

# Sample Policy & 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.

# **Sample Call Center Policies And Procedure Manual**

**Xiang Xie**



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