



Sample Policy and Procedures - Manual for SAAP Services

**USING THE SAAP EXAMPLE POLICY AND
PROCEDURES**

WHAT IS A POLICY AND PROCEDURES MANUAL?

A policy is a blue print or general guideline for action. Often, policy development in organisations is ad-hoc and not recorded. People agree on policies and try to remember them but people do not always remember the same things and unwritten policies often lead to confusion and conflicts.

Documenting policy and procedures provides a consistent base from which to manage all the operations of an organisation including service management, staff management and service delivery. The documentation can then ensure consistent practice throughout the organisation.

Policy and procedures should be readily available to all people involved in the management or work of an organisation and should be kept in a loose leaf file or on a computer system so it can be updated and added to, as policies and procedures are reviewed and amended.

HOW TO USE THIS MANUAL

This Example Policy and Procedures Manual for SAAP Services has been developed to provide SAAP funded services with a template for developing policy and procedures specific to their service. Using these materials as a starting point will save services many hours of staff time in documenting their services.

The policies and procedures in this Manual have been separated into twenty six sections.

- | | |
|-------------------------------------|-----------------------------------------------------|
| 1. Organisation Overview | 15. Occupational Health, Safety and Welfare |
| 2. Incorporation | 16. Safe and Secure Environment |
| 3. Service Management | 17. Accidents Incidents and Hazards |
| 4. Funding | 18. Fire and Emergencies |
| 5. Records Management | 19. Principles of Service Delivery |
| 6. Service Planning and Improvement | 20. Duty of Care |
| 7. Assets Management and Insurance | 21. Access to Services |
| 8. Financial Management | 22. Rights and Responsibilities of Clients |
| 9. Information Technology | 23. Entry Screening Assessment and Support Planning |
| 10. Office Procedures | 24. Coordination with Other Agencies and Referrals |
| 11. Staff Recruitment | 25. Client Fees |
| 12. Staff Management | 26. Working with Young People |
| 13. Staff Development | |
| 14. Volunteer Management | |

The example material has been written for a hypothetical women's accommodation service - Acorn Support Services. In addition, examples of service delivery policy and procedures (sections 19 to 26) have been provided for the following service types:

- Family Services
- Meals Day Centres
- Single Adults Services
- Outreach Services and
- Youth Services.

HOW TO USE THE SAAP EXAMPLE POLICY AND PROCEDURES MANUAL

The example materials have been developed in accordance with the requirements of the SAAP Service Standards and reflect principles of good practice. The materials provide suggested minimum content only and should be used as a guide to the kinds of areas in which to develop written policy and procedures. The examples are not meant to be complete and are not meant to direct practice.

Services are free to adapt the examples in this manual and to copy the forms and documents for their own use.

ORIGINAL FORMS FILE

Throughout the Example Policy and Procedures Manual reference is made to the Original Forms File. In practice, a copy of all forms used in a service should be kept in the Original Forms File. When copies are required they are made from the original form. In this way the service can be sure that all forms in use are the latest version.

We have included copies of all forms referred to throughout the policy and procedures manual in the Original Forms folder. You will note that each form is numbered with the section number. As you add new forms to your system just put them in the section they primarily relate to (e.g. Section 4 Forms).

ACKNOWLEDGEMENTS

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- Joondalup Youth Support Services
- Mercy Youth Services
- RUAH Refuge
- Saint Bartholomew's House
- Share and Care Community Service Group Inc
- South West Refuge Inc.
- St Patrick's Community Support Centre South West Metropolitan Housing
- Stirling Women's Refuge
- Swan Emergency Accommodation
- UnitingCare West Tranby.

IMPORTANT:

The materials presented in this Manual are good practice examples only. It is each agency's responsibility to adapt the materials to its own requirements and to ensure applicable legislative requirements are complied with.

For assistance with developing policies and procedures for your service contact your Department for Child Protection Community Development and Funding Officer (CDFO).

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ACORN SUPPORT SERVICES

MANAGEMENT AND ADMINISTRATION

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<i>Acorn Support Services</i>	<i>Date Amended: March 2007</i>
	<i>Approval Date:</i>

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- 2. Staff Management
- 3. Safety and Security
- 4. Service Delivery

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