

Policy management



"I trust the agency keeps up with the law and regulations and makes changes when needed."

Intent

Our policies and procedures are regularly reviewed, kept up-to-date with legislation, policy and practice and reflect the input of our stakeholders.

They set the framework for our operational procedures and practice requirements.

Responsibilities

The board must:

- ensure there is a system for reviewing and updating policies and procedures to meet regulatory requirements
- delegate the general manager/chief executive to approve operational level policies including HR policies, quality assurance and improvement, rangatahi services.
- approve policies relating to governance and policies which carry significant risk, compliance or cost implications eg:
 - Risk management policy
 - Organisational charter (Kaupapa)
 - Management delegations and remuneration
 - Policies relating to board membership and recruitment
 - Policy management

Management has delegated authority to approve operational level policies and must:

- arrange for the organisation's policies and procedures to be regularly reviewed and updated
- advise the board of the outcome of policy reviews and approved policy updates
- seek board approval for proposed changes to board-related policies

Staff and volunteers should respond to invitations to comment and give feedback on policies and procedures and input to policy reviews.

Requirements (core policy content)

Our policies and procedures will be:

- accessible and available to everyone in our organisation through our online system
- consistent with our Constitution and/or other founding documents
- supportive of good practice.

Scheduled reviews

Policies and procedures will be reviewed regularly to comply with our contractual and regulatory requirements.

The Policy Place has been contracted to conduct these reviews and manage the updating of our policies and procedures.

The Policy Place Ltd will schedule a review of our policies and procedures which involves: :

- scheduled reviews throughout the subscription year
- opportunity for us to participate and contribute to reviews
- advising review outcomes and recommended updates/changes.

Updating

The Policy Place Ltd may review and update a policy outside the scheduled cycle when:

- there is relevant legislative or regulatory change
- there are developments and changes in service delivery
- new information comes to light (eg through complaints, or an investigation into a safety incident).

The Policy Place Ltd will advise and recommend updates.

Compliance

Social Sector Accreditation Standards -Level 2, Governance and management structure and systems 5.0-5.5

NZS 8134: 2021 Workforce and structure, Service Management 2.3

Helpful links

[Online policies and procedures- so easy! How it works](#)

Review

Date: January 2022

Review: by December 2023