



DOWN SOUTH THERAPY

Service Management Policy

Version 1.0
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1.1. Purpose

The purpose of this policy is to set out how Down South Therapy (DST) will adopt quality management systems and practices that optimise outcomes for customers.

1.2. Scope

This policy applies to all Down South Therapy services, staff and customers and is framed around Standard six (6) of the National Standards for Disability Services (NSDS).

This policy is about Down South Therapy management systems being responsive to the needs of customers, their representatives and stakeholders and the changing environment in which Down South Therapy operate.

1.3. Application of Policy

Down South Therapy will:

- Actively pursue continuous improvement by ensuring that there is a range of structured feedback processes aimed at evaluating service quality and which encourage and are responsive to customer and staff input into quality.
- Ensure that there are sufficient staff and that they have appropriate skills, qualifications and knowledge to perform their roles effectively, to deliver person-centred services consistent with the NSDS and with our Vision, Mission and Values.
- Identify and ensure compliance with all relevant legislation, regulatory requirements, professional standards and guidelines.
- Ensure our service delivery is based on the least restrictive options.
- Actively promote each customer's (or their representative's) or stakeholder's access to an effective and transparent internal and external complaints mechanism.
- Ensure that our vision, mission, values, objectives and commitment to quality are documented, understood, embraced, and practised by all staff.
- Ensure all externally sourced services are provided in a way that meets the organisation's needs and service quality requirements.
- Ensure that effective information and management systems are in place to document and monitor activity.





1.4. Responsibilities

Directors are responsible for:

- Down South Therapy direction and performance
- Approval of the annual budget and financial plan
- Financial performance including monitoring/approval of the financial reports and liaison with auditors
- Monitoring of senior managerial performance
- Make sure Down South Therapy develops and implements strategies and supporting policies to enable Down South Therapy to fulfil the objectives set out in the company's Vision and Mission
- Ensuring Down South Therapy develops and implements systems and processes to enable compliance with legal and policy obligations and ensure the assets are protected through appropriate risk management
- Liaison with legal counsel as required.
- Final review and approval of this policy.

Team Leaders are responsible for:

- Ensure the policy is effectively implemented in their services.
- Ensure staff have read and understand the policy, and have sufficient skills, knowledge and ability to meet the requirements and follow the policy.

All Employees are responsible for:

- Following the requirements of the policy.

1.5. Internal Related Policies

- Feedback and Complaints resolution
- Code of Conduct
- Down South Therapy Reference Group Charter and Code of Conduct
- Delegation of Authority
- Anti-Discrimination and Equal Employment Opportunity
- Recruitment and Selection

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- Supervision and Appraisal
- Workplace Safety and Health
- Personal Grievance
- Privacy

