Community Living Association Inc

POLICY AND PROCEDURES

<u>SERVICE MANAGEMENT</u>

<u>POLICY</u>

Community Living Association Inc will achieve effective corporate governance through sound and visible management systems and practices.

<u>PROCEDURE</u>

Community Living Association Inc corporate governance structure, values, strategies, objectives and practices will demonstrate effective compliance with all relevant legislative, financial, administrative, service performance and delivery requirements.

- Legislative, financial, administrative requirements are outlined in CLA Inc Committee of Management Charter.
- Service performance and delivery requirements are outlined in service agreements and Contracts. (These exist for each service of CLA)
- Compliance is monitored through monthly compliance reports to CLA Inc Committee of Management (See attached Annual Compliance Schedule).

CLA Inc and all services managed by them will demonstrate effective compliance with human resource management systems and practices through adherence to the SCHADS award and to CLP workplace health and safety (See Workplace Health and Safety, Fire Safety, First Aid Training Policies and Procedures and the CLA WHS Training Manual).

CLA Inc's information system for documents and records in both electronic and hard copy form is established, implemented and maintained in a manner that meets legislative and Australian standards requirement through adherence to the Information Management Policy and Procedure

CLA Inc demonstrates effective service compliance, performance and delivery outcomes through actioning compliance, performance and delivery of outcomes issues which arise from internal monitoring review and assessment practices as is demonstrated by continuous improvement plan and register (See Continuous Quality Improvement Policy and Procedure)

CLA Inc demonstrates effective service performance and delivery through a continuous improvement model of review, plan and action (See Continuous Quality Improvement Policy and Procedure).

CLA Inc will remain informed of relevant legislative changes through memberships with such state and national peak organisations as QCOSS and Jobs Australia.

ATTACHMENTS	RELATED DOCUMENTS
Annual Compliance Schedule	Committee of Management Charter
	Workplace Health and Safety Policy and Procedure
	Fire Safety Policy and Procedure
	First Aid Training Policy and Procedure
	CLA WHS Training Manual
	Information Management Policy and Procedure
	Continuous Quality Improvement Policy and Procedure