



## Delegation of Authority Policy

### Purpose of Policy

This policy establishes a documented system for Abilifly Support Services' Delegation of Authority. It defines how authority and decision-making responsibilities are delegated Abilifly Support Services to ensure:

- Compliance with the NDIS Practice Standards, Work Health & Safety (WHS) laws, and other regulatory requirements.
- Clear accountability and efficient service delivery.
- Proper governance and risk management.

Its intent is to allow decision making within a well-defined framework that ensures acceptable levels of control are maintained.

### Scope

This policy applies to all staff employed by Abilifly Support Services. Volunteers and non-agency staff are not authorised under this Delegation of Authority. This policy does not apply to initial grant applications or tenders unless they create a binding legal or financial obligation.

Note: All delegations are subject to approved Policy, Strategy, Business Plans and Budgets.

### Policy Statement

- Abilifly Support Services is committed to ensuring that it has proper financial and risk controls in place to ensure compliance with legislation, National Standards for Disability Services, NDIS Quality and Safeguarding Framework Practice Standards and funding agreement requirements.
- All staff have an overriding accountability to act in the best interests of both Participants and Abilifly Support Services and in doing so must comply with this policy.
- Authority can only be exercised within approved financial limitations. These limits alter dependent on whether the expenditure is contained in the budget for the year or is an unplanned item.
- Authority can only be exercised within nominated support and/or cost centres.
- Authority can only be exercised within Abilifly Support Services' other purchasing policies and procedures.
- Delegated authority cannot be further delegated except as specified in this policy.
- Electronic and hardcopy approvals are equally acceptable as support.
- Staff are required to ascertain if a conflict of interest exists prior to exercising approval within their authority limit. Where a conflict of interest is determined (actual, potential or perceived), this should be escalated to the next level of authority and managed appropriately as set out in the Code of Conduct & Ethics Policy.
- Staff are accountable for the use of any authority which they delegate including determining if a conflict of interest exists prior to delegation.

- Manipulation of activity for the purposes of fitting within an authority limit such as splitting expenditure across time periods or into smaller amounts and dividing purchase orders to suit delegation levels is not permitted and is considered a breach of this policy.
- Any disregard of this policy is considered a breach of policy and will be dealt with in accordance with the Code of Conduct & Ethics.

## **Definitions**

- **Assets:** property, plant and equipment, fixtures and fittings, vehicles and IT hardware and software which generate value over more than one financial year.
- **Authority:** the power to determine or settle issues; and the right to control command and determine.
- **Contract:** the authority indicated refers to a single year of provision of goods or services/purchase unless specifically stated.
- **Customer credit facilities:** the provision of a customer credit limit up to a specified amount to be paid as per Abilifly Support Services' credit terms.
- **Delegation of Authority:** assigning authority, responsibility or task to a specific delegation level within Abilifly Support Services'
- **Delegator:** The person with the original authority i.e. CEO, Manager.
- **Delegatee:** The person receiving delegated authority i.e. Manager, Team Leader.
- **Grants:** non-repayable funds or products disbursed by one party, from a government department, corporation, foundation or trust, to a recipient given for a particular purpose.
- **Line Manager:** Abilifly Support Services' staff who are people managers that are not Management Direct Reports.
- **MOU:** Memorandum of Understanding.
- **OPEX:** operating expenditure incurred in one financial year.
- **Real Property:** encompasses interests in land and fixtures or structures upon the land.
- **Signatories:** persons who are authorised to sign or approve documents on behalf of Abilifly Support Services.

## **Delegation Statement**

### **Non-Financial**

A Manager is delegated to:

- Act on behalf of, and represent the Director and/or Abilifly Support Services in the public arena including the media
- Appoint and dismiss employees / contractors in accordance with the Policies and Procedures set by Management and Relevant Industrial Relations Law
- Act on Resolutions to ensure they are carried out as intended
- Proceed with Grievance and complaints procedures in accordance with the adopted rules

- Proceed with disciplinary procedures as detailed in the policies and procedures
- Act on Management approved strategic actions / business plan targets for reporting to the Board.

### **Financial**

The Finance Manager is delegated to:

- Commit or incur expenditure not exceeding \$1,000 for any single transaction, that is for the total of each individual order or commitment.
- Have and control a Corporate Credit card with a monthly expenditure limit of \$2,000; and
- Carry out financial transactions as resolved and directed by Management.

### **Operational**

The Operations Manager is delegated to:

- Submit NDIS audit reports
- Implement Risk Management and quality improvement initiatives
- Monitor compliance with regulatory standards and organisational policies
- Conduct audits and risk assessments

### **Relationship & Business Development Manager**

The Relationship and Intake manager is delegated to:

- Handle all client complaints and escalate to CEO if unresolved
- Monitor NDIS pricing, policy changes and competitor activity
- Engage with Allied health professionals to generate referrals
- Negotiate service agreements with participants, their support coordinators and their plan managers

### **Team Leader**

A Team leader is delegated to:

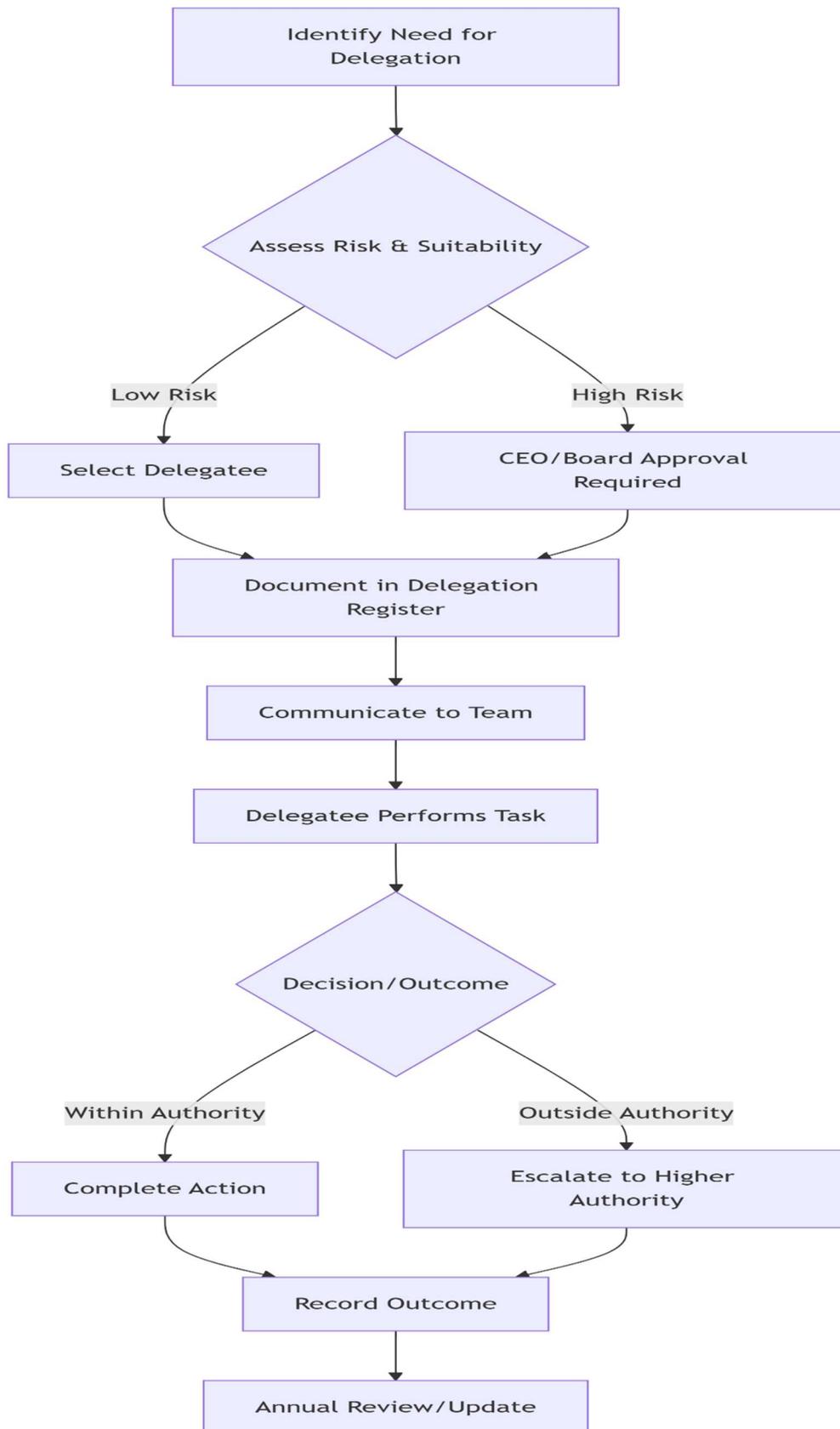
- Approve a participant's plan within the NDIS guidelines
- Supervise support workers and ensure high-quality service delivery
- Monitor participant progress and report issues to Operations manager
- Conduct support worker training and performance reviews

### **Support Workers**

Support workers are entrusted with:

- Provide direct support to participants as per care plans
- Maintain accurate records of participant progress and incidents
- Follow organisational policies and procedures

## Delegation of Authority Flowchart



## **Conditions**

This delegation must be exercised –

- Within the statutory and legislated limitations
- Delegates cannot sub-delegate unless authorised
- Major decisions i.e. legal matters, high risk incidents must be escalated
- Within the budgetary limits of the organisation and those applying to the delegate
- To conform with Abilify Support
- This delegation remains in place until varied or revoked and replaces any prior delegations made by Management.

## **Key Related Policies and Documents**

- Record Management Manual
- Risk Management Policy
- Code of Conduct
- NDIS Practice Standards and Quality Indicators (July 2018)