



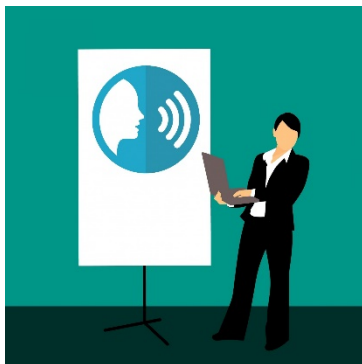
Governance - Easy Read



Do your Directors' still do training?



Each Director needs to add to their skills abilities and knowledge.



Directors may find other skills they need to continue to run the business.



All training is logged on the training register.



Do we do everything by the book?



We do everything by current **legislation**.

Please ask us if you would like to know more.



Legislation is written law.



All staff must obey legislation.



Directors will change practices if legislation changes.

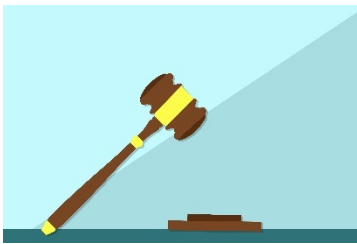


Board meetings are regular.



Legislation breaches will be reported to NDIA

Who is in charge of finances?



We follow legislation for financial management.



We use taking care of books to track the company money.



Directors are in charge of finance management practices.



Other people in the company may be given **financial control**.

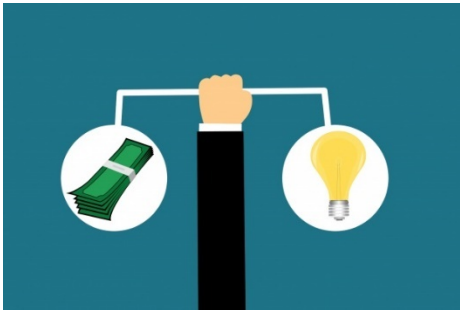
This is decided in board meetings.



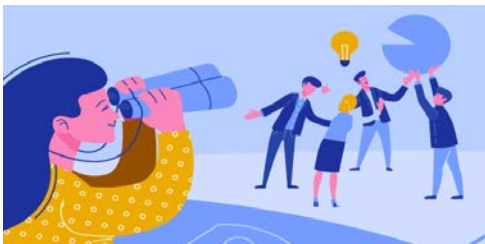
If you are given **financial control** you must report to the person that gave you this task.



Financial control is when a director puts you in charge of some business finances.



All use of company money must fit in the budget.



If we think you have done something wrong with the company money we will investigate.



If you are found to have done something wrong we will move forward with criminal charges.



We use the NDIA portal to invoice.



Invoices need to be paid within payment periods on the invoice.



If you do **not** pay your invoice we will arrange a debt collector.



GST receipts are kept for anything we buy with company money.



All purchases must be recorded.

What insurances do you have?



Directors and officers	\$1million limit
Entity liability	\$1million limit
Entity reimbursement	\$1million limit
Employment practices liability	\$1million limit
Statutory liability	\$1million limit
Fidelity – employee	\$1million limit
Tax Audit	\$500,000
Professional indemnity	\$1million limit
General public liability	\$20million limit
General product liability	\$20million limit
Counsellors liability	\$1million limit



How do we store information?



We have safe storage.



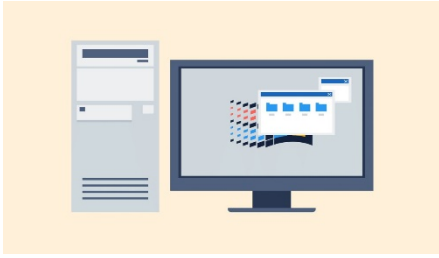
We use the privacy act 1988

We use the national privacy principles

We use the privacy amendment act 2017.



Participant information is kept on echidna database.



Back up copies are kept on staff computers.



No data is given to anyone without your consent.

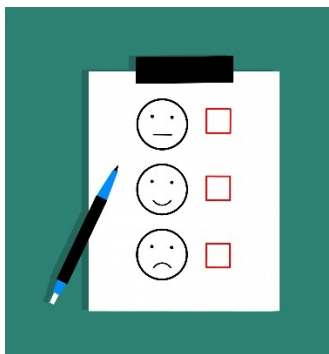


Paper records are scanned then destroyed.



No contracted staff can access documents that are **not** their participants.

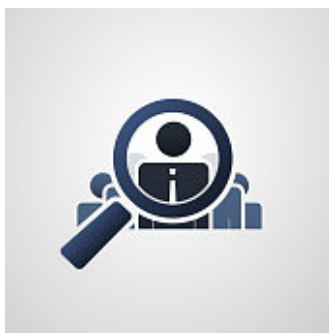
How do we make our business better?



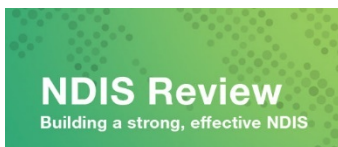
We want to hear your feedback on our business.



Directors **audit** staff throughout the year.



An **audit** is where the directors will check that all staff have all required documents.



Directors may assist with NDIS reviews.



Any advice to make the business better will be done as soon as possible.

What do we do about **conflicts of interest?**



Conflict of interest is when a person has a personal interest in something that may change how they act.



Conflicts of interest may be reported by anyone.



Our staff must be able to do their jobs without conflicts of interest.



Our staff **cannot** do something that only benefits them.



Staff must tell their team leader of any conflicts of interest.



Conflicts of interest are recorded on the conflict-of-interest register.

Continuous Improvement.

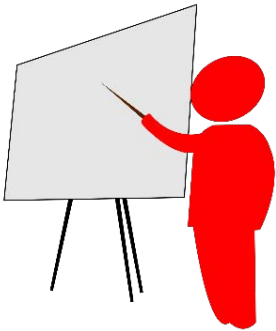


Continuous improvement means the business is always trying to be better.



Any changes that will affect someone else will be spoken about with that person.

We will tell you what the change means for you.

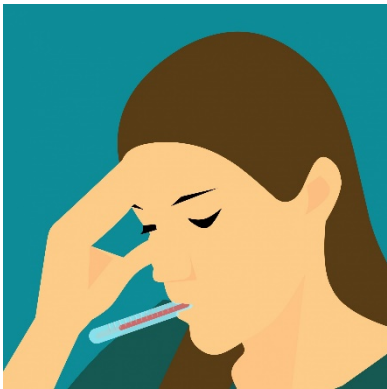


We will tell you the likely effects of the change.

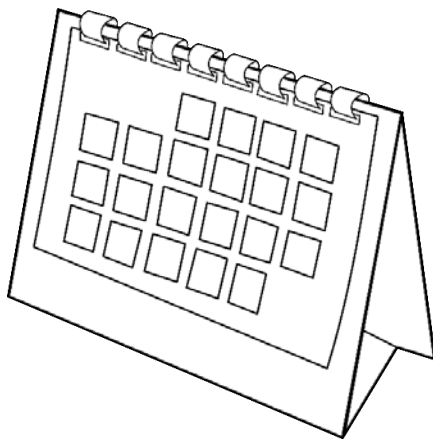


We will talk to you about what we have in place to limit bad effects of the change.

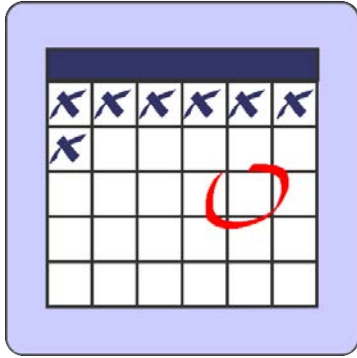
What happens if there is a delay in services?



Directors are not at fault when there is a delay past their control.

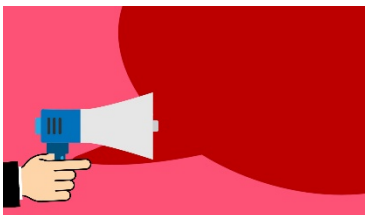


We will give you 2 working days notice when a change is needed.

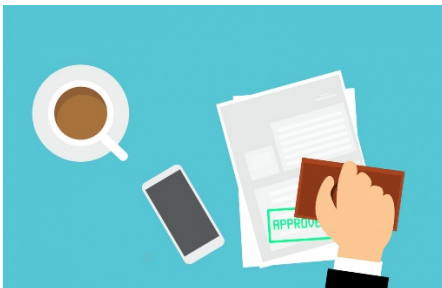


After we give notice we will tell you the timeframe we expect for the delay.

What happens if we decide to close the business?



We will tell everyone involved about the closure.



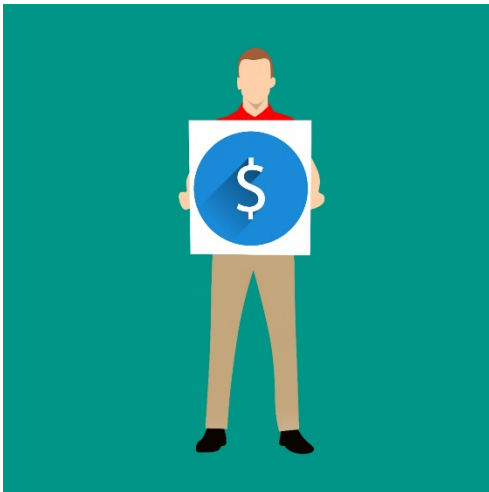
We will complete any documents needed to hand over or close the business.



We will tell the NDIA and other people if someone takes over the company.



Directors may be a part of the hand over for a smooth change.



All financial details will be spoken about and done as a part of the hand over or closure.



If a director passes away we will do a similar process and tell NDIA within 24hours.

