

Provider Governance and Operational Management (TAS)

Policy area: Provider Governance and Operational Management

Applicable to: SilaCa Tasmania Pty Ltd

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Section 2: Provider Governance and Operational Management

Topic	Policy and Procedure
2.1 Governance and Operational Management	• Corporate Governance Policy and Procedure • Conflict of Interest Policy and Procedure • Work Health Safety and Environmental Management Policy and Procedure • Manual Handling Policy and Procedure • Continuous Improvement Policy and Procedure
2.2 Risk Management	• Risk Management Policy and Procedure
2.3 Quality Management	• Quality Management Policy and Procedure
2.4 Information Management (see '3.2 Support Planning')	• Information Management Policy and Procedure • Consent Policy and Procedure • Social Media Policy and Procedure
2.5 Complaints and Feedback Management	• Complaints and Feedback Policy and Procedure
2.6 Incident Management	• Reportable Incident, Accident and Emergency Policy and Procedure
2.7 Human Resource Management	• Human Resource Management Policy and Procedure • Delegation of Responsibility and Authority Policy and Procedure • Drug and Alcohol Policy and Procedure • Non-Smoking Policy and Procedure • Workplace Aggression and Violence Procedure • Mental Health Policy • Dress Code Policy
2.8 Continuity of Supports	• Continuity of Supports Policy and Procedure • Telehealth Policy • Business Continuity Policy and Procedure

Topic	Policy and Procedure
2.9 Emergency and Disaster	Emergency and Disaster Policy and Procedure

2.1 Governance and Operational Management

Corporate Governance Policy and Procedure

1.0 Purpose

The purpose of this policy is to establish a comprehensive framework for corporate governance that ensures SilaCa Tasmania Pty Ltd upholds the highest standards of participant safety, choice, and rights. This policy aims to guide the organisation's operations with a focus on compliance, transparency, and continuous improvement across all areas of service delivery.

SilaCa Tasmania Pty Ltd is committed to delivering high-quality services while maintaining ethical and responsible business practices. This policy ensures that:

- Our operations align with legal, regulatory, and company standards
- A robust governance framework is in place to promote transparency and prevent unethical or unlawful practices
- Effective control measures are implemented to regulate the actions of managers, staff, contractors, and all individuals interacting with SilaCa Tasmania Pty Ltd

This approach guarantees accountability and strengthens the integrity of all organisational processes, ensuring that authority is exercised responsibly and in the best interests of participants.

2.0 Scope

The policy applies to all staff, contractors, and individuals engaged in business with SilaCa Tasmania Pty Ltd. It covers the governance framework, ensuring compliance with legal and regulatory standards, promoting transparency, and establishing controls to guide the actions of all personnel involved in the organisation's operations.

3.0 Policy

SilaCa Tasmania Pty Ltd is committed to maintaining the highest standards of corporate governance to ensure that our services are safe, ethical, transparent, and aligned with the rights, needs, and goals of the people we support. This policy sets out our approach to governance, outlining how we manage risk, maintain compliance, support continuous improvement, and uphold the trust placed in us by participants, their families, staff, contractors, stakeholders, and the wider community.

Corporate governance at SilaCa Tasmania Pty Ltd is guided by the principles of accountability, integrity, transparency, equity, and responsiveness. These principles are embedded in our organisational systems and practices and are essential for delivering high-quality, participant-centred support services under the National Disability Insurance Scheme (NDIS).

All governance activities are underpinned by compliance with the following key legislative and regulatory frameworks:

- NDIS Act 2013
- NDIS (Provider Registration and Practice Standards) Rules 2018
- NDIS Code of Conduct
- NDIS Practice Standards and Quality Indicators 2021
- NDIS (Incident Management and Reportable Incidents) Rules 2018
- NDIS (Complaints Management and Resolution) Rules 2018
- NDIS (Practice Standards – Worker Screening) Rules 2018
- Corporations Act 2001 (Cth)
- Applicable Fair Work, Privacy, Work Health and Safety (WHS), and Anti-Discrimination legislation

Under this policy, SilaCa Tasmania Pty Ltd commits to:

- Upholding the rights, safety, and wellbeing of all participants by ensuring all decisions and actions are ethically sound and legally compliant
- Maintaining a clear and effective management and reporting structure that promotes accountability at all levels of the organisation
- Ensuring all key personnel, staff, and contractors meet suitability requirements, including successful NDIS Worker Screening and ongoing compliance with role-specific obligations
- Embedding continuous improvement systems to evaluate performance, participant satisfaction, staff wellbeing, and community feedback, using these insights to inform future planning and policy development
- Monitoring and mitigating organisational risks through robust internal controls, financial management systems, audits, and reviews
- Ensuring transparent reporting to the NDIS Commission, participants, funding bodies, and relevant stakeholders as required
- Promoting cultural safety, respect, and inclusion in governance and service delivery practices.
- Supporting workforce capability through structured performance reviews, professional development, and leadership accountability

This policy reinforces SilaCa Tasmania Pty Ltd's overarching commitment to delivering high-quality, responsive services in line with contemporary governance standards and NDIS requirements. All governance activities will be reviewed regularly to ensure alignment with current legislation, best practice, and the needs of the participants and communities we serve.



4.0 Company details

4.1 SilaCa Tasmania Pty Ltd business details

Business name	SilaCa Tasmania Pty Ltd
Date registered	Not Currently Registered
ABN	22664460717
Domain name	No Website
Licences and permits	No current registrations or licences
Products/services	<u>Current</u> 0107 - Assistance with daily personal activities 0117 - Development of daily living and life skills 0120 - Household tasks 0125 - Participation in community, social and civic activities <u>0108 - Assistance with travel/transport arrangements</u>
Premises	6 Mayfield Crescent, Bridgewater TAS 7030
Are these premises rented or owned?	Owned

4.2 Insurance

Workers Compensation	QBE Insurance Australia Workers Compensation
Public liability insurance	Keystone Underwriting Australia Pty Ltd

4.3 Business focus

4.3.1 Commitment to quality

SilaCa Tasmania Pty Ltd is committed to providing high-quality services to its participants in a supportive environment in line with National Disability Insurance Service requirements.

SilaCa Tasmania Pty Ltd will use information from the management of continuous improvement, complaints and feedback, incidents, work health and safety, information feedback and risk management to adjust our policies and practices to meet participant and community requirements.

SilaCa Tasmania Pty Ltd will seek feedback, listen, and action information gained from the voice of participants and the community to ensure that we are meeting their requirements and to provide high-quality, responsive service. Information and feedback gained through meetings, surveys and consultation with the community and stakeholders will be collated and forwarded to management to review and make recommendations about any adjustments to policies and practices. Organisational meetings will document discussions and outcomes, and this data will be fed back into our continuous improvement cycle. Participant and community input may lead to the following:

- policy changes
- practice improvements
- strategy review and adjustments
- governance review and adjustments
- human resource review and adjustments
- relevant changes related to the current situation

4.3.2 Target group

There are two (2) target groups within the community in which we work:

1. **Participants:** Individuals with special needs who require support
2. **Service providers:** Disability services organisations that seek support for their participants

4.3.3 Services provided

SilaCa Tasmania Pty Ltd provides the following support services for participants with a disability:

- 0107 - Assistance with daily personal activities
- 0108 - Assistance with travel/transport arrangements
- 0117 - Development of daily living and life skills
- 0120 - Household tasks
- 0125 - Participation in community, social and civic activities

4.4 Management and reporting structure

All reporting is based on the management structure as outlined in the organisation chart.

4.5 Key personnel

Key Personnel refers to individuals who hold management, key executive or operational positions in an organisation, such as Directors, Managers, Board Members, Chief Executive Officer or Chairperson. You must disclose the requested information to all key personnel. The NDIS Commission considers and decides on the suitability of key personnel.

All key personnel must pass suitability assessments (NDIS Act 2013, Sections 73T & 73Z) and hold a valid NDIS Worker Screening Check. They must also comply with all relevant NDIS registration and suitability requirements. Management will provide the following information to NDIS Commission during the audit process. This information may include information related to the following:

- a banning order has ever been in force
- conviction of an indictable offence against a law of the Commonwealth or a State or Territory
- insolvency under administration (is or has been)
- being the subject of adverse findings or enforcement action by a Department of, or an authority or other body established for a public purpose by, the Commonwealth, a State or a Territory, including one with responsibilities relating to the quality or regulation of services provided to people with disability, older people and children
- being the subject of adverse findings or enforcement action following an investigation by any of the following:
 - (i) the Australian Securities and Investment Commission;
 - (ii) the Australian Charities and Not-for-profits Commission;
 - (iii) the Australian Competition and Consumer Commission;
 - (iv) the Australian Prudential Regulation Authority;
 - (v) the Australian Crime Commission;
 - (vi) AUSTRAC;

(vii) a body of a State or Territory that is equivalent to a body mentioned in any of subparagraphs (i) to (vi);

(viii) a work health and safety authority of a State or Territory

- being the subject of any findings or judgment about fraud, misrepresentation or dishonesty in any administrative, civil or criminal proceedings, or is currently party to any proceedings that may result in the member being the subject of such findings or judgment
- being disqualified from managing corporations under Part 2D.6 of the Corporations Act 2001

Knowledge, skills and experiences of all partners and key personnel, who influence the company, are reviewed to ascertain if additional training is required to address any identified gaps.

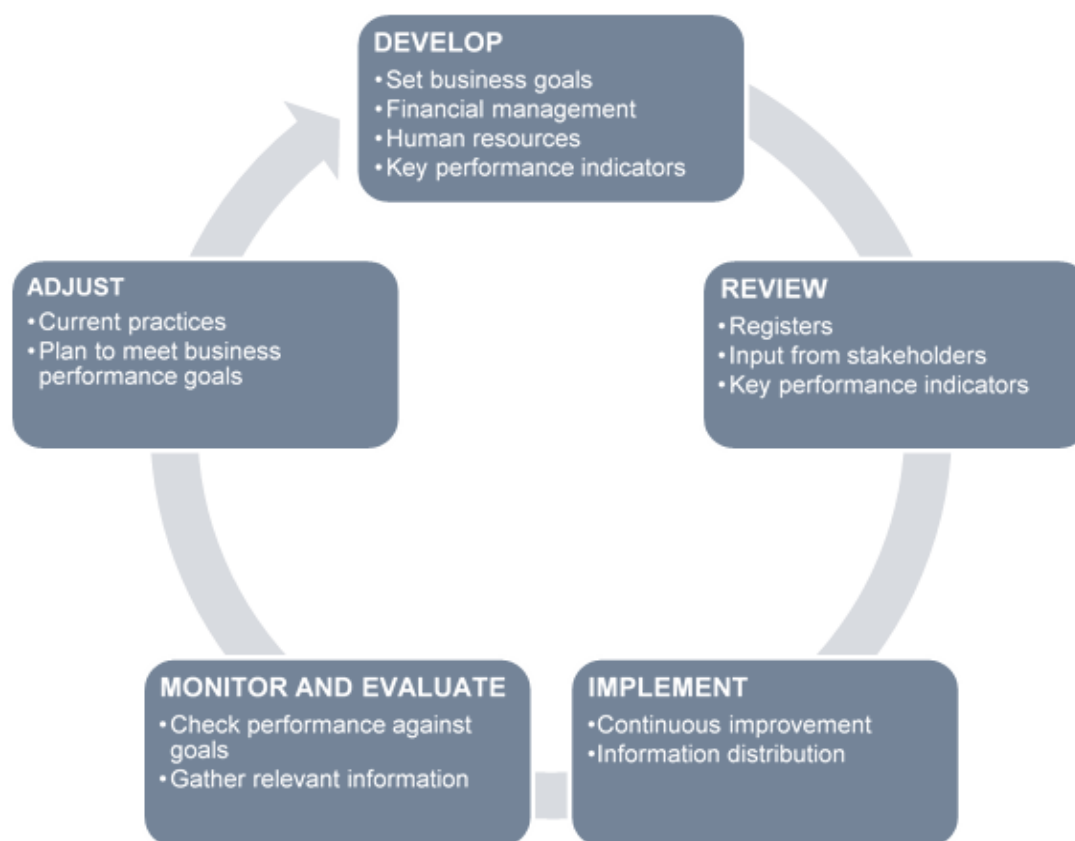
4.6 Performance planning and review

The Human Resource Management Policy and Procedure includes the planning and review process. SilaCa Tasmania Pty Ltd will monitor and review the performance of employees on an annual basis to:

- determine whether staff member performance matches the current role description
- evaluate if the staff member's performance is meeting the needs of the participants
- review participant input on current strategies
- establish additional training to meet changes in contemporary practices
- provide support to staff to meet the required level of support
- match skills and knowledge to the target audience
- workforce management planning

Performance reviews will also assess compliance with the NDIS Code of Conduct, understanding of participant safeguarding, and adherence to relevant NDIS Practice Standards.

4.6.1 Business planning and review



4.7 Conflict of interest

All key personnel and staff must inform SilaCa Tasmania Pty Ltd's management regarding any situation they will derive personal benefit from actions or decisions made in their official capacity. The person concerned must complete a Conflict of Interest Declaration.

5.0 Procedure

5.1 Corporate governance principles

SilaCa Tasmania Pty Ltd will be governed to ensure all stakeholders' best interests remain viable and productive. Our corporate governance principles include, but are not limited to, the following:

- services are regularly monitored, reviewed and improved
- risk management reviews are conducted regularly
- implement policies, procedures and systems for effective health, safety, safeguarding, and risk management so that workers know their roles and responsibilities, maintain participant safety, and balance dignity of risk with duty of care

- embed participant safeguarding and risk management aligned to the NDIS Code of Conduct and NDIS Practice Standards
- support participant choice, control, and dignity of risk
- ensure adherence to the NDIS (Incident Management and Reportable Incidents) Rules 2018 for all incidents affecting participants
- ensure all staff, contractors, and key personnel maintain clearance under the NDIS Worker Screening requirements
- continuous improvement strategies are undertaken and implemented
- implementation of necessary reviews and audits of all systems, policies and procedures
- planning processes incorporate community engagement
- supporting and modelling a culture that promotes the principles of NDIS – upholding rights, celebrating diversity and respecting the voice of those with lived experience
- effective management of human resource requirements and workforce management planning so all services meet the requirements of the participant and community
- additional training and supervision will be provided to our workers as needed
- set clear expectations of what best practice looks like, provide access to support and coaching, and develop worker awareness and capabilities to deliver quality supports and services
- contractual obligations are always to be met
- participant and community input is reviewed and actioned
- effective organisational emergency and disaster planning, effective management, and implementation of appropriate financial and funding arrangements

5.2 Financial management

SilaCa Tasmania Pty Ltd will undertake all requirements linked to NDIS contractual arrangements and other business practices. Financial management is one of your main avenues to judge our success in making a profit and managing our funds. The information provides the tools to plan for overall business growth, diversify your services, or reach new markets. It assists in decision-making to expand or reduce our products, services, and markets. Effective financial management allows us to chart your course into the future, adjust your direction when needed, and help you find your way through challenging times.

Where managing participant funds, SilaCa Tasmania Pty Ltd, we will ensure proper safeguarding, record-keeping, and transparency in the management of participant money.

An Asset Register will be maintained with a list of all current assets, allowing for additional purchases as required. Building and property will be reviewed to ensure that premises meet the current requirements of our business. If additional sites are required, an analysis of costing will be undertaken.

5.2.1 Business financial management - roles and tasks

- Financial roles and responsibilities are determined by SilaCa Tasmania Pty Ltd

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- An accountant will be used to complete the required financial compliance and obligations
- Financial decisions are the responsibility of SilaCa Tasmania Pty Ltd

5.2.2 Business financial management practices

The following practices apply to financial management, including recording business earnings and documentation of the company as a legitimate enterprise with a clear revenue stream and records of deductible business expenses.

Documentation and organisation of information regarding company transactions will be used to facilitate financial management for tax purposes.

5.2.2.1 Bank accounts

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

For monies withdrawn from any bank account, whether by EFT or other online payment method, approvals are required by the Manager to authorise each payment.

Each payment must be supported by an invoice, receipt or other appropriate documentation, and the authorisations must be attached to this documentation before payment.

Any variations to banking arrangements can be made or varied by the Manager, who will delegate the responsibility for updating the financial system or bank account register with the new information.

5.2.2.2 Credit cards

The business credit card can only be used for travel, authorised entertainment and purchases of small-value expenses or equipment up to \$500.

No cash advances will be taken using the business credit card unless authorised by the Manager.

Where a business credit card is lost or stolen, then the owner of this card is to notify the Manager, who is responsible for notifying the issuing agency and ensuring the card is cancelled.

A business credit card is not to be used for personal expenses.

All business credit card holders must attach receipts for payments made on the credit card. Upon completion and authorisation of the monthly expense statement, these documents will be forwarded to the Manager for payment of the credit card statement.

All business credit cards are to be returned when the person is requested to by the Manager or when they cease employment with the business.

5.2.2.3 Budget

SilaCa Tasmania Pty Ltd develops an annual budget with the support of a financial adviser. Our budget is a list of expenses organised in categories and will assist us to:

- Track all business expenses
- Plan for the future
- Economise as required
- Plan for expansion
- Make a profit

The budget will include the following:

- time frames
- fixed costs – salaries, rent, insurance and any other known costs
- variable costs – utilities, cost of materials, staff wages
- income – over the budget period

5.2.2.4 Books of accounts

SilaCa Tasmania Pty Ltd is responsible for maintaining accounts and assisting the financial adviser in preparing the annual budget and monthly, quarterly and annual financial reports. Bookkeeping is a critical component of financial management, assisting us in better business decisions regarding financing, funding and taxes.

Accounts are reconciled monthly. Allowing SilaCa Tasmania Pty Ltd to track services provided, manage cash flow, run profit and loss and make future projections (e.g., number of services, staff increases, the timing of expenses, buying inventory).

The Manager delegate handles financial queries regarding participant fees are handled by the Manager delegate. SilaCa Tasmania Pty Ltd or their delegate is responsible for processing all receipts and payments and forwarding information to participants and relevant others. This delegate must check all information before providing relevant financial data, and staff providing services must never be informed of the financial status of a participant.

5.2.2.5 Issuing petty cash

Petty cash is approved by the Manager. Each payment must be supported by an invoice, receipt or other appropriate documentation. The authorisations must be attached to this documentation before

payment and before any cash is taken from the petty cash float. Only up to \$50 can be disbursed at any one time.

Once the petty cash is spent, a receipt or invoice should be attached to the voucher and returned to petty cash with any balance of money unspent.

Petty cash float is to be reconciled with a delegated staff member.

5.2.2.6 Income

Business income is any income realised from SilaCa Tasmania Pty Ltd operations. In its simplest form, our net profit or loss is calculated as revenue from all sources minus the business costs. All monies received and recorded in the electronic financial system and our profit and loss to management are reviewed and analysed against our budget.

All money received is deposited in our bank account. Unallocated direct deposits of more than one week will be investigated fully to determine the source of the deposit. The source cannot be identified; the deposit will be allocated to a separate bank account until the source is recovered.

Income is matched against invoices to determine when payments have been received and additional actions are required. Payments are usually made directly into our bank account unless other arrangements have been confirmed.

5.2.2.7 Payments

All payments (except petty cash) are made by electronic transfer. Payments must be accompanied by an invoice and matched against services or equipment received before authorisation. All payments must be recorded in the profit and loss information and managed against the budget. Payments are authorised by the Manager.

Management meetings must review payments, income, profit and loss, budget and other financial management issues.

5.2.2.8 Recurrent payments

Recurrent payments, wherever possible, are made electronically. All recurring payments must be approved by the Manager, who will delegate the arrangement for the payment to be authorised by the bank.

The Manager or their delegate is responsible for carrying out the following duties regarding payment stop on a payment:

- ensuring the payment has not already been made
- getting authorisation to activate the stop payment using appropriate forms from the bank
- ensuring the bank receives the notification of the stop payment notice
- receiving confirmation of action from the bank of the stop payment
- ensuring the details of the stop payment are kept

5.2.2.9 Supplier accounts

When purchases are charged to the accounts of established suppliers, the account will be paid in full, upon receipt of the statement or invoice, within the required payment terms. The information must be recorded and used to inform Management Meetings about the current status of the debt and payments of these accounts. Information should be reviewed against the budget, cash flow and payments.

5.2.2.10 Asset register

The Asset Register records all the fixed assets of a business. Fixed assets refer to assets that a business regularly uses to produce its income, and unlike assets like inventory, these assets are not considered products to be sold. The register lets our organisation quickly retrieve information on an asset, including its description, purchase date, location, purchase price, current price, and location.

The register will show the quantity and value of office equipment, motor vehicles, furniture, computers, communications systems and equipment.

5.2.2.11 Reconciliations and ATO reports

The following reconciliations and Australian Taxation Office (ATO) reports are completed at the end of each month:

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

The following reconciliations and ATO reports are completed at the end of each quarter:

- The Business Activity Statement (BAS) is completed and forwarded to the ATO
- Superannuation Guarantee contributions are reconciled, and payments are made

The following reconciliations and ATO reports are completed at the end of each year:

- 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

5.2.2.12 Audit

Annual acquittal statements and audited financial reports will be forwarded, as per contractual requirements, to the relevant government bodies. An annual audit is undertaken each year by a qualified external auditor. Feedback from the audit is provided to management meetings to review budgets and financial management.

5.2.2.13 Participant - payments and pricing (NDIS)

- SilaCa Tasmania Pty Ltd must adhere to the NDIS Pricing Arrangements and Price Limits or any other agency pricing arrangements and guidelines as in force from time to time
- SilaCa Tasmania Pty Ltd must declare relevant prices, notice periods or cancellation terms to participants before delivering a service. Participants are not bound to engage the services of SilaCa Tasmania Pty Ltd once our prices have been disclosed
- SilaCa Tasmania Pty Ltd can make a payment request once that support is delivered or provided
- No other charges can be added to the support cost, including credit card surcharges or any additional fees, including any 'gap' fees, late payment fees or cancellation fees. These requirements apply to all SilaCa Tasmania Pty Ltd participants whether the participant self-manages their funds or a plan manager or the agency manages it
- A claim for payment is to be submitted within a reasonable time and no later than sixty (60) days from the end of the service booking to the participant or the NDIS
- SilaCa Tasmania Pty Ltd will not charge cancellation fees unless provided explicitly in the NDIS Pricing Arrangements and Price Limits
- SilaCa Tasmania Pty Ltd and participants (except for those that are self-managing) cannot contract out of the Price Guide
- Where there are inconsistencies between the Service Agreement and the NDIS Pricing Arrangements and Price Limits, the NDIS Pricing Arrangements and Price Limits prevails
- As required, SilaCa Tasmania Pty Ltd will obtain a quote for services that the participant must approve before the service's commencement

5.3 Monitoring, evaluation and reporting

SilaCa Tasmania Pty Ltd exhibits a continuous improvement culture to facilitate the development of its services and processes; we seek stakeholder input and review immediately upon receipt.

All SilaCa Tasmania Pty Ltd's policies are reviewed annually and consider the input from all stakeholders. Policy reviews also consider any changes in legislation and the results attained through monitoring and evaluation practices.

To ensure compliance and quality, **SilaCa Tasmania Pty Ltd** conducts formal internal audits of governance and operations, assessing key areas such as:

- Compliance with NDIS Practice Standards, NDIS Code of Conduct, and NDIS Act 2013
- Safeguarding participant rights, safety, and choice and control
- Organisational risk management and effectiveness of risk controls
- Financial management practices, including participant funds safeguarding
- Compliance with Worker Screening and suitability obligations
- Performance of key personnel and board members in line with governance duties
- Incident management, reportable incidents, and complaints handling outcomes
- Continuous improvement outcomes and integration of participant and community feedback
- Cultural safety, diversity, and inclusion practices
- Alignment with current legal, regulatory, and NDIS Commission expectations

The Board and Management Team oversee policy implementation, compliance, and regular governance reviews.

5.4 Strategic Plan

The planning process involves:

Planning activity	Notes	When
Evaluation	- Review the plan to determine future services or products required for NDIS participants and their families - Review against the vision of creating a unique cultural environment, community environment with genuine care and support, focusing locally, and developing staff - Review using participant and community input - Review the current political climate and its influence on business practices and planning - Review Workforce Management Planning Tool data - Organisation's performance, including risk and continuous improvement - Undertake situational analysis as per risks and continuous improvement	Every three years.
Goal setting	- Set goals for business, participants, and stakeholders - Create a framework that may include the following: - development of participants - professional staff development - improvement of services - safety and security for all - Problem identification and problem resolution processes identify key organisational challenges, goals, strategies, timeframes, responsible persons, and evaluation methods - Consultation is undertaken with the community, and community priorities are considered in line with the organisation's vision and mission - Consultation with participants will inform future planning against the organisation's vision and goals	Every three years.

Planning activity	Notes	When
	- Use evaluations to adjust planning - political, social, and financial continuous improvement recommendations are to be fed into the plan - Ensure that any planning and future planning matches our mission of creating a unique cultural and community environment with genuine care and support, focusing on locally developing staff	
Development	- The plan is developed by SilaCa Tasmania Pty Ltd - Feedback is obtained from stakeholders, including community members, employees, participants, advocates and networks - The use of feedback to improve services and develop new services based on the needs of the community and individuals	Every three years.
Approval	Plan approved	Every three years.
Implementation	The plan's details are shared with staff and other stakeholders (as relevant)	Ongoing.
Review	- Achievements against the plan are reviewed monthly - SilaCa Tasmania Pty Ltd documents achievements and timeframes completed within the plan	Monthly.

5.5 Risk management

The organisation will maintain a comprehensive Contingency Emergency and Disaster Plan to ensure participant safety and business continuity during emergencies, aligned to the NDIS Emergency and Disaster Management obligations.

SilaCa Tasmania Pty Ltd will review risks and ensure they are eliminated or reduced. Possible potential risks are identified below:

Risk	Likelihood	Impact	Strategy
Non-compliance with NDIS	Likely	High	Internal review of policies, procedures, financial structures and staff training.
Competitors	Likely	High	Provide high-quality service that encourages loyalty.

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Key personnel risk	Likely	High	Identify and train a support person to manage and implement business needs.
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5.6 Marketing

All marketing and communication activities will align with NDIS Practice Standards and Code of Conduct, ensuring information is accurate, clear, and non-exploitative.

5.6.1 Target markets

- Participants
- Individuals
- Legal guardians
- Plan managers
- Small organisations who are seeking reliable support for their participant/s

5.6.2 Marketing strategy

- Raise brand awareness through the use of social media and websites
- Actively communicate with participants and community members
- Provide clear communication and messages
- Inform participants and the community of our brand, mission and goals – focus on our Point of Difference
- Promote our services and products by focusing on the quality of our services
- Develop high-quality services, staff and products, then promote these via media
- Provide an environment where staff wish to work – using staff retention as a selling point
- Contact local networks and communities to provide information about the services we provide
- Work with the community and others coordinating participant services; advise details of services provided and associated fees
- Incorporate community languages into all marketing collateral and on our website
- Provide a single point of contact for enquiries (someone who can provide clear, relevant and accurate information)
- Consult with and listen to participants using their voices to promote the organisation
- Provide documents that demonstrate quality

6.0 Related documents

- Asset Register
- Conflict of Interest Declaration
- Conflict of Interest Register
- Continuous Improvement Policy and Procedure
- Business Plan and Strategic Plan
- Governing Body Meeting Agenda and Minutes
- Participant Handbook
- Privacy and Dignity Policy and Procedure
- Mental Health Policy and Procedure
- Quality Management Policy and Procedure
- Reportable Incident, Accident and Emergency Policy and Procedure
- Complaints and Feedback Policy and Procedure
- Risk Management Policy and Procedure
- Emergency and Disaster Management Policy and Procedure
- Letter of Offer – Full Time
- Letter of Engagement - Casual
- Staff Handbook
- Worker Orientation Checklist
- Staff Training Record
- Staff Training Plan
- Training Attendance Register – In-house
- Annual Organisational Training Register and Review
- Service Agreement
- [Workforce Management Planning Tool](#)

7.0 References

- NDIS Quality Indicators Guidelines (2021, [updated versions](#) if applicable)
- NDIS Code of Conduct (2018, with updated [2024 guidance](#))
- Disability Discrimination Action 1992 (Commonwealth)
- Privacy Act 1988 (Commonwealth)
- Work Health and Safety Act 2011 (Commonwealth)
- NDIS Workforce Capability Framework
- NDIS Worker Screening Rules 2018
- NDIS (Provider Registration and Practice Standards) Rules 2018 (Sections 9-11)
- NDIS Act 2013, Sections 73T and 73Z
- [Financial Management for small business](#)
- NDIS Emergency and Disaster Management Practice Standard (2021)