

Bethany Care Ltd
Policy Writing
Policy & Procedure 51

Document Review Details	
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Reviewed by	Brian Lynch (Quality Assurance)
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Policy Writing

1. Object & Field of Application

1.1 This document details the process Bethany Care Ltd uses to create and/or amend its policy documentation.

2. Legislation

2.1 Disability Services Regulation 2006 (Qld)

3. References

3.1 The Australian Policy Handbook by Peter Bridgman and Glyn Davis

4. Policy Guidelines

4.1 Issue identification -

- This involves an identification of the specific issue to be addressed by policy creation or amendment.
- Issues could be identified from a variety of sources, for example, from the Board, staff, clients, annual feedback forms, RIF (Record of Incident Forms) forms, complaints, audit suggestions and recommendations and government bodies. Changes in legislation could also bring about significant changes in policy content.

4.2 Policy request made to QA (Quality Assurance) officer.

- Once the issue has been identified a policy request should be made to the QA officer. There is no specific form for this, the request could be made via a conversation, an email etc.
- The request should include a description of the required policy content and aims and objectives.
- The decision as to whether a completely new policy is needed, or whether an amendment is required should be made by the QA officer after consultation with the Service Manager.

4.3 Research & Draft

- The QA will commence researching the issue and create a draft policy.
- Policy content could be derived from internet research, direct relevant input from the policy requester, or an appraisal of similar policies from similar services.
- It will involve an appraisal of different policy options and assessment of the applicability to Bethany's business practices.
- Relevant legislation which may directly impact the issues contained in the policy should be quoted and referenced accordingly.
- All reference material should be checked for validity and currency.

4.4 Consultation

- This should permeate the entire process.
- Consultation with all interested stakeholders should be welcomed and incorporated at the discretion of the QA officer or Service Manager.
- Stakeholders may include but are not limited to clients, their parents and families, Disability Services, other organisations who provide services for people with a disability.

4.5 Ratification & Redrafting

- Once the draft policy proposal has been created it should be initially approved by Service Manager. The policy will then be circulated to board and staff members, if relevant, for their constructive feedback. To avoid the process dragging on, feedback should be sought within a specified timescale.
- This process may involve some back and forth between draft, re-draft and feedback before a final version is agreed upon.
- This final version will be ratified by the Service Manager; having considered all feedback, and having been aware of any and all policy redraft versions.

4.6 Implementation

- Once ratified, the final policy will be put into circulation, and all board and staff are made aware of the new policy.
- The QA officer should integrate the policy into the document control database, noting the appropriate document codes and specific dates of annual review.
- The final policy should be updated on the Bethany Care website for public reference and transparency.
- The final policy should be emailed to all staff members, if appropriate, with notes explaining any amendments or changes.

4.7 Ongoing Evaluation & Review

- Once the policy has been incorporated into the business, the document's effectiveness will be assessed in terms of its perceived intentions and results.
- Does the policy successfully address the issue it has been created for?
- This evaluation will primarily be taken by the Service Manager and Quality Assurance officer from any initial feedback of the policy.
- Further routine review of the policy will take place in accordance with the QA document review schedule. Please see Z:\Admin Office\Quality Assurance\PART 6 - Document Control Register\ Document Control Register.accdb, for the full schedule.

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