



Policy Statement

Financial and Asset Management

Helping Hand is a forward-thinking, agile and responsive for-purpose organisation which fosters principles of transparency and accountability across its service and systems design and delivery. With a vision to be the most trusted and exceptional partner in aged care and wellbeing services, Helping Hand adopts robust financial governance and asset management approaches to honour the organisation's founders, exceed the expectations of current stakeholders, and ensure a secure, sustainable and prosperous future.

Through the Financial and Asset Management Policy, Helping Hand endorses the following commitments:

- We prioritise the delivery of safe and quality care and services for our consumers.
- We design, monitor, evaluate and continuously improve governance systems to drive improvement in the quality and safety of the care and services we provide.
- A skills-based board has ultimate oversight and responsibility for our financial management and are provided with accurate and timely information to provide oversight and responsibility.
- Appropriate financial governance processes are implemented and regularly reviewed.
- We take a transparent approach to reporting our financial and asset management position to relevant stakeholders.
- We invest in people, services, systems and environments to ensure high quality and safe delivery of care for consumers.
- Our assets are managed in accordance with accepted audit, accounting, financial and legislative requirements.
- We develop and monitor annual budgets that allow for flexibility and cross-subsidisation between individual services within an overall financial plan.
- Our cash management strategy is in place whereby a minimum financial reserve is available to cover working capital requirements and repayment of debt, as well as the funding of planned growth, unplanned opportunities and contingencies.
- Financial reserves are invested responsibly, with care, due diligence and skill, as part of a managed program to meet the organisation's short-term and long-term goals.
- Built assets are maintained through a scheduled maintenance program within annual capital budgets.
- Our service environments are safe, comfortable, welcoming and easy to understand, and optimise each consumer's sense of belonging, independence, interaction and function.
- We systematically plan to upgrade built assets in accordance with the changing needs of consumers and within legislative requirements.

Links to Standards

ACSQC Standards

Standard 5: Organisation's service environment

Standard 7: Human resources

Standard 8: Organisational governance

NDIS Practice Standards

Standard 2: Provider Governance and Operational Management