



**SECTION: Service Management**  
**REF. NO: Section 6**  
**TITLE: Service Management**

## **1.0 Policy Statement**

Peckys Limited recognises that its ongoing success and ability to deliver high quality services to people with a disability is enhanced by adopting management practices that maximise positive outcomes for those who use our services.

- 1.1** The Disability Service Standards establish a framework for the provision of services for people with disabilities. Peckys Limited has developed policies that directly reflect the aims and objectives of this framework.
- 1.2** The policies in this manual reflect a minimum standard of service delivery by Peckys Limited. The policies and procedures set specific requirements that are aimed at ensuring services are delivered in a planned and appropriate manner to clients receiving the support.
- 1.3** Peckys Limited conducts ongoing service reviews as an essential component of quality service development. The service policies are utilised as performance standards to review service provision. The outcomes of these reviews are used to inform future planning and development of the service.
- 1.4** Peckys Limited ensures a framework is provided for services that outline systems and practices in place at Peckys Limited to enhance outcomes for people with disability receiving support. In particular those:
- Pertaining directly to people with a disability supported by Peckys Limited, upholding their legal and human rights including providing a safe physical environment and opportunities to participate in the planning, management and evaluation of the service.
  - Pertaining to the operation and management of Peckys Limited including organisational structure and functions, staff management, service planning and review, policy development and review.

## **2.0 Purpose**

The purpose of this document is to outline how Peckys Limited meets legislative requirements and Disability Service Standards.

- 2.1** Peckys Limited adopts sound management practices which maximum outcomes for all clients.

### **Document References**

- NSW Disability Services Act and NSW Disability Standards 1993
- Peckys Limited Grievance Policy

### **Forms**

- Nil referenced

POLICIES/Peckys Limited/Service Management  
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Definition of Client: A person that receives a service and supports from Peckys Limited, including people exiting the criminal justice system and tenants whom occupy Peckys community houses.



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**1.0 Procedure**

Peckys Limited is committed to adopting quality management systems and practices that enhance opportunities for positive outcomes for people with a disability receiving support.

**1.1** Facilitation of this commitment to Service Management is supported by:

- Ensuring all management and staff understand, comply with and apply the intent of this policy;
- Ensuring the legal and human rights of those receiving support are upheld in all aspects of service planning, provision and delivery;
- Ensuring Peckys Limited has sound occupational, health and safety systems in place to provide a safe physical environment;
- Facilitating and providing opportunities for clients to participate in the planning, management and evaluation of the service they receive;
- Where possible and appropriate, providing opportunity for consultation on policies and program changes;
- Monitoring Peckys Limited services and regularly evaluating that organisation objectives, Disability Standards and legislative responsibilities are met;
- Ensuring the roles and responsibilities of every position within the organisation is clearly defined, documented and available.
- Seeking to ensure that all staff employed to deliver services to people with a disability have relevant skills and competencies and receives appropriate training and support;
- Implementation of a written grievance policy and procedure that supports the opportunity for staff and other people to raise and have resolved complaints without fear of blame, consequence or retribution;
- Managing resources effectively to maximise funds available to provide services;
- Demonstrating accountability to those who use the service, advocates, government and the community by providing information on the quality of service, including annual reports which demonstrate the benefits of the service and financial outcomes;
- Developing partnerships and networking with other agencies, specialist services and generic agencies to enhance the ability of Peckys Limited to develop services for people with a disability;
- The review of processes and systems;
- Ensuring adherence to policy and procedures through audits and reviews to maximize the design, delivery and implementation of a quality service.