



Your Own Care

POLICY: 13. GOVERNANCE - POLICY MAKING

PURPOSE

The purpose of this policy is to:

- Ensure the Company has appropriate internal control measures in place.
- Outline a standard procedure for policy development.
- 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.

DEFINITION

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

POLICY STATEMENTS

- Your Own Care policies are representative of the operations, Registration status and Legislative requirements of the Company.
- Your Own Care policies provide a framework for Employees to execute their duties with a degree of freedom within defined boundaries whilst still adhering to the Service Principles of the Company and regulatory requirements of the Company's Registration status.

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.

Consultation and engagement with stakeholders occurs daily as a component of usual business practices and informs YOC of the needs and requirements of our community, our participants, our staff/volunteers and of current and evolving industry requirements.

PROCEDURES

- The Executive Leadership Team will be responsible for policy completeness and currency.
- Policy documents will include standard headings – Purpose, Definition, Policy Statement, Procedures, Delegation, References, Amendment Reviews. Other headings can be included as required by the intent of the Policy/Procedure. Where definitions section is longer than a small paragraph it should be placed in an Appendix at the end of the document with a reference under the definitions section to refer to Appendix #.
- All policies will be formally reviewed annually or as a result of feedback, an incident, investigation and/or complaint outcome as may be required.
- All obsolete policies, no longer in use will have a “watermark” embedded on the electronic document stating “OBSELETE” and be archived in the OBSELETE Archive folder of the relevant Policy grouping i.e. Governance, Service Delivery, Service Principles, Staff Management, Workplace Health and Safety, High Intensity Care, Financial Management.
- Policy approval and endorsement section to include position, signature date, and name



block area for relevant Executive Team member to endorse, located above review table.

- Document formatting to include:
 - Heading – arial, bold, 14 font, uppercase, centre position
 - Paragraph headings – arial bold 12 font, uppercase.
 - Paragraph sub headings – arial 11, bold sentence case.
 - Body text – arial, normal, 11 font.
 - Amendments table – arial, normal 8 font. Headings in table bold.
 - Spacing - .21 cm indent left and right, 5 pt line space before, 0 pt line space after, all normal paragraphs, dot points 0.85 cm right, 1,12 cm left indent, sub dot points 2.5 cm right, .94cm left ident. Reference section can be formatted to 2 columns to save space.
- Amendment review tables will be included at the end of all policy documents and version control will be date in the file in in the form of Vyyyymmdd at the end of the policy, procedure, form file name.

DELEGATIONS

Executive Leadership Team

- Decide on what policies are required.
- Assign responsible person for drafting or obtaining the policy.
- Review and adopt the policy.
- Ensure a copy of the Policy is available to all Staff, Volunteers, Stakeholders in appropriate format and platform.

Administrative Assistant

- Ensure that all new policies, procedures, forms or amendments of same are available to Staff, Volunteers and Stakeholders in the appropriate format and accessible on the current organisation platform.
- Assist, as delegated with maintaining current Policies, Procedures, Forms.

REFERENCES

National Disability Insurance (NDIS) Act
 NDIS Rules
 NDIS Terms of Business for Service Providers
 Qld Disability Services Act.
 Qld Disability Services Regulation
 QLD Human Services Quality Standards

Policy Approval and Endorsement

I have committed to this policy and its implementation into Your Own Care business practices.

Chief Executive Officer name: Tracy Hart

Signature: Tracy Hart Date: 25/05/2022

AMENDMENTS REVIEWS

Date Adopted:	15/08/2019	Review Details	Version:
Next Review	23/11/2020	Review for currency	11-2020
Next Review	March 2022	New logo. Refining language and formatting. Update policy statement, procedures & delegations.	V20220525
Next Review	May 2023		