

	<b>ONE2ONE POLICY</b>			
	<b>Title</b>	Policy Development and Review Process	<b>Policy No</b>	33
	<b>Indicator</b>	CM2 - Governance and Operational Management	<b>Review Date</b>	10/09/2020

## 1. PURPOSE AND SCOPE

The purpose of this policy is to establish standards of practice for the development and review of the policies and procedures of One2One. The policy has been framed around best practice for all agencies providing services to the public, having regard to Standard 6 of the National Standards for Disability Services (2013) and NDIS (Quality Indicators) Guidelines 2018.

This policy has been framed around the NDIS Practice Standards and applies to all of One2One's supports and services.

## 2. POLICY STATEMENT

One2One will develop policies and procedures, in consultation with its stakeholders, including consumers, their family members and advocates, to guide the efficiency and integrity of its operations.

- 2.1. One2One will, in consultation with its consumers, family members, advocates, and staff, develop policies and procedures which will guide One2One operations, ensure its compliance with relevant funding bodies and legal requirements, and which are in accord with the organisation's mission, values and objectives.
- 2.2. One2One Quality Manager will be responsible for development and review of all One2One Policies.
- 2.2. All drafts of policies and procedures will be presented to One2One's Quality System Committee for review, amendment, and ratification.
- 2.3. All drafts of policies and procedures which will impact consumers, will be presented to One2One's Consumer Consultation Committee for review and feedback.
- 2.4. All drafts of policies and procedures which will impact staff, will be presented to One2One's Staff Consultation Committee for review and feedback.
- 2.5. Policies will be reviewed and amended at least every two years, or as developments in One2One operations necessitate it.
- 2.6. Policies will be succinct in their statements or reflect necessary/critical content and standards.

## 3. PERFORMANCE STANDARDS

- 3.1 One2One has a set of relevant, user-friendly policies and procedures which guide and direct its operations.
- 3.2 Policies have been developed in consultation with consumers and/or their family members/carers, staff and any other relevant stakeholders.
- 3.3 One2One policies comply with relevant laws and regulations.
- 3.4 One2One policies and procedures reflect the organisation's mission, values and objectives and contemporary practices in disability services.
- 3.5 One2One polices have been reviewed every two years by Quality System Manager.

3.6 One2One policies align with the relevant delegated authority.

#### **4. RELATED DOCUMENTS**

- Consumer Handbook
- Coordinator Manual
- One2One Forms Register
- One2One Policies, Procedures, and related Forms
- One2One Policies and Procedures Register
- Staff Induction Program
- Website and marketing materials

NB: In the event a Policy has been reviewed and updated, each related document or platform noted above must be considered and adjusted for any related changes to ensure all practices and documentation produced by One2One are accurate at all times.

#### **5. POLICY REVIEW**

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director – One2One