7. Policy Development and Review

Introduction

GSA relies on policies and procedures to fulfil its day-to-day responsibilities to the graduates, volunteers, and staff. They are to be developed, documented, resourced, communicated, implemented, and evaluated in a consistent manner. Policies and procedures are a guideline for decision-making and set out a prescribed course of action for specific circumstances.

Purpose

The Board's role at GSA is to set the strategic directions and the Chief Executive Officer is responsible for ensuring clear guidelines are set in place by having the right policies and procedures established. Staff and volunteers of GSA benefit by written policies and procedures, as they serve to:

- Reduce conflict and confusion.
- Ensure better decision-making processes.
- Ensure the consistency of procedures and practices within GSA; and
- Increase equity and fairness, accountability, and efficiency.

Authorisation

Chief Executive Officer to authorise policy.

Managers to implement operational strategies.

Policy

All legislative and statutory requirements along with the GSA vision and values are considered when formulating policy. These policies and procedures are to be accessible to all who are required to read and understand them.

GSA policies and procedures cover the following areas of Operational Policy development:

- Provision of service delivery.
- Conduct, behaviour and attitudes of students, clients, volunteers, staff, and Board/Council Members.
- Conflicts of interest.
- Service users' rights and responsibilities.
- Complaint handling.
- Employment of staff.
- Funding and financial management.
- Meetings and decision-making processes for day-to-day operations.
- Planning and evaluation of GSA programs.

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- Media and publicity.
- Occupational health and safety.
- Privacy and confidentiality of information and records; and
- Other management and administrative tasks.

Development and Review of Operational Policy

1. The Chief Executive Officer, Executive and/or Leadership Management Team or sub-committee can identify a gap or need for a policy document or identify amendments and/or updates for an existing policy document.
2. Consultation will occur to decide upon a workable and appropriate policy and/or procedure and responsible author/s.
3. The author/s will draft the policy and will circulate to the Senior Management Team for comment.
4. The author/s will consider any feedback received and will create a final draft for final editing and to ensure accuracy before presentation to the Chief Executive Officer.
5. The Chief Executive Officer will accept, defer, reject, return to the author/s for amendment, or assign revision of the policy to author/s.
6. Following acceptance by the Chief Executive Officer, the policy shall be added to the Policy Manual as Version 1 (if new policy) or move to the next Version (if an existing policy).
7. All new policies and/or changes to policy should be recorded (as per Version Control Policy).
8. The responsible staff will add the new/reviewed policy to the Organisational Policy Register and upload to the SharePoint in the relevant program folder.
9. New/changed policies are to be communicated to all personnel.
10. Outdated policies are to be archived appropriately.

Responsibility

The Chief Executive Officer endorses Operational Policies and Procedures developed in consultation with the Executive and/or Leadership Management Team and other relevant staff.

All casual, permanent and contract staff, student representatives and volunteers are responsible for adhering to all GSA policies and procedures.

Related Documents

GSA policies and procedures

Governance Policy

Version Control Policy

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Policy Development and Review Flowchart

Identify Need
- Identify gap or need for a policy
- Identify amendments and/or updates for existing policy

Consult
- Decide upon appropriate policy
- Delegate responsible author/s

Draft
- Author/s will draft policy
- Policy circulated to Managers for comment

Final Draft
- Comments incorporated into final draft
- Execuitve Assistant to edit and ensure accuracy

Approval
- Final draft to go to CEO for approval
- Policy allocated Version number

Version
- Policy added to Policy Register
- Policy communicated to staff
- Outdated version to be archived

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