

# Strategic Objective:

## 1. Excellence In Service Delivery



<b>POLICY:</b>	<b>1.1 Governance</b>		
Approval By:	CEO	Approval Date:	03-06-2014
Document Owner:	Quality Systems Manager	Next Review Date:	03-06-2017
<b>Purpose</b>	To outline the structures and processes in which QEC monitors its performance and conforms to regulations and community expectations.		
<b>Target Audience</b>	Board members, staff, contractors, clients, visitors to QEC sites and involved in QEC programs.		
<b>Definitions</b>	<p>Governance is ‘the set of responsibilities and practices, policies and procedures, exercised by the agency’s executive, to provide strategic direction, ensure objectives are achieved, manage risks and use resources responsibly and with accountability.’ (Building Better Governance, 2007)</p> <p>Governance is the way organizational rules and actions are produced, sustained and regulated. Clinical governance is about being accountable for providing good, safe care to clients and is fundamental to continuous improvement.</p>		
<b>Policy</b>	<p>Good governance and transparency are fundamental to achieving our vision in giving children the best start in life. We strive for excellence in the way we deliver our public services to vulnerable families throughout Victoria. Our governance structures extend to the Board of Management, the senior management team and all our employees across all our sites.</p>		
<b>Related Hyperlinks</b>	<p>QEC By-Laws            QEC Board Charter            QEC Reporting &amp; Functional Chart            Instrument of Delegation (Financial and non-Financial)            Governance Package for Board Members            Terms of Reference for Board Committees and Advisory Committees:</p> <ul style="list-style-type: none"> <li>• Audit</li> <li>• Finance</li> <li>• Quality and Risk Committee (QARC)</li> <li>• Research Advisory Committee</li> <li>• Strategic and Service Planning Advisory Committee</li> <li>• Minutes of Board Committees and Advisory Committees</li> </ul> <p>Terms of Reference for management and clinical committees:</p> <ul style="list-style-type: none"> <li>• Senior Management Committee</li> <li>• Clinical Services Quality and Risk Committee (CSQARC)</li> <li>• Occupational Health and Safety, Environment &amp; Sustainability (OHS&amp;ES)</li> </ul>		

1.1 Governance

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**POLICY:** 1.1 Governance

- Minutes of Board Committees and Advisory Committees
- QEC Strategic Plan 2015-2019
- QEC Performance Management System

PLEASE PLACE A 'Y' IN THE BLANK COLUMN relating to the applicable standards below:-  
e.g.

<b>1.0 Empowerment</b>	<b>1.1</b>	Understanding Rights & Responsibilities	Y
	<b>1.2</b>	Exercising Rights & Responsibilities	

### DHS STANDARDS Listing

1.0 Empowerment	1.1	Understanding Rights & Responsibilities	
	1.2	Exercising Rights & Responsibilities	
2.0 Access & Engagement	2.1	Services Are clear	
	2.2	Services are delivered	
	2.3	Access to Services	
3.0 Wellbeing	3.1	Services Adoption	
	3.2	Services Participation	
	3.3	Goals Documented & Implemented	
	3.4	Reviews, Evaluations & updates	
	3.5	Delivery is in Safe Environment	
4.0 Participation	4.1	Choice & Control of Service Delivery	
	4.2	Community Participation	
	4.3	Maintaining Connections with Family & Friends	
	4.4	Strengthen Culture Connection - Aboriginal/Torres	
	4.5	Strengthen Cultural, Spiritual & Language	
	4.6	Life Skills - Develop Sustain Strengthen	

### ISO 9001:2008 Listing

4.0 Quality Management System	4.1	General	
	4.2.1	Doc Requirements General	
	4.2.2	Doc Requirements Quality Manual	
	4.2.3	Doc Requirements Control of Docs	
	4.2.4	Doc Requirements Control of records	
5.0 Management Responsibility	5.1	Management Responsibility	Y
	5.2	Customer Focus	
	5.3	Quality Policy	
	5.4	Planning Inc 5.4.1-5.4.2	
	5.5.1	Responsibility & Authority	
	5.5.2	Management Representative	
	5.5.3	Internal Communication	
6.0 Resource Management	6.1	Provision of resources	

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	6.2	Human resources	
	6.3	Infrastructure	
	6.4	Work Environment	
7.0 Product Realization	7.1	Planning of Product Realisation	
	7.2	Customer-related Processes	
	7.3	Design & development	
	7.4	Purchasing	
	7.5	Production and service provision	
	7.6	Control of monitoring & measuring devices	
8.0 Measurement, Analysis & Improvement	8.1	Measurement Analysis & Improvement	
	8.2	Monitoring & Measurement	
	8.3	Control of non- conforming Product	
	8.4	Analysis of Data	
	8.5	Improvement	

**Key Legislation, Acts and Standards**

The Health Services Act 1988  
 Privacy Act 1988  
 OHS Act 2004  
 VMIA Directors and Officers Liability Master Policy D&02013V1  
 Australian Govt., Australian Public Services Commission, "Building Better Governance" 2007  
 Victorian Clinical Governance Policy Framework (Dept of Health)  
 Victoria Public Sector Commission: Directors Code of Conduct and Guidance Notes 2006  
 AS/NZS ISO 9001 Quality Management System  
 AS/NZS ISO 31000:2009 Risk Management

**Key words**

Governance, risk, quality

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