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LEADERSHIP, CONTINUITY and ACCOUNTABILITY

Policy Statement

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) is committed to developing and sustaining a leadership team that will lead the organisation in achieving the organisation's goals, delivering outcomes to our Customers/Clients and planning strategically for the future.

This document complies with NDIS 2018, standard 2.1 Governance and Operational Management and ACIS 2013, section 2.1 Governance and Operational Management. This document is readily available to all Customers/Clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

Policy context: This policy relates to

Contractual obligations

Customer Service Agreement

Procedures

Establishing the leadership team

The leadership team includes the Board and the Chief Executive Officer. The leadership team is responsible for:

- developing the strategic plan for the organisation
- over sighting and monitoring operational plans and activities
- developing and modelling the values and culture of the organisation.

Ensuring continuity

The leadership team will:

- develop policies and procedures that ensure the organisation is flexible, adaptable and responsive to changing priorities and needs
- implement staff recruitment and development strategies that foster a highly competent and committed work team
- develop funding and resourcing strategies that ensure the long-term viability of the organisation
- develop recruitment plans and internal professional development strategies that ensure continuity of effective leadership.

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Accountability

The leadership team is responsible for:

- achieving the organisation's key performance indicators
- ensuring the needs of Customers/Clients are met
- managing the resources and finances of the organisation
- ensuring fair and equitable practices
- establishing effective communication with staff and Customers/Clients.

Documentation

Documents related to this policy	
Related policies	Q214 – Senior Staff Positions
Forms, record keeping or other organisational documents	Position Descriptions