



GOVERNANCE AND OPERATIONAL MANAGEMENT

About Find Wellbeing

Find Wellbeing provides specialist virtual care (online care) to our ageing population, support those with mobility issues and our fellow carers. We are a registered [National Disability Insurance Scheme \(NDIS\)](#) provider.

Our Vision is:

We wish to work alongside other healthcare, aged care and disability support professionals and organisations to improve the wellbeing of the individuals requiring care.

We want to change the way people think about wellbeing and how it can be provided to those who need it most.

We will provide emotional and social support services to our ageing individuals, those with mobility issues and to those who require daily additional support.

We wish to be recognised as a leader in the promotion of wellbeing through our virtual care support teams.

Our Mission is:

Our mission is to provide a unique caring solution to those suffering from mobility issues or just simply want additional support in the day to day lives.

Our Values is:

As an organisation, we value:

- The growth of individuals and their valuable contribution to the business
- All individuals must be treated with respect and dignity



- Diversity, inclusion and the pursuit of overall wellbeing, is highly valued.
- Open, honest and direct communication is key to our success.
- The highest standards of professionalism, with an emphasis on quality of care, ethical behaviour, and ensuring confidentiality are the cornerstones of our work.
- The powerful role of continuing education helps us to maintain relevance in every changing environment.

Our Ambition is:

To provide quality emotional and social support through our virtual care services that goes beyond physical care.

Our Purpose

To work alongside caregivers and other care support providers, to make sure our loved ones are receiving the care they need. We aim to touch the lives of our ageing loved ones, those with mobility issues, and anyone who simply needs additional support in their lives. Find Wellbeing understands the demands placed on care providers and the issues around limited services.

Our Service Essence

We engage communities with what we do so that together we can change lives.

Our services are completely focused on the needs of individual ageing people, carers and those with disabilities and their families.

The heart and soul of our organisation is in the communities we serve.

Our staff don't just work in a community – they are part of it.

We create connections and support in the community so our clients can live as they choose.



We are Individually Focused

- We support people with disabilities and their families/carers to have access to accurate and timely information so that they can make informed choices.

Find Wellbeing uses a variety of strategies to engage with clients and their families to ensure they receive information in the language, mode of communication and terms that they are most likely to understand. Find Wellbeing to train staff in supported decision making and person-centred support to ensure client's choices are heard.

- We support people with disabilities and their families/carers to have access to advocacy and support to enable them to exercise their choices and to enhance their opportunities.

Clients receive training in their rights to advocacy when having their say.

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- We support people with disabilities to have access to opportunities that enable them to develop their skills, interests, competencies and independence to participate in their community.
- We support people with disabilities to have access to employment assistance and opportunities for economic participation that offers skills and challenges, competency development, job security and fair wages.

Find Wellbeing uses the client's NDIS goals, and preferences stated in their One Page Profile and Support Plans to provide support that are person-centred. Find Wellbeing documents progress towards our client's goals and is responsive to changes that need to be made to achieve those goals. Find Wellbeing provides supported employment opportunities, as well as employment preparation support for clients wanting to increase their employability skills.

We Care

- We support families and carers to have access to a range of opportunities and services that enable them to care for and support a person with a disability with minimum disruption to family life.
- We support people with disabilities to have access to accommodation support that offers privacy, security, comfort, support and community access.

Find Wellbeing provides a wide range of flexible supports for adults with disabilities that are tailored where possible to meet individual needs.



We are Community Anchored

- We support people with disabilities to have access to health and other specialised services that enable them to minimise the impact of their disability and maximise their independence.
- We support adults with disabilities to have access to therapy and education that enables them to learn and participate with maximum competence and acceptance.
- We support people with disabilities to have access to leisure and recreation pursuits within the community that best meet their individual needs and personal preferences.

Find Wellbeing enjoys a trusted reputation in the communities it serves that allows our clients to engage positively with business, community groups and generic services. Our staff understand the importance of this relationship and reputation and actively work to maintain it to enable positive outcomes for our clients.

We Strive for Excellence

- Our organisation will be the recognised benchmark for high quality, person-centred, response driven, contemporary service provision.

Find Wellbeing places great importance on continuous improvement of our services. We will achieve this by listening to our clients and their families and developing and adapting programs of support to meet their preferences and needs. Our strong focus on quality recruiting, training and retaining staff with the skills to implement continuous improvement processes ensures our organisation initiates and implements preferred practice models.

We Change Lives

- People with disability have the Right to live a life of their choice.

Find Wellbeing works with clients and families to help them attain the life they dream of. We ensure the organisation has strong governance to offer safety and security, we offer contemporary supports and services that are tailored to needs and preferences, we ask clients to have their say and follow through, and we ensure that our staff are skilled appropriately.

GOVERNANCE RESPONSIBILITY

This policy outlines the Vision, Mission and Values that underpin governance and service delivery at Find Wellbeing.



These principles are applied in all decision making at all levels, and are reflected in Founding Director, staff and client training and communications, policy development, and person-centred service delivery.

The Director is responsible for ensuring the [NDIS Practice Standards \(Governance and Operational Management, and Risk\)](#) are complied with.

The Find Wellbeing Directors shall ensure there are appropriate policies and procedures in place to meet the requirements of all the [NDIS Quality and Safeguards Commission Practice Standards](#) related to their NDIS Registration; In particular,

- ii) Governance and Operational Management

Each participant's support is overseen by robust governance and operational management systems relevant to the scope and complexity of support delivered.

- ii) Risk Management

Risks to participants, workers and the provider are identified and managed with oversight provided by the Risk Management Sub Committee that reports to the Directors.

BOARD OF DIRECTORS

Find Wellbeing is governed by the Founding Director until such a time as more people join the business and a board of directors is formed. Currently, all board roles are the responsibility of the Founding Director.

The Board of Directors will eventually consist of members plus the Chief Executive Officer comprising a Chairperson, Vice-Chairperson, Treasurer, Secretary, five Directors and the Chief Executive Officer. The Board also has the power to appoint up to another three people as casual Directors to complement the skills needed for governance.

The Chief Executive Officer will be a member of the Board as the Managing Director of Find Wellbeing.

Potential Board members will be sourced to ensure a broad range of skills and experience in the legal, medical, commercial and financial sectors are represented on the Board. The Board will include the family members of a person with a disability to ensure the voice of the client is heard. Australian Institute of Company Directors training is available to Directors and Board Development Days are held to ensure Directors are up to date with the latest Board responsibility requirements.

The Board's governance role will be to develop and monitor the Vision, long term plans and strategic goals of the organisation, approve service developments, and provide oversight to all aspects of Find Wellbeing's functions. The Board of Directors will be legally responsible for the operations of Find Wellbeing and is accountable for its service operations and financial situation.



The role of Find Wellbeing's Board of Directors will be that of strategic planning, policy making, risk management, monitoring organisational performance, and directing and advising management through the Chief Executive Officer in order to best serve the interests of Find Wellbeing. See Find Wellbeing's [Policy on Risk Management](#), [Policy on Quality Management](#) and [Policy on Financial Management](#).

In particular, the Board will be responsible for the oversight of the requirements of the organisation's registration under the National Disability Insurance Scheme (NDIS) and the NDIS Quality and Safeguards Commission. See [Policy on NDIS Service Provision](#) and [Policy on Compliance with the NDIS Quality and Safeguards Commission](#).

The Board of Directors may elect to form sub-committees to support and inform the Board on specific projects or as an ongoing process. Sub-committees may be made up of Board representatives, people from the general community with an interest/expertise in the functional area, clients, family members, Chief Executive Officer, General Managers and Managers. In particular, the views and preferences of clients will be considered in the development of organisational policy.

Roles and responsibilities of Find Wellbeing's Board of Directors will be:

Members of the Board of Directors of Find Wellbeing will:

1. Develop and monitor the vision, long term plans and strategic goals.
 - be responsible for the strategic planning of the organisation; and
 - be responsible for the policies which are designed to achieve the vision of the organisation.
2. Represent the interests of Find Wellbeing within the context of the environment in which it operates.
 - establish mechanisms to ensure Find Wellbeing is aware of the environment within which it operates and to effectively communicate its goals and plans both internally and externally.
3. Determine the employment conditions of the Virtual Care Manager and monitor the Virtual Care Manager's performance.
 - provide the Virtual Care Manager's with a role statement and a description of all other conditions of employment;
 - monitor the performance of the Virtual Care Manager's; and
 - provide regular, formal feedback on performance to the Virtual Care Manager's through the Chairperson of the Board.
4. Monitor and accept legal responsibility for the statutory, financial and asset management of Find Wellbeing



- monitor Find Wellbeing for compliance with relevant acts;
- be responsible for the financial policies, which are designed to achieve the goals of Find Wellbeing;
- monitor and advise on the management practices used to ensure the financial viability of Find Wellbeing;
- ensure the financial management of Find Wellbeing meets the requisite standards of relevant external agencies;
- monitor and advise on the asset management of Find Wellbeing.

5. Publicly promote the work of Find Wellbeing and contribute to its profile in the community.

- publicly promote the work of Find Wellbeing and endorse membership of the organisation.
- publicly articulate a clear understanding of issues associated with disability services and issues/approaches adopted by Find Wellbeing to achieve its goals;
- through their actions, model a spirit of goodwill, co-operation and tolerance for other members of the organisation and the wider community;
- participate in training and development which will enhance their awareness of the social, political and economic issues that affect Find Wellbeing;
- request and receive legal, financial, welfare and business advice from community members with the requisite range of experience and knowledge as required; and
- prepare and monitor protocols and operational guidelines for Board members, e.g. conflict of interest, confidentiality, meeting procedures and protocols, and attendance.

DELEGATED AUTHORITY

The Managing Director is responsible for the operational management of the organisation. In the Managing Director's absence, this responsibility will be delegated equally to the Virtual Care Manager. See [Policy on Limits of Authority](#). In addition, Find Wellbeing maintains a Continuity Plan that outlines delegated authority in each section of the organisation.

MANAGEMENT OF SERVICE AREAS

The day-to-day responsibilities for the service operations that make up Find Wellbeing's activities are vested in a management team that is overseen by three General Managers. See [Form on Management Structure](#).