

## **Service Management Policy**

DS Standard 8 - Effective corporate governance through sound and visible management systems and practices.

### **Community Connection's position**

Community Connection will ensure that the service is governed and managed in accordance with the Constitution and Community Connection's values and principles, and that it meets all contractual and legislative obligations.

### **Governance**

The Community Connection committee will produce and regularly review the Constitution, Values and Principles of Service, the Code of Conduct, the Strategic Plan, the Association's Mission and Objectives to ensure that they are compliant with relevant legislative, financial, administrative and service delivery requirements.

The Committee will also monitor, and plan for, the changing needs of the service, determine whether to apply for various funding and keep records of Committee Meetings and Annual General Meetings.

### **Financial Management**

The Committee will ensure that the Association is solvent, that all monies owed are paid as they fall due and that accurate and up to date financial records are maintained.

### **Human Resources**

The Association will implement a human resource management system that complies with relevant industrial relations and workplace health and safety legislation, and all relevant awards.

### **Information Management**

The Association will implement and maintain an information management system for documents and records in both electronic and hard copy form in a manner that meets legislative and Australian Standards requirements.

### **Monitoring, Review and Assessment**

The Management Committee of the Association will monitor compliance with service outcomes defined in departmental funding agreements and relevant legislation.

### **Continuous Improvement**

The Association will implement a continuous improvement system to ensure effective service performance.