



Policy Statement

Corporate Governance

The organisation recognises that corporate governance helps build an environment of trust, transparency and accountability necessary for fostering long-term security, financial stability and business integrity, thereby supporting sustainability, performance and a healthy culture.

Corporate governance refers to the systems of policies, rules, practices, and processes by which an organisation is governed and defines the relationship between the Board, management and other stakeholders.

Helping Hand's commitment to Corporate Governance is reflected through its application of the Not-for-Profit Governance Principles issued by the Australian Institute of Company Directors, Standard 8 of the Aged Care Quality Standards and Standard 2 of the National Disability Insurance Scheme Practice Standards.

Through the Corporate Governance Policy, Helping Hand endorses the following commitments:

- The Board is ultimately responsible for the quality and safe care provided to consumers and as such will set priorities and make sufficient resources available to deliver on the organisation's purpose.
- The organisation will be led by a skills-based Board with well defined roles and responsibilities for board members, appropriate skills, experience and knowledge, accountability and transparency to the organisation's stakeholders.
- The Board's structure and composition enables it to fulfil its role effectively including use of Board committees.
- The Board is run effectively and its performance is periodically evaluated.
- The Board is responsible for overseeing the organisation's strategic direction.
- The Board is responsible for ensuring policies are in place to ensure legal and regulatory compliance.
- Effective organisation-wide governance systems will be implemented and regularly monitored in regard to clinical governance, information management, continuous improvement, financial governance, workforce governance, including the assignment of clear responsibilities and accountabilities, regulatory compliance, risk, and feedback and complaints.
- Robust frameworks and systems will be designed, implemented and regularly reviewed regarding complaints and incidents, compliance, and authentic engagement with consumers.

Links to Standards

ACSQC Standards

Standard 1: Consumer dignity and choice

Standard 2: Ongoing assessment and planning with consumers

Standard 3: Personal care and clinical care

Standard 4: Services and supports for daily living

Standard 5: Organisation's service environment

Standard 6: Feedback and complaints

Standard 7: Human resources

Standard 8: Organisational governance

NDIS Practice Standards

Standards 2: Provider Governance and Operational Management

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