



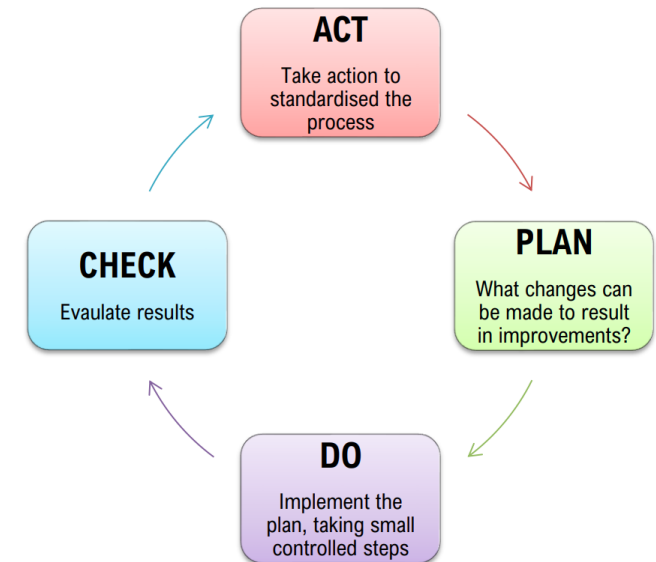
# Best Practice in Organisational Policy Development

# What drives new policy development?

- The first reference point for policy development should be the **regulations** and **standards** you are subject to.
- Create a list of mandatory policies and procedures based on these obligations.
- The next stage is identifying any **gaps** in your organisation's policies and procedures.
- Gaps can be identified by undertaking regular detailed compliance checks against relevant standards and guidelines in SPP.

# What drives new policy development?

- Gaps can also be identified through **continuous quality improvement** cycles:
- Feeding into CQI should be:
  - Regular reviews;
  - Incidents & near misses;
  - Feedback; and
  - Complaints.







# Policy development process

The process of good policy development involves:

## 1. Issue identification

Awareness of a gap drives policy development – need may be identified through an incident/near-miss, feedback or regulatory requirements.

## 2. Policy analysis/context

Determine the context in which policy should be developed. Why is the policy needed? Who are the stakeholders? What is the targeted outcome?

## 3. Consultation

Determine who should take responsibility; research and prepare draft policy for wider consultation; revise draft policy based on feedback.

## 4. Decision

Present final draft along with the implementation plan to the Board or management for approval.

## 5. Implementation

Allocate appropriate resources to support broad implementation of policy; ensure it is understood and consistently followed.

## 6. Communication and promotion

Promote policy broadly and regularly. Make available in different formats and languages (for accessibility).

## 7. Review and evaluation

Review and update policy regularly, usually annually. It is good practice to include review dates in a board governance calendar, as well as in the policy itself.



# Policy contents

Organisational policies will vary substantially, but should generally include the following sections.

## 1. Rationale or purpose statement

Reason for issuing of policy and desired effect or outcome.

## 2. Scope or coverage statement

Who is covered and affected by the policy, and who may be exempt.

## 3. Date

When the policy comes into force.

## 4. Definitions

Clear and unambiguous definitions for terms and concepts in the document.

## 5. Responsibilities

Who is responsible for carrying out individual policy statements.

## 6. Policy statement/s

Specific regulations, requirements or modifications to organisational behaviour.

## 7. Procedures

Policies and procedures may be separate documents, however if you are drafting an operational policy, it should detail set procedures to be followed.

## 8. Date of review

Specify date set for review and frequency of reviews.



# Organisational policy development: key considerations

**Best practice approaches to developing and implementing policies include:**

## **Accessibility**

- Ensuring policies are made widely available and in accessible formats.

## **Clarity**

- Ensuring policies are written in a clear, concise manner using plain English.

## **Accountability**

- Policies and procedures should set out who is accountable for implementing the procedures, and also accountability for updating/maintaining the currency of the policy.



# What areas and requests are most popular?

*We provide hundreds of policy templates and resources to our subscribers. We develop new ones as regulatory requirements change, and also in response to popular requests. Here are some of the key areas community and health service providers are focused on currently:*

## Governance

Good governance is a cornerstone of a successful and productive organisation.

SPP hosts a broad suite of resources on governance and management to help organisations establish and maintain best practice leadership processes. Key resources include the ***Governing Body Meeting Template*** and ***Governance and management good practice info sheet***.





# Implementation: introducing policies to staff and implementing them across your organisation

- **Boards** play an important role, and should take ownership in promoting policies and ensuring that staff are aware of them.
- Policies should be **published** somewhere accessible, e.g. staff intranet – and in a **form that can be understood** by the audience. (Do you have workers who speak English as a second language?)
- However, publishing is not enough. Implementation should include:
  - **Onboarding and orientation** for new staff that includes briefing on organisational policies.
  - **Refresher** training for staff on organisational policies.
  - **Keeping track** of whether staff have read policies – this could be via a staff training register or a list of key documents that staff must read and sign.



# Implementation: introducing policies to staff and implementing them across your organisation

- Ensure that all current policies are centrally accessible, and **updated policies** are **re-distributed** to staff/stakeholders.
- **Drill** or **run-through** of procedures that involve staff/stakeholders.
  - For example, a practical policy like an *Emergency and disaster management procedures policy* will detail roles and responsibilities that staff will have to carry out in the event of an emergency.
  - Implementation of this policy will involve periodic run-throughs of emergency procedures, such as fire drills, and execution of staff roles and responsibilities in such a scenario.



# What areas and requests are most popular?

## Easy English


A consistent theme throughout many service-oriented standards is that information is to be provided to clients in the language, mode of communication and terms that the client is most likely to understand.



### Privacy

Note to organisation: Based on Privacy Principles.


This information sheet



Privacy involves the personal information we have about you and what we do with that information.

### Complaints

This resource has been developed to help you understand the complaints process and their right to make a complaint.



**What is a complaint?**


A complaint is when someone is not happy with a service or product.

- Complaints can be made by anyone who has been affected by the service or product.
- Complaints can be made by family members and support workers.

### Client Rights

Note to organisation: Based on relevant legislation including the Age Discrimination Act 2004 (Cth), Australian Human Rights Commission Act 1986 (Cth), Disability Discrimination Act 1992 (Cth), Racial Discrimination Act 1975 (Cth), Sex Discrimination Act 1984 (Cth).

This information sheet has been developed to help everyone understand and know their rights.



**What are rights?**

The basic things that everyone has to keep them safe and to be given a good life. Everyone in Australia has rights.

In response to requests from our members, we've developed easy English policies on **incidents, child rights, client rights, complaints and privacy.**



# What areas and requests are most popular?

## Emergency and disaster management

We've recently released a selection of new and updated resources in response to an increased focus on emergency and disaster management across a number of Australian health and service standards.

### Resource Search Results

Search the resources on this site by selecting from a list of keywords already provided, or type in the topic you are searching for.

Q Search resources by resource title, keyword or filename  
emergency



Q SEARCH

7 result(s) found.

#### Q Search Results

-  Template: Client Risk Assessment
-  17/01/2022 - Emergency and Disaster Management Resources (NDIS)
-  Template: Participant Risk Assessment (NDIS)
-  Policy: Business Continuity
-  Policy: Fire Safety
-  Template: Emergency and Disaster Management Plan
-  Policy: Emergency and Disaster Management Procedures



# What areas and requests are most popular?

## Child safety

Any organisation providing services to, or interacting with, children should have child safe policies and procedures in place that are consistent with the **National Principles for Child Safe Organisations** (and state Child Safe Standards, if in NSW or VIC).




[Insert organisation name and/or logo]

[policy code or number]	<b>Child Safe Policy</b>
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**Policy statement outlining the organisation's commitment to child safety**  
 Organisations should develop their own service, mission and values.

A Statement of Commitment may include:

- An outline of the organisation's mission and values
- The organisation's duty of care and provide a safe environment
- A commitment to the safety and well-being of children while keeping them safe
- The organisation's commitment to the National Principles for Child Safe Organisations
- The organisational values, procedures, and how child and procedures relating to child safety
- Taking every concern and
- Believing children when they report concerns

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 BREAKING NEW GROUND  
 NGO SERVICES ONLINE

### Child Safe Code of Conduct

This resource is to guide organisations in developing a Code of Conduct which meets the requirements of the National Principles for Child Safe Organisations, and is unique to the organisation's service and client needs.

**Things to keep in mind when developing a Code of Conduct**

- No two organisations' Codes of Conduct are the same. Each organisation's Code of Conduct should reflect its own mission and vision of the organisation, and be tailored to the organisation's service and client base.
- Depending on the type of service/s, it may be appropriate to have a Code of Conduct for children, parents, or for all staff and volunteers. The Code of Conduct should be applicable to all staff and volunteers.
- The organisation's governing body should consult with staff, volunteers, children and young people, and the community when developing a Code of Conduct.
- There may be instances where some organisations have a degree of approved restrictive practice for children and young people.

### National Child Rights Principles for [organisation name] (In Child Friendly Language)

Based on the National Principles for Child Safe Organisations

[Organisation name] is committed to ensuring that each and every child who comes in contact with the organisation, is entitled to the following set of rights. This document has been created to help every child understand and know how to exercise their rights.

**What are Rights?**

- The basic things that every child needs to be treated fairly and have a good life

# How can Standards and Performance Pathways assist?


## Gap analysis

- Our platform performs an automatic gap analysis, generating 'Action Texts' for providers to address, where they are not meeting a requirement.

## Linked resources and templates

- Access policy templates and resources throughout the self-assessment journey, relevant to gaps in compliance.





Is communication with each participant about the provision of supports responsive to their needs?


☐ Yes  
☐ No


**Action Needed**

Ensure communication with each participant about the provision of supports is responsive to their needs.


[Policy: Client Rights](#)  
[Policy: Case Management](#)

Please review and update our existing Client Rights policy, it is out of date.

Assigned To:  Beatrice Hobson

Due Date:  30/06/2022





Are measures in place to enable continuity of supports that are critical to the safety, health and wellbeing of each participant before, during and after an emergency or disaster?


☐ Yes  
☐ No


**Action Needed**

Put measures in place to enable continuity of supports that are critical to the safety, health and wellbeing of each participant before, during and after an emergency or disaster.

[Policy: Emergency and Disaster Management Procedures](#)  
[Template: Emergency and Disaster Management Plan](#)

Notes

Assigned To:  Unassigned

Due Date: 

# How can Standards and Performance Pathways assist?

## Sector Updates and New Resource Alerts

- PDF updates available within the platform keep organisations informed of relevant updates.

## BNG blog

- The BNG blog posts articles on topical areas across the sector.

### Our Blog

#### All Articles

Aged Care

Aged Care Royal Commission

Alcohol and other Drug

Child Safe

Disability

General



### NASASV's National Standards now live in SPP

9th May 2022

The Third Edition of NASASV's National Standards were developed throughout 2020-21. Self-assessments for the Standards are now live in SPP.



### Lessons from the pandemic: how Standards have evolved

2nd March 2022

A number of Standards have been updated in response to Covid-19, we summarise the core themes that have emerged across the different major Standards.



### Conducting NDIS Practice Reviews

16th February 2022

The NDIS Commission recommends that all providers undertake Practice Reviews as part of the continuous improvement process.





# Thank you

Take a free trial of SPP!

**Access resources and  
self-assessments for  
Australian standards  
in SPP**

**Sign up at**  
[spp.ngoservicesonline.com.au](https://spp.ngoservicesonline.com.au)

Can we help?  
Drop us a note to [team@bngonline.com.au](mailto:team@bngonline.com.au), or  
Call us on (02) 9569 1704.