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

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

Many thanks are extended to the following SAAP service providers for making available examples and information about their policy, procedures and forms. Their contributions have been invaluable in developing the content of these example materials.

- Anglicare WA
- Nirrumbuk Aboriginal Corporation Broome Youth Accommodation Service
- Chrysalis Support Services Inc.
- Marnin Bowa Dumbara Aboriginal Corporation Derby Family Healing Centre
- Joondalup Youth Support Services
- Mercy Youth Services
- RUW 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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**Acorn Support Services**

*Date Amended: March 2007*

*Approval Date:*

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Please note the Table of Contents is arranged in the following four areas:

1. Management and Administration
2. Staff Management
3. Safety and Security
4. Service Delivery

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