

Adelaide Quality Care

Policy 1

Policy Development Policy

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Policy Development Policy

DEFINITION

The organisation believes that clear policies are the blueprint that underpins and guides the organisation's direction and work practices, defines roles and responsibilities, and ensures that the organisation acts within the law.

POSITION STATEMENT

The Managing Director will maintain a comprehensive and detailed Policies and Procedure manual, which is regularly updated with new or amended policies and procedures. All staff are expected to read, understand, and utilise these policies and procedures to guide their work practices and behaviours.

Adelaide Quality Care will endeavour to implement best practice standards regarding policy research and development, implementation and communication, service delivery, review and evaluation.

LEGISLATION AND STANDARDS

Adelaide Quality Care will comply with all relevant legislation. See Legislative Compliance 1.2. Home Care Standards - Standard 1 – Effective Management Disability Service Standards – Standard 6 – Service Management

OPERATIONAL PROCEDURES

Policies and procedures are developed or amended in response to one or more of the following –

- Changes in legislation
- New or amended funding conditions
- Client feedback including complaints
- Client surveys
- Staff performance matters

- Staff feedback
- Checks and audits
- Risk assessments and review
- Strategic planning activities
- Other processes or information

Members of the management team are responsible for drafting new or revised policies. These will be discussed and reviewed at Monthly OPs meetings. Draft policies are circulated to staff representatives for comment, and where appropriate consulted on during other meetings such as support and supervision groups, work group meetings and client advisory group meetings.

All draft policies are submitted to the Managing Director via the monthly report for amendment and adoption at the meeting. Once adopted by the Managing Director new or amended policies and procedures are incorporated into the policy manual.

Managers will be responsible for ensuring that the policies and procedures are adopted and implemented by all staff and that relevant other documents are updated to reflect changes i.e. work group manuals.

New or adopted policies and procedures will show the date of creation or amendment. Review of policies will occur as outlined above, as well as being reviewed by the Managing Director in accordance with an annual policy review schedule.

All policies will be reviewed within a 2-year timeframe. Upon receipt of new policy, current practice is to be reviewed considering the minimum standards established by the policy.

Managers are to assist staff in identifying how the policy impacts upon their service delivery and to identify specific strategies to ensure practice is consistent with operational guidelines and procedures set out in the policy.

Staff receive training as necessary for them to –

- become familiar with the contents of the policy
- have evaluated their practice considering the standards set by the policy
- have held team discussions to devise strategies for implementing the policy within their work setting
- can make links between the philosophical base which underpins the policy and their practice.

Communication and knowledge of policies and procedures will occur as follows-

Staff will be informed about new policies and procedures through –

- Emails
- Staff newsletter
- AQC Facebook
- Policy and procedures manual

Staff receive training in policies and procedures through the following –

- Orientation and induction
- Staff work group meetings
- Special training sessions
- All staff meetings

Staff may be assessed in their knowledge and understanding of policies and procedures through –

- Competency assessments
- Supervision and support reviews
- Annual appraisals

AQC POLICY DEVELOPMENT PROCESS

