

# Org1.8 Internal Policy Development

## Purpose

1. To outline the processes for creating, reviewing and amending internal SAVVY Policies.

## Alignment with Practice Standards

1. Module 2: Provider Governance and Operational Management

## Legislative Alignment

1. Nil

## Key Responsible Executive

Chief Executive Officer

## For More Support

Your People Manager

## Policy Statement

1. SAVVY considers its policies and procedures to be the underpinning of all decisions made at SAVVY Therefore it is of the utmost importance to SAVVY that Policies are regularly reviewed for suitability, accuracy, practicality, alignment with legislation, reflective of the organisation's culture, person centred and written in a way that is accessible for all employees. It is also important that the policies cover the breadth of SAVVY operations in order to support decision making at all points in the employee and participant lifecycle.

## Definitions

1. Policy - a set of ideas or plans that is used as a basis for making decisions. It signals the organisation's attitude and actions regarding a particular issue.

## Delegations

| Roles                                       | Responsibilities  |
|---|---|
| Board of Directors                          | <ul style="list-style-type: none"> <li>● Endorse the Policy Development Policy.</li> <li>● Take on the role of actively reviewing and endorsing any new or amended policies prior to implementation</li> <li>● Support the CEO to implement and review policies as part of the continuous quality improvement strategy and risk management plan.</li> </ul>   |
| CEO   | <ul style="list-style-type: none"> <li>● Take ownership of the SAVVY Policy development and review process</li> <li>● Engage SAVVY's Advisory Bodies to manage a schedule of internal policy reviews dependent on the Advisory Boards subject matter expertise and relevance to the Policy</li> <li>● Support new and existing information management systems and supporting policies and procedures.</li> </ul>  |
| Management                                  | <ul style="list-style-type: none"> <li>● Provide guidance on prioritising the order of policies reviewed</li> <li>● Actively participate where required in providing input, data, guidance and recommendations as part of a policy review</li> <li>● Highlight any particular areas that would benefit from a dedicated policy or to be covered in an existing policy</li> <li>● Support employees to participate in the policy review and new policy development process.</li> </ul> |
| Staff, volunteers, contractors and students | <ul style="list-style-type: none"> <li>● Participate in policy review and new policy development processes</li> <li>● Provide feedback, including complaints, concerns and suggestions about existing or potentially new policies.</li> </ul>   |

## Procedures

1. SAVVY will follow a seven step process for developing policies and procedures.
  - a. Identify a need for a new or revised policy
    - i. This may be identified in anticipation of a need, for instance if SAVVY pursues a new strategic direction or service offering, or if external factors such as new legislation or structural changes in the sector.
    - ii. Or a may be identified in response to a need such as a new risk identified, an increase in certain risks, an incident, or a piece of feedback received.
    - iii. once a need has been identified, this will be taken to the Management to consider if the need:
      - is appropriate to reflect in a policy
      - if a new policy should be created, or an existing policy amended.
  - b. Identify who will take responsibility for developing or updating the policy
    - i. The CEO will determine who will take the lead in developing or revising the policy and relevant procedures.

- ii. This can be delegated to a Management team member or an Advisory Committee depending on the need being addressed
- c. Gathering data
  - i. The policy lead will gather data relevant to the policy and procedures. This may include:
    - interviewing employees, participants, management or other stakeholders
    - analysing SAVVY's registers (for example risk register, feedback register, risk database, training and development register, transfer register etc)
    - Using a survey to collect broader responses from a diverse group of stakeholders
    - Observing or shadowing an employee to understand how the practices are currently operating
    - Auditing a selection of materials
    - Hosting a meeting or workshop with employees, participants or stakeholders to gather diverse perspectives and gain consensus on a way forward.
- d. Draft the (updated) policy and relevant procedures
  - i. Using the inputs collected in the earlier stage, the policy lead will draft the policy and procedures ready for review.
- e. Consultation and engagement of employees, participants and stakeholders
  - i. Employees, participants and stakeholders should be consulted through the data gathering process. However at this stage, the cohort is asked to review the drafted policy and procedures prior to the formal submission of approval.
  - ii. Where employees, participants or stakeholders have been consulted in the process, they will have the opportunity to review the drafted policy and procedures.
- f. Endorsement
  - i. Final review of the policy and procedures will sit with the Board who are accountable for the endorsement of the policy and ensuring the policy is compliant with any relevant laws.
- g. Implement
  - i. once endorsed by the board, the policy will be:
    - shared with all employees
    - shared all stakeholders engaged in the development of the policy
    - Uploaded to SAVVY's policy library (with older policies being archived)
    - Where relevant, Employees will be asked to read and acknowledge the policy through SAVVY's HR System
    - Managers will update team members and provide an opportunity for questions at the next team meeting
    - Training scheduled and delivered where the policy creates a significant change to current work practices.
    - The policy will be added to the SAVVY policy review schedule.
- h. Review
  - i. All SAVVY policies are reviewed bi-annually, with some policies reviewed annually.
  - ii. The policy review schedule is set by the CEO with input from the Management team and Advisory Committees.
  - iii. Responsibility for reviewing individual policies will be outlined in the review schedule
  - iv. Reviewers are given a three month review period (unless requested urgently by the CEO or Board and therefore is to be completed in one month), in order to allow

reviews enough time to go through the development process if any changes are identified.

- v. The policy reviewing bodies include:
  - The management team
  - Advisory Board
  - participant Advisory Committee
  - Work Health and Safety Committee
  - Quality Improvement Committee
  - Clinical Governance Committee
  - Board of Directors (with support of the CEO)

### References to other SAVVY policies and external sources

1. CS1.1 Human Rights

### Summary of attachments

1. Nil

### Version Control

1. 1 April 2023 - New Policy Creation