



Policy and Procedure Development and Review Policy

Policy Number:	BO-025		
Date Approved:	18/02/2014	Approved By:	Board of Governance
Date Issued:		Review Date:	February 2017
Version 1.2			

1. Aim

Breakaway is committed to the National Quality Framework (NQF) for both Children's Services and Disability Services and our service will develop and review our policies and procedures to ensure excellence and compliance.

Our review processes will provide an important opportunity for campers/carers and staff to offer their valuable input into the practices at the service and how best to meet the needs of each child/young/vulnerable person being cared for.

The purpose of this document is to set out the supporting systems and procedures to ensure that there are guidelines and consistency around how we implement this policy.

2. Scope

This policy applies to children, young people, campers, employees, volunteers, visitors, contractors and families attending Breakaway.

3. Policy

3.1 Breakaway Policy and Procedures

All Breakaway policies and procedures will be developed in accordance with current best practice, legislative requirements and will be consistent with the philosophy and values of Breakaway.

Breakaway organises policies and procedures into the categories of organisational and programs:

- Organisational policies and procedures are those which impact on the whole organisation and all staff eg Child Protection, Work Health and Safety. These policy and procedures are designated by the prefix BO followed by the relevant policy number and policy name. Eg BO-002 Child Protection Policy

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- A category within organisational policies is Board policies and procedures. These set out the roles and responsibilities of the Board and the GENERAL MANAGER to implement strategic policy areas. These policy and procedures are designated by the prefix BOB followed by the relevant policy number and policy name with the word Board appearing in brackets at the end. Eg BOB-026 Ethics Policy (Board)
- Program policies and procedures are those which impact on the specific programs that we offer eg Breakaway Camps, Sibling and Carer Camps. These policy and procedures are designated by the prefix BOP followed by the relevant policy number and policy name eg BOP-006 Medicine Policy

Procedures to guide daily operational systems and tasks will also be developed to ensure consistency and efficiency of processes.

3.2 Policy and procedure approval

- All organisational Breakaway policies must be approved and/or repealed by the Breakaway Board.
- The GENERAL MANAGER will ensure that a policy register is maintained which details the names of all approved policies, the date of approval and the date of review.
- Procedures relating to operational systems must be approved by the GENERAL MANAGER or their delegate.
- Minor changes to policies identified through the review process that does not adversely impact on campers/carers or staff can be approved by the GENERAL MANAGER. The GENERAL MANAGER will advise the Board of any such changes. Examples of such changes include:
 - Changes to names of legislation or regulations
 - Changes to operational procedures

3.3 Policy and procedure development process

In developing a policy and procedure Breakaway will:

- Circulate a draft document which reflects current legislation and best practice to the Breakaway senior representative staff in the first instance for discussion at the Breakaway Senior's Meeting
- Incorporate feedback from the senior staff and circulate the revised draft document to all Breakaway staff requesting feedback by a specified date (providing a minimum of 2 weeks notice)
- Incorporate feedback from staff and circulate the revised draft document to relevant stakeholders requesting feedback by a specified date (providing a minimum of 2 weeks notice)
- Submit the draft document to the Breakaway Board for approval if required.
- Notify staff and stakeholders when the policy has been approved
- Update the policy register

3.4 Policy and procedure review process

- The Breakaway GENERAL MANAGER will ensure that all policies and procedures are reviewed every three years or more often if required. This gives both campers, staff and the Breakaway Board opportunities to suggest elements that need to be improved.

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- At any time of the year staff and campers are invited to enquire about and have input into the review of policies and procedures.
- Policies that are required to be reviewed annually will specify this in the policy and this will be recorded on the policy register eg. Fees Policy.
- In particular Breakaway policies will comply with the National Disability Service Standards by ensuring that the service has in place policies and procedures in relation to the following matters and these shall be reviewed annually:
 - (a) health and safety, including matters relating to-
 - (i) food and beverages, dietary requirements; and
 - (ii) sun protection; and
 - (iii) water safety, including safety during any water-based activities; and
 - (iv) the administration of first aid;
 - (b) incident, injury, trauma and illness procedures;
 - (c) dealing with infectious diseases;
 - (d) dealing with medical conditions in campers;
 - (e) emergency and evacuation,;
 - (g) excursions;
 - (h) providing a child safe environment;
 - (i) staffing, including-
 - (i) a code of conduct for staff members; and
 - (iii) the participation of volunteers and students on practicum placements;
 - (j) interactions with children;
 - (k) application and orientation;
 - (l) governance and management of the service, including confidentiality of records;
 - (m) the acceptance and refusal of authorisations;
 - (n) payment of fees and provision of a statement of fees charged
 - (o) dealing with complaints.
- The procedure used to review policies and procedures will be same as for developing them (see 3.3 above). Any changes will be highlighted in red text so that they can be easily identified and a summary of proposed changes will also be provided.

3.5 Policy and procedure notification process

- All relevant stakeholders at the service must be informed of any changes to policies. This will occur in writing and be provided to campers/carers, staff and any other relevant individuals.

3.6 Access to policies and procedures

3.6.1 Parents/carers

- Staff will advise campers/carers about how to access Breakaway policies and procedures and where they are located in the service
- Breakaway procedures to guide daily operational tasks relating to finance and administration will not be included in the policy and procedure folder
- Access to all relevant policies and procedures will be made available to campers/carers during the orientation period

3.6.2 Breakaway staff and volunteers

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- All policies and procedures are stored on the z drive in the general folder and access is available to all staff in Pdf form.
- Procedures to guide daily operational tasks relating to finance and administration will be stored on the z drive in the relevant finance or administration folders
- All new employees will be provided with a paper copy of the Child Protection Policy as part of their new employee pack.

3.7 Staff and Volunteer responsibility for policy and procedures

- The Breakaway Employment Contract outline the responsibility for all staff and volunteers to be aware of and comply with all Breakaway Policies and Procedures
- It is the responsibility of Management to ensure that all staff and volunteers understand policy and/or procedure.
- It is the responsibility of staff and volunteers to sign 'Acknowledgment of Policy' forms as required by Breakaway
- It is the responsibility of staff and volunteers to attend and participate in induction, training and in-services about Breakaway policies

4. References

NSW Disability Service Standards

1,3 & 6

5. Persons Responsible

All employees are responsible for:

- Awareness and compliance with all Breakaway Policies and Procedures
- Clarifying their understanding of a policy and/or procedure with their supervisor or GENERAL MANAGER where they are not clear about the expectations for their role, behaviour or actions
- Signing 'Acknowledgment of Policy' forms as required by the GENERAL MANAGER
- Attend and participate in induction, training and in-services about Breakaway policies
- Contributing to a culture of continuous quality improvement to enable the delivery of quality, consistent and efficient services/programs

Accounts & Human Resources Manager is responsible for:

- Updating policy folders as and when changes/additions to policy occur. Including a copy of the Child Protection Policy and policy acknowledgement form in all new employee packages
- Filing signed Child Protection Policy Acknowledgement forms on employee files
- Advising the GENERAL MANAGER where a staff member has not signed a Policy Acknowledgement form as requested

Senior Staff are responsible for:

- Role modelling a good knowledge of and compliance with Breakaway policy and procedures
- Showing new staff they will be supervising how to access Breakaway policy and procedures
- Providing clarification about a policy or procedure to staff or parent/carers as required

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- Providing feedback on draft policy and procedures and advising when changes may be required

Camp Manager is responsible for:

- Advising the GENERAL MANAGER of any changes in legislation, regulation or practice requirements impacting on policy or procedure
- Providing feedback about all program policies and procedures
- Discussing policy and procedures at team meetings as required
- Providing clarification about a policy or procedure to staff or parent/carers as required

GENERAL MANAGER is responsible for:

- Maintaining the policy register
- Ensuring all policies are reviewed as required
- Presenting policies to the Breakaway Board for approval
- Providing clarification about a policy or procedure to staff or parent/carers as required
- Including information about policy and procedures in the staff induction process
- Following up with a staff member who has not complied with a policy or procedure
- Authorising minor changes to policies identified through a review process

Board of Management are responsible for:

- Approval of this policy.
- Approval of all organisational Breakaway policies

6. Definitions

Breakaway – all Breakaway Incorporated services and programs

Board of Management – the governing body of Breakaway, comprised of elected or appointed members who jointly oversee the activities and legal responsibilities of the organisation

Manager – refers to the GENERAL MANAGER

Family – refers to the parents/caregivers of the children or young people that receive support from Breakaway

Visitor – any person who is visiting a Breakaway service who is not a staff member, client or family

Document review history

Date	Section	Change
5/12/13	3.2	Organisational policies to be approved by Board. In-house operational policies approved by GM
5/12/13	3.3	Relevant Stakeholders to be notified and asked to comment on policies in review Submit only relevant organisational policies to Board for approval
5/12/13	3.5	Only relevant stakeholders will be notified of changes to policies

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5/12/13	3.6.1	Access to relevant policies and procedures to campers/carers during orientation
5/12/13	5	Board responsible for approval of all organisational policies.
11/02/14	All	Changed 'General Manager' to GENERAL MANAGER Changed reference to 'Staff' to 'Staff and Volunteers'
20/02/14	1	Board Approval Date added Removed 'DRAFT' watermark

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