



POLICY: 8. GOVERNANCE - POLICY MAKING

DEFINITION

A **policy** is a predetermined course of action toward accepted objectives and strategies of an organisation.

CONSULTATION AND ENGAGEMENT

Your Own Care works with stakeholders including namely (but not limited to) participants, families and supports of participants, members of the public, government agencies and other service providers.

We consult and engage with stakeholders to help us understand the needs and requirements of our community both internally and externally.

We know that we don't have expertise on every subject. Our stakeholders have valuable experience in delivering services and can offer insights into what works best.

They share their expertise to help us deliver high quality policies, programs and services.

Professionals and industry stakeholders offer expertise and specialist knowledge to our business, forums and partnerships.

INTENTION

The intention of this policy is to:

- Present policies in a positive light whilst at the same time ensuring that the Company has appropriate internal control measures in place.
- Outline a standard procedure to take the policy from conceptualisation, to first draft through to implementation, whilst consulting with stakeholders.
- Ensure that policies are the source documents for all practices.
- Ensure that all Workplace Practices reflect and are driven by the policies.
- Define a template for all policies to ensure uniformity of format of policies.
- Illustrate usage of the Policy Template.

POLICY STATEMENTS

- Policies must balance the Service Principles and strategic objectives of the Company, whilst also taking into consideration stakeholders input and including these where appropriate and reasonable to do so.
- Your Own Care is committed to the development and maintenance of policies which are representative of the governance, workplace, health and safety, service delivery and financial management, of the Company.
- Your Own Care will strive to have policies in place to enable Employees to execute their duties with a degree of freedom within defined boundaries whilst still adhering to the Service Principles of the Company.



PROCEDURES

- All members of staff and the management team are happy to receive comments, complaints or suggestions from stakeholders on aspects of our service.
- Stakeholders are encouraged to make comments, complaints and suggestions in writing, via the Feedback, Suggestion or Grievances form available upon request or upon the homepage of Your Own Cares website.
- Written comments, complaints and suggestions will be given high priority and be expedited for review.
- To assist with resolving any perceived deficiencies, the following guidelines are offered:
 - Clarify and state the problem.
 - Attack the problem, not individual entities.
 - Suggest ways to resolve the problem.
- The Management Team, a sub-Team, or a general meeting or Employee member through the Service Manager may identify the need for a new policy and therefrom policy document following a preliminary review of external information or internal perception of potential deficiencies.
- The Management Team will appoint the person/s to draft the policy.
- The writer/s will consult with stakeholders including (but not limited to) interested members, relevant Employees and persons knowledgeable in the area. Consultation can take the form of casual conversations, formal meetings, policy development workshops, email. Brief notes should be kept of meetings. Authors may use material from appropriate sources.
- All policy documents will adhere to the standard policy template.
- The draft policy will be proof read by a person appointed by the writer and/or the Service Manager or a Policy Sub Team
- A final draft will be presented to the Management Team.
- The Management Team will amend, adopt, defer, reject, return it to the writer/s for amendment, or assign revision to other writer/s.
- All policies will be reviewed every three years or as any suggested amendments are identified. The exception to this will be the Service Principles which will be reviewed every five years or as any suggested amendments are identified.
- All policies which have been amended and are no longer in use will be archived in the Archived Policy and Procedures Manual.

DELEGATIONS

Management Team

- Decide on what policies are needed based on an internal deficiency or need, or externally upon suggestion from external parties including that of stakeholders.
- Decide on the person/s to write the policy.
- Review and adopt the policy.
- Ensure a copy of the Policy and Procedures Manual is available to all Management Team members in appropriate format.
- Ensure as far as practicable that the Work practice documents are approved and maintained.



- Ensure as far as practicable Governance policies are reviewed in conjunction with the relevant executive member of the Team.

Service Manager

- Assist with the identification of required policies or policy amendments that are needed and alert the Management Team.
- Be actively engaged in policy making and the review of policy in conjunction with relevant Management Team members or Employee.
- Ensure that the work practices on Policy Making, are followed.
- Update or delegate to Employees the updating of policy

Administrative Assistant

- Ensure that all new policies or amendments to existing policies are recorded using the document control procedure.
- Assist the Service Manager as delegated with maintaining current Policies.

REFERENCES

Disability Services Act.
Disability Services Regulation
Human Services Quality Standards
National Disability Insurance Act
National Disability Insurance Rules
Terms of Business for Service Providers

AMENDMENTS/REVIEWS