant parties | Ongoing |
| Review | * Goals are reviewed as scheduled * Achievements are documented * Timeframes are monitored | Quarterly |

Risk Management

|  |  |  |  |
| --- | --- | --- | --- |
| Risk | Likelihood | Impact | Strategy |
| Non-compliance with NDIS | Likely | High | * Internal review policy and procedure * Regular staff training * Financial policy and procedure |
| Competitors | Likely | High | * High quality services |
| Key personnel | Likely | High | * Train all personnel in their role * Appropriate hiring for the role |