

13.0 POLICY POLICY AND PROCEDURE

Purpose

The purpose of this policy is to:

- Lay down a template for all policies and procedures;
- outline a standard procedure for policies and procedures to be taken from their first drafts through to implementation; and to
- illustrate a typical usage of the policy and procedure

Applicability

This policy relates to all the Management staff, committee members and organisational members of Better Together. Fundamental decisions as to the aims, goals and mission of the organisation must be approved by the membership at a general meeting.

Policy Statement

Better Together is committed to the development of policies and procedures that;

- are in line with the organisations aims, goals and mission
- are from best practice
- Ratified by the board every 4 years or sooner to stay inline with legislation and regulations.
- Have a clear uniform template.
- Have operational procedures designed to implement the policies

Principals

Better Together values the external evaluation, review and planning of its services by having regular reflection from service users, families, staff and stakeholders of the organisation.

Better Together is committed to researching best practise templates and reviewing changes in legislation for policy development

Continuous improvement and commitment to the organisational goals, aim and mission are essential for effective policy and operational procedural effectiveness and efficiency.

Definitions

Continuous Improvement: means to consistently strive to improve your products or service according to the highest standards often through an intentional thought out planned process

Related Policies and Procedures

7.0 Complaints and Feedback
8.0 Service Management Governance
8.4 Continuous Improvement

Relevant Legislation and regulations

Commonwealth;

- *Work Health and Safety Act (2011),*
- *Sex Discrimination Act (1984)*
- *Australian Human Rights and Equal Opportunity Act (1986),*
- *Disability Discrimination Act (1992),*
- *Age Discrimination Act (2004),*
- *Workplace Relations Act (1996),*
- *Goods and Services Tax Act (1999),*
- *Income Tax Assessment Act (1997),*
- *National Disability Insurance Scheme Act (2013)*
- *Privacy Act (1988)*

Queensland;

- *Associations Incorporation Act (1981)*
- *Anti-Discrimination Act (1991),*
- *Disability Services Act (2006)*
- *Human Rights (2019)*