

Importance of Organisation Wide Governance



Fi Mercer
CEO & Founder
Governance Evaluator



Brendan Moore
General Manager, Member Services
Leading Age Services Australia

The Board is a team of individuals who lead organisation wide governance

“A board is a ‘synthetic person’. A legal chimera. It has a personality and it learns and grows. It is far more than the sum of the individual skills of each director.”

Julie Garland McLellan



Organisation wide governance is more than just the Board



Key Elements

Key elements of corporate governance



Key elements of organisation wide governance



Organisation Wide Governance Risk

Culture of Continuous Review and Development

- Pass accreditation anytime
- Aged Care Standard 8 – Commission looking for culture of organisation wide governance

Assurance for Risk

- Number one reason Directors and Management being awake at night

Insights into organisation wide governance issues

Consumer Engagement:

- Feedback – lot of activity but it's what happens to it

Culture:

- Led by Board, Executive, Management

Risk - understanding and managing your sector's latest top risk:

- i.e. Choice Vs Best Safe practice

Organisation Wide Structures

- Everyone understands the structure – at their level
- Board's role is understood

Sector Specific

- i.e. Clinical Governance in Aged Care and Health
- Difference in knowledge between Clinical and Non- Clinical teams

Insights into organisation wide governance issues

Leadership for governance

- Knowing more than just your specific role/expertise
 - Board
 - Sector specific and corporate governance
 - Executive and Management
 - Corporate Governance, sector and organisational
 - Staff
 - Need to experience and trust Board, Executive and Management are doing the above

Communication for decisions and feedback

- Greater the distance from epi centre less known
 - What do you need to know at each level?
- Closing the feedback loop:
 - Staff and consumers
- Omni channels:
 - Many forms of communication

Insights into the Solutions – Alignment

Alignment for solving problems:

- Chairs of Audit and Risk, Quality/Clinical Governance and Finance Board Committees invited to discuss an issue for shared recommendation to the Board

Alignment for corporate and sector governance knowledge and skills:

- Executive, management and directors trained in corporate governance and sector specific governance requirement

Alignment for customer and staff feedback

- Organisation wide strategy for not only gathering but using and planning feedback

Alignment for understanding organisation wide governance framework and contribution to purpose:

- Need to know basis
- Communication strategy, including road show and Boards role

Insights into the Solutions – Assurance

Director skills and experience:

- Knowing the top risks
- Ability to “sense” risk
- Analyse data, trends and reports
- Asking the right questions
- Ability to feedback to all levels of Org and Consumers
- Generate insights and set strategy

“Knowing when to be strategic or drop down into the weeds and when to get out again”

Insights into the Solutions – Assurance

Executive and Management skills and experience in Governance requirements- corporate and sector specific

- Knowing the top risks as well as the many organisational risks
- Ability to report on these in a trended, benchmarked way with commentary
- Ability to anticipate what required at the Governance and Operational level
- Be able to answer the Board or Staffs questions
- Ability to feedback to all levels of Org and Consumers

“Knowing when to be strategic or drop down into the weeds and when to come up again ”

Outcomes – Culture of good governance organisation wide

- Broader understanding of governance beyond the board
- Management understand how to support governance at all levels
- Shared responsibility
- Shared understanding
- What should be known at each level

How can the Board lead the organisation to reach this state?



Questions?



How we can help you

Recording of today's webinar

We will send you a free recording of this webinar and a link to the podcast episode

Book into a one-on-one chat about your organisation wide governance

If you'd like to have a conversation with Fi Mercer about your organisation wide governance we'll put a link in the chat to book in

Thank you

Fi Mercer

fimercer@governanceevaluator.com

0439 488 223

Brendan Moore

brendanm@lasa.asn.au

1300 111 636