

OM2

Delegations

Thrive Care Group Subsidiaries



This policy is part of Thrive Care Group's (Thrive) comprehensive policy suite, designed to guide and govern operations across all subsidiaries. It establishes a unified framework that ensures consistent standards, accountability, and alignment with Thrive core values and strategic objectives. The policy applies to all employees, contractors, and stakeholders within Thrive and its subsidiaries, supporting seamless governance and compliance throughout the organisation.

OM2 Delegations

Policy Statement

1. Thrive is committed to responsible and accountable decision-making across all levels of the organisation.
2. This policy documents organisational authority to ensure all team members, board members and management understand their decision-making responsibilities and approval requirements.
3. Thrive will safeguard against unauthorised decisions and maintain appropriate accountability.
4. This policy reflects the accountability of key roles within the organisation.
5. Thrive will regularly review its risk plan to ensure delegated authorities are sufficient to mitigate identified risks while supporting operational effectiveness.
6. Thrive will ensure all decisions are made in accordance with relevant legislation and standards, including the National Disability Insurance Scheme (NDIS) Practice Standards and the Aged Care Quality Standards.
7. Thrive will promote consumer participation in governance and planning processes, including consultation with clients and their representatives where appropriate.

Procedures

1. Board responsibilities

The Board will:

- a. Approve and monitor Thrive's performance against the Strategic Plan.
- b. Make decisions about planning, resources, strategic direction, goals and activities, including:
 - i. Approving the annual budget
 - ii. Approving all budgeted spend over \$50,000
 - iii. Approving all unbudgeted expenses over \$10,000
 - iv. Approving changes to the organisational structure, including headcount, reporting lines and substantial role changes
 - v. Approving new service offerings with consideration of risk and financial sustainability

- c. Oversee risk management and approve decisions that materially affect Thrive's risk profile.
- d. Recruit, oversee and support the Chief Executive Officer (CEO).
- e. Monitor financial viability and sustainability.
- f. Decide on disciplinary action involving Board Members or Management.
- g. Report to stakeholders, including clients and their representatives where appropriate.
- h. Ensure legal compliance and adherence to both NDIS and Aged Care regulatory frameworks.
- i. Declare and manage any conflicts of interest in accordance with Thrive's governance policies.

2. Chief Executive Officer Responsibilities

The Chief Executive Officer (CEO) will:

- a. Monitor Thrive's performance against the Strategic Plan.
- b. Recommend and make decisions about planning, resources, strategic direction, goals and activities, including:
 - i. Developing the annual budget for Board approval
 - ii. Preparing business cases for budgeted spend over \$50,000 and unbudgeted expenses over \$10,000
 - iii. Approving budgeted expenses under \$50,000 and unbudgeted expenses under \$10,000
 - iv. Approving minor organisational structure changes (e.g. flexible work arrangements, minor role changes)
 - v. Submitting major organisational changes for Board approval
 - vi. Developing business cases for new service offerings
- c. Conduct annual employee performance reviews and development planning.
- d. Implement remuneration changes and development opportunities in line with the approved budget.
- e. Manage expenditure and present financial reports to the Board and external auditors.
- f. Oversee the administration of Thrive's OM5 - Feedback & Complaints Policy and Incident Management Policy.
- g. Recruit, oversee and support Management and key organisational roles.

- h. Onboard non-client facing team members.
- i. Screen potential team members.
- j. Decide on disciplinary action involving Thrive team members.
- k. Ensure compliance with NDIS Practice Standards, Aged Care Quality Standards and Code of Conduct.
- l. Ensure organisational compliance with the Serious Incident Response Scheme (SIRS) and the NDIS Incident Management obligations, including:
 - i. Ensuring all serious incidents involving aged care clients are reported to the Aged Care Quality and Safety Commission within required timeframes
 - ii. Ensuring all reportable incidents involving NDIS participants are notified to the NDIS Commission within 24 hours, in accordance with the NDIS (Incident Management and Reportable Incidents) Rules 2018
 - iii. Overseeing investigations and follow-up actions for both aged care and NDIS incidents, ensuring outcomes are documented and communicated appropriately
 - iv. Reviewing incident data across both sectors to inform continuous improvement, risk mitigation and service quality
 - v. Maintaining incident records in accordance with legislative requirements and are accessible for audit and review
- m. Ensure team members are trained in identifying, responding to and reporting serious incidents under both SIRS and the NDIS Commission's Reportable Incidents framework, including:
 - i. Recognising types of incidents that require mandatory reporting
 - ii. Understanding reporting timeframes and procedures
 - iii. Applying trauma-informed and person-centred approaches when responding to incidents
 - iv. Participating in regular refresher training and supervision to maintain compliance and confidence in incident management processes
- n. Manage team member communications.
- o. Assume Service Manager responsibilities in their absence.
- p. Promote consumer participation in governance and planning processes, including consultation with clients and their representatives.

- q. Declare and manage any conflicts of interest in accordance with Thrive's HR1 – Code of Conduct Policy.

3. Chief Operations Officer Responsibilities

The Chief Operations Officer (COO) will:

- a. Initiate new service offerings based on client demand and strategic priorities, in collaboration with the CEO.
- b. Ensure appropriate supervision and guidance for client-facing roles.
- c. Ensure compliance with NDIS Practice Standards, Aged Care Quality Standards and Code of Conduct.
- d. Onboard client-facing team members.
- e. Manage Thrive's OM5 - Feedback & Complaints Policy and Incident Management Policy, including:
 - i. Submitting NDIS Commission Reportable Incidents within required timeframes
 - ii. Submitting incident reports to the Aged Care Quality and Safety Commission within required timeframes
 - iii. Coordinating internal investigations and documentation
 - iv. Supporting team members involved in incidents and ensuring appropriate debriefing and support
- f. Act as first contact for team members during emergencies or reportable incidents.
- g. Act as CEO in their absence, under Board direction.
- h. Promote client participation in service design and delivery.
- r. Declare and manage any conflicts of interest in accordance with Thrive's HR1 – Code of Conduct Policy.

4. Team members Access to Delegations

- a. Team members can access delegation information by speaking with their supervisor or referring to relevant policies and procedures.

Related Business Procedures

1. OM1 – Governing Body Policy
2. OM3 – Organisational Risk Management Policy
3. OM4 – Continuous Improvement Policy
4. OM5 – Feedback & Complaints Policy
5. OM6 – Incident Management Policy
6. OM7 – Emergency & Disaster Management Policy
7. OM8 – Information Management Policy
8. HR1 – Code of Conduct Policy.

Responsible Persons

1. The Chief Executive Officer must:
 - a. Manage and monitor compliance with this policy.
 - b. Support team member competence and compliance with this policy.
2. Management must:
 - a. Manage and monitor compliance with this policy.
 - b. Ensure team members receive appropriate training, supervision and debriefing to comply with this policy.
3. All Thrive team members must comply with this policy.

Definitions

1. **Board:** The legally responsible managing body of Thrive.
2. **Board Member:** A Board member who does not have a formal title, such as Chair, Vice Chair, Treasurer or Secretary.
3. **Client:** Any individual who receives support or care from Thrive or accesses the services provided by Thrive.

4. **Code of Conduct:** The NDIS and Aged Care Code of Conduct outlining expected behaviour and responsibilities of providers and workers.
5. **Conflict of Interest:** A situation where a person's personal interests could improperly influence their professional decisions or actions.
6. **Management:** Thrive's executive and leadership team responsible for overseeing its operations, strategic planning, and decision-making processes
7. **NDIS:** National Disability Insurance Scheme.
8. **Policy:** A set of ideas or plans that is used as a basis for making decisions. It signals Thrive's attitude and actions regarding a particular issue.
9. **Team Member:** All Thrive employees, volunteers and subcontractors.
10. **Thrive:** Thrive Care Group Pty Ltd ABN 68 637 232 752, together with each of its subsidiaries.

References

1. Aged Care Act 2024 (Cth) and its associated regulations
2. National Disability Insurance Scheme (NDIS) Practice Standards and their associated regulations
3. Corporations Act 2001 (Cth)

Version Control

Version 1 31 August 2025 New policy creation



Thrive Care Group

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