

## **BOD - Guiding Principles Of Accounting**

### **Procedure**

Headway Gippsland Inc. believes that it is important that all workers be accountable to the community, consumers, and Board of Directors to ensure that the highest quality services are provided in the most resourceful and professional manner.

### Guiding Principles of Accountability

As a guide to policy and practice, the following principles should be used when determining accountability and worker response:

- The overall aim of the agency is to provide a range of services to people with an acquired brain injury and other disabilities.
- In all situations the agency must be consistent with Human Services Standards and Funding Agreement Requirements.
- The rights of consumers are to be respected and upheld at all times, including their rights to privacy, confidentiality, respect and dignity, their right to be involved in decisions that affect their lives, and their right to be supported by an advocate as required
- Services should be consumer focused, coordinated and seamless, with single entry points and standardised intakes which minimise intrusiveness and duplication
- Agencies must also comply with all accountability requirements as specified by funding bodies, including financial monitoring and data collection.
- The opinion of consumers is paramount at all times and every effort should be made to obtain feedback at each stage of their involvement with the agency. A range of evaluation tools should be used to ensure objectivity and honesty, and to enable consumers to give a true response.
- Headway Gippsland Inc. provides consumers with this opportunity during the self-assessment process conducted by our organisation each year. This assessment provides opportunities for families, carers, consumers, staff, other service providers and management to provide relevant feedback to the organisation.
- Consumers and carers have the opportunity of maintaining a position/s on the Board of Directors There is also provision for at least 3 positions for skilled professionals on the Board of Directors.
- The remaining positions are open to existing registered members and are elected each year at the Annual General Meeting.
- Nomination forms for Board of Directors are available on request and distributed to members each year with the Annual General Meeting notification.