

Clinical Governance Framework

The information below is an extract from our full Clinical Governance Framework, designed to give customers, their families and carers an overview of our approach to ensuring we provide physically and emotionally safe engagement and services.

Introduction to Pinarc's Clinical Governance Framework

Pinarc Disability Support is a community not-for-profit organisation. With over 260 professional, experienced staff we offer support to over 1000 children and adults with developmental delay through to complex disability. We offer therapy and education services, group programs and planning support across Ballarat, Melton and surrounding areas throughout Western Victoria.

The purpose of this Framework is to outline Pinarc's approach to ensuring that its vision, values, position statement with you all the way and commitment to people with disability are upheld by a strong robust Clinical Governance Framework (the Framework) that focusses on ensuring the provision of physically and emotionally safe engagement and service environments.

The National Disability Insurance Agency (NDIA) requires all registered Disability Service Providers to meet the requirements of the National Quality and Safeguarding Framework (NQ&SF) and to demonstrate how they comprehensively manage the risk and complexity of the supports they deliver. The NQ&SF requires Disability Service Providers to address how they adhere to the requirements associated with the rights and responsibilities of customers, carers and their families, organisational governance and operations, the provision of supports and the support provision environment.

The design of Pinarc's Clinical Governance Framework has been informed by the Victorian Government, "Community Services Quality Governance Framework: Safe, effective, connected and person-centred community services for everybody, every time" (2018). The Community Services Quality Governance Framework recognises that "effective quality governance is fundamental to consistently delivering safe, effective, connected and person-centred community services."

Pinarc's Clinical Governance Framework connects its Quality Management System to the NQ&SF, in particular its processes for ensuring quality, risk management, safety and service excellence. The Framework provides a whole-of-organisation approach where all are focused on meeting Pinarc's vision, mission and values, ultimately providing safe and quality service to all customers, their families and carers. Framework.

Principles

The Framework is underpinned by the following Principles:

- Positive customer, carer and family experiences
- Compliance with legislation and ethical obligations
- Clear accountability and ownership by all staff
- Person centred co-design, planning and delivery
- Strong clinical engagement and leadership
- Effective resource allocation
- Build, maintain and enhance staff skills
- Data informed decision making, benchmarking and improvement strategies

Domains

The Framework organises Pinarc's clinical governance commitment to safe, effective, connected, person-centred services under five domains.

- Domain 1: Leadership and culture
- Domain 2: Customer, carer and family partnerships
- Domain 3: Workforce
- Domain 4: Best practice
- Domain 5: Risk management

The Framework focusses Pinarc on ensuring service co-design with customers, carers and families, continuous improvement and evidence-based decision making, leadership, skills and an empowering and transparent culture.