

# TOP CARE LIFESTYLES SERVICE MANAGEMENT POLICY

## NSW Disability Service Standard 6: Service Management

**Service providers are well managed and have strong and effective governance to deliver positive outcomes for the people they support.**

### Overview

The provision of flexible and responsive person centred services in safe environments by well governed service providers is crucial for maximising quality outcomes for people with a disability, their families and carers.

### POLICY STATEMENTS

Top Care Lifestyles has a positive organisational culture. Through strong and effective governance and robust management, Top Care Lifestyles is responsive to the needs of people with a disability, meets its compliance and reporting obligations, and has an embedded culture of continuous improvement by implementing quality management systems.

Top Care Lifestyles corporate governance framework ensures the strategic guidance of the organisation, and the effective monitoring of management by the Directors which are accountable to the organisation and its stakeholders.

Top Care Lifestyles ensures staff are equipped with the appropriate knowledge, skills and training to fulfil their responsibilities, act in good faith with due diligence and care and in the best interest of the organisation and stakeholders.

Top Care Lifestyles ensures the delivery of high quality services with strong internal controls which are responsive to the future needs and increased demand for services for people with a disability, their families and carers.

Top Care Lifestyles believes that a skilled workforce with the right values and attitudes reflecting the Disability Services Act and person centred approaches is crucial to an effectively managed organisation.

Top Care Lifestyles recruitment practices meet probity requirements including criminal history checks, working with children checks and reference checks.

Top Care Lifestyles is committed to training and equipping staff and volunteers to meet the needs of the people they support and to maximise positive service delivery outcomes and planning for its future workforce needs.

Top Care Lifestyles understands its compliance obligations regarding strategic and business plans, and effective management systems for the delivery of person centred services. In keeping with these obligations, Top Care Lifestyles actively involves key stakeholders, particularly people with a disability, in providing feedback on an ongoing basis and in the planning, management and evaluation of the organisation. Top Care Lifestyles encourages stakeholders to play a key role in the development, implementation and periodic review of contemporary policies and practices.

Top Care Lifestyles develops strategies to work in partnership with other stakeholders in the local community to be responsive to the needs of people with a disability.

### **Legislation**

Top Care Lifestyles recognises that it has legislative obligations, which are monitored and maintained.