

## TEMPLATE MAP



**NADA**  
network of alcohol & other drugs agencies

# POLICY TOOLKIT

2ND  
EDITION

A practical resource  
supporting quality  
improvement

## Template Map

Introduction and  
user information.

## Quick Reference Map

Browse content topics and  
supporting documents  
included.

## Detailed Map

Browse in  
detail each  
individual  
policy  
content.

# TEMPLATE MAP

This Template Map is designed to give you a snapshot of all the topics covered in the NADA Policy Toolkit 2nd Edition policy templates and lists all supporting document templates developed for your organisation's use and adaptation.

## Quick Reference Map

Pages 3-7 allow you to browse the policy content topics and supporting documents under the three policy sections, governance and leadership, administration and support and service delivery. This allows you to link to a more detailed overview of that individual policy also known as the Detailed Map.

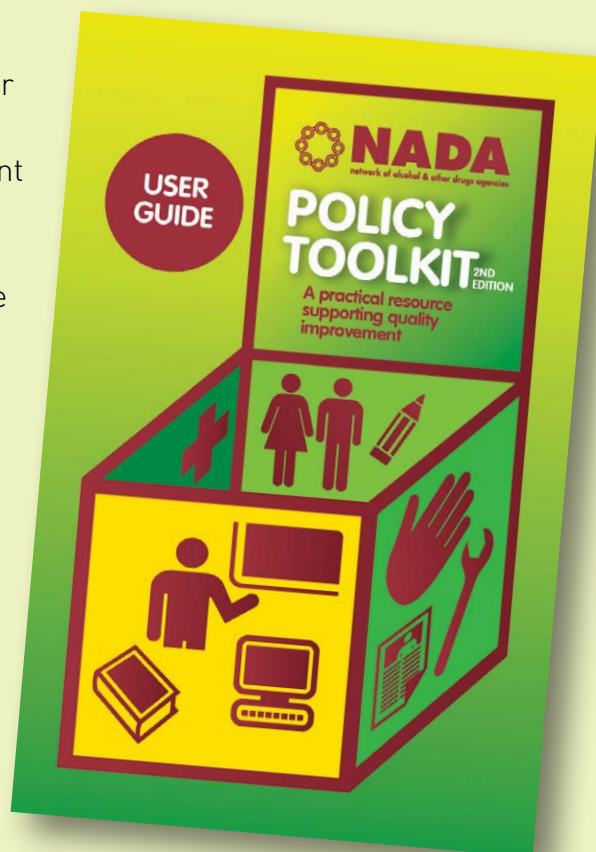
## Detailed Map

Pages 8-20 provide an overview of the purpose of each individual policy and allows you to browse in detail the individual policy templates. This includes sections covered in each policy, the supporting documents linked to the policy, other policies that it links to and relevant legislation that informs the policy. You can select and click on each of the policy and supporting documents in this section to go directly to the relevant template document.



### Tips

- Links indicated with underlining throughout this document will take you to another location in this map or to a document on the CD.
- Use the 'Ctrl + F' (Find) short cut to search this document for specific key words you are looking for.
- To access and copy all policies and supporting documents, go to your computer's CD drive and save the contents of the toolkit to the preferred location on your computer.
- Refer to the NADA Policy Toolkit 2nd Edition User Guide (pictured) for more information.



# Quick Reference Map

## SECTION 1: GOVERNANCE AND LEADERSHIP

POLICY NAME	SECTIONS	SUPPORTING DOCUMENTS
<p><b><u>1.1 Governance Policy</u></b></p> <p>Click above to view a detailed overview of this policy, including a list of supporting documents and related policies.</p>	<ol style="list-style-type: none"> <li>1. Governance policy framework</li> <li>2. The organisation</li> <li>3. Role of the Board</li> <li>4. Personal and legal responsibilities</li> <li>5. Appointment of Board members</li> <li>6. Governance processes</li> <li>7. Board orientation and development</li> <li>8. Board and CEO/Manager relationship</li> <li>9. Internal references</li> <li>10. External references</li> </ol>	<ul style="list-style-type: none"> <li>» Compliance register</li> <li>» Legal compliance checklist</li> <li>» Board self-assessment questionnaire</li> <li>» Board development plan example</li> <li>» Strategic plan template</li> </ul> <p><b>Position Descriptions</b></p> <ul style="list-style-type: none"> <li>» Board president</li> <li>» Board treasurer</li> <li>» Board secretary</li> <li>» Ordinary Board director</li> </ul> <p><b>Board meeting templates</b></p> <ul style="list-style-type: none"> <li>» Board meeting scheduler</li> <li>» Board meeting agenda</li> <li>» Board meeting minutes</li> <li>» AGM meeting templates</li> </ul>
<p><b><u>1.2 Work Health and Safety (WHS) Policy</u></b></p> <p>Click above to view a detailed overview of this policy, including a list of supporting documents and related policies.</p>	<ol style="list-style-type: none"> <li>1. WHS policy framework</li> <li>2. WHS obligations</li> <li>3. Managing risk</li> <li>4. Environment and facilities</li> <li>5. Premises and property security</li> <li>6. Emergency management</li> <li>7. First aid</li> <li>8. Incident management</li> <li>9. Work-related travel and vehicle use</li> <li>10. Working from home</li> <li>11. Workplace bullying</li> <li>12. Waste management</li> <li>13. Environmental audits</li> <li>14. Workers compensation and returning to work</li> <li>15. Working with clients</li> <li>16. Internal references</li> <li>17. External references</li> </ol>	<ul style="list-style-type: none"> <li>» WHS register</li> <li>» Incident report form</li> <li>» Outreach home visit log</li> <li>» Emergency evacuation report</li> <li>» Home WHS report and agreement</li> <li>» Visitor register</li> <li>» WHS environmental audit</li> <li>» WHS environmental audit schedule</li> <li>» Motor vehicle log</li> <li>» First aid content register</li> <li>» Ergonomic office guide</li> </ul> <p><b>WHS Posters</b></p> <ul style="list-style-type: none"> <li>» Emergency response plan</li> <li>» Evacuation diagram</li> <li>» Car park map of emergency equipment</li> <li>» WHS officers poster</li> <li>» Visitor notice</li> <li>» Basic life support poster</li> <li>» How to hand wash poster (WHO)</li> <li>» Cover your cough poster</li> <li>» Office entry and exit procedure poster</li> <li>» Phone threat checklist</li> </ul>
<p><b><u>1.3 Financial Management Policy</u></b></p> <p>Click above to view a detailed overview of this policy, including a list of supporting documents and related policies.</p>	<ol style="list-style-type: none"> <li>1. Financial management framework</li> <li>2. Financial security</li> <li>3. Managing fraud and irregular practice</li> <li>4. Income generation</li> <li>5. Budgeting</li> <li>6. Accounting practice</li> <li>7. Procurement and purchasing</li> <li>8. Staff and Board member business expenses</li> <li>9. Staff salary and benefits</li> <li>10. Asset management</li> <li>11. Monitoring and reporting</li> <li>12. Financial audit</li> <li>13. Finance records</li> <li>14. Internal references</li> <li>15. External references</li> </ol>	<ul style="list-style-type: none"> <li>» Bank register</li> <li>» Asset register</li> <li>» Asset depreciation register</li> <li>» Supplier claim form</li> </ul>

## SECTION 1: GOVERNANCE AND LEADERSHIP

POLICY NAME	SECTIONS	SUPPORTING DOCUMENTS
<p><b><u>1.4 Organisation Development Policy</u></b></p> <p>Click above to view a detailed overview of this policy, including a list of supporting documents and related policies.</p>	<ol style="list-style-type: none"> <li>1. Organisational development policy framework</li> <li>2. Organisation values and strategic goals</li> <li>3. Policy and procedure development</li> <li>4. Quality improvement</li> <li>5. Client data collection and management</li> <li>6. Partnerships and external relationships</li> <li>7. Research and evidence-based practice</li> <li>8. Internal references</li> <li>9. External references</li> </ol>	<p><b>Diversity and consumer participation</b></p> <ul style="list-style-type: none"> <li>» Diversity competency checklist</li> <li>» NADA consumer participation audit tool</li> <li>» Consumer participation consent form</li> <li>» Consumer payment guide</li> </ul> <p><b>Quality improvement</b></p> <ul style="list-style-type: none"> <li>» Policy template</li> <li>» Procedure template</li> <li>» Policy review schedule</li> <li>» Quality improvement action plan</li> </ul> <p><b>Consultants</b></p> <ul style="list-style-type: none"> <li>» Consulting briefing paper template</li> <li>» Consultant list template</li> <li>» Consultant contract template</li> </ul> <p><b>Partnerships</b></p> <ul style="list-style-type: none"> <li>» Memorandum of understanding template</li> <li>» Terms of reference template</li> <li>» Partnership engagement checklist</li> </ul>
<p><b><u>1.5 Risk Management Policy</u></b></p> <p>Click above to view a detailed overview of this policy, including a list of supporting documents and related policies.</p>	<ol style="list-style-type: none"> <li>1. Risk management framework</li> <li>2. Risk management processes</li> <li>3. Internal references</li> <li>4. External references</li> </ol>	<ul style="list-style-type: none"> <li>» Risk register</li> <li>» Example risk management plans, including: <ul style="list-style-type: none"> <li>• Client drug overdose risk management plan</li> <li>• Risk management plan for mental health-related episodes</li> <li>• Home visiting risk management plan</li> </ul> </li> </ul>

## SECTION 2: ADMINISTRATION AND SUPPORT

POLICY NAME	SECTIONS	SUPPORTING DOCUMENTS
<p><b><u>2.1 Communications Policy</u></b></p> <p>Click above to view a detailed overview of this policy, including a list of supporting documents and related policies.</p>	<ol style="list-style-type: none"> <li>1. Communications framework</li> <li>2. Effective communication</li> <li>3. Corporate image</li> <li>4. Media communications</li> <li>5. Marketing and promotion</li> <li>6. Social media</li> <li>7. Feedback and complaints</li> <li>8. Privacy and confidentiality</li> <li>9. Internal references</li> <li>10. External references</li> </ol>	<ul style="list-style-type: none"> <li>» Organisation communications audit tool</li> <li>» Publications subscription list</li> <li>» Media release template</li> <li>» Communications distribution list</li> </ul> <p><b>Feedback and complaints</b></p> <ul style="list-style-type: none"> <li>» Feedback and complaints information sheet</li> <li>» Feedback form</li> <li>» Feedback record form</li> <li>» Feedback register</li> <li>» Complaints form</li> <li>» Complaints record form</li> <li>» Complaints register</li> </ul>
<p><b><u>2.2 Human Resources Policy</u></b></p> <p>Click above to view a detailed overview of this policy, including a list of supporting documents and related policies.</p>	<ol style="list-style-type: none"> <li>1. Human resources framework</li> <li>2. Workplace conduct</li> <li>3. Employee recruitment</li> <li>4. Working conditions</li> <li>5. Performance and development</li> <li>6. Succession planning</li> <li>7. Ceasing employment</li> <li>8. Personal records</li> <li>9. Student placement</li> <li>10. Volunteer management</li> <li>11. Internal references</li> <li>12. External references</li> </ol>	<ul style="list-style-type: none"> <li>» Code of conduct</li> <li>» Human resources audit template</li> </ul> <p><b>Employee forms and templates</b></p> <ul style="list-style-type: none"> <li>» Application for leave</li> <li>» Casual employee timesheet</li> <li>» Employee bank account details</li> <li>» Employee certificate of service</li> <li>» Employee contact details</li> <li>» Employee exit checklist</li> <li>» Employee exit interview</li> <li>» Salary packaging agreement</li> <li>» Employee termination letter</li> </ul> <p><b>Grievance forms and templates</b></p> <ul style="list-style-type: none"> <li>» Grievance management form</li> <li>» Grievance notice form</li> <li>» Grievance register</li> </ul> <p><b>Performance and development</b></p> <ul style="list-style-type: none"> <li>» Employee work plan</li> <li>» Performance and development plan and review</li> <li>» CEO/Manager performance and development review</li> </ul> <p><b>Recruitment and interview</b></p> <ul style="list-style-type: none"> <li>» Position description template</li> <li>» Employment contract template</li> <li>» Induction and orientation checklist</li> <li>» Induction and orientation feedback form</li> <li>» Guide to applying</li> <li>» Position applications received register</li> <li>» Applicant reference check template</li> <li>» Interview questions template</li> <li>» Interview – individual applicant rating form</li> <li>» Interview – individual summary rating form</li> <li>» Interview schedule template</li> </ul> <p><b>Student placement</b></p> <ul style="list-style-type: none"> <li>» Student placement agreement template</li> <li>» Student placement contact details form</li> <li>» Student placement evaluation form</li> <li>» Student placement induction and orientation checklist</li> </ul> <p><b>Volunteers</b></p> <ul style="list-style-type: none"> <li>» Volunteer agreement template</li> <li>» Volunteer contact details form</li> <li>» Volunteer evaluation form</li> <li>» Volunteer induction and orientation checklist</li> </ul>

## SECTION 2: ADMINISTRATION AND SUPPORT

POLICY NAME	SECTIONS	SUPPORTING DOCUMENTS
<p><b><u>2.3 Clinical Supervision Policy</u></b></p> <p>Click above to view a detailed overview of this policy, including a list of supporting documents and related policies.</p>	<ol style="list-style-type: none"> <li>1. Clinical supervision policy framework</li> <li>2. Managing clinical supervision</li> <li>3. Internal references</li> <li>4. External references</li> </ol>	<ul style="list-style-type: none"> <li>» Clinical supervision – agreement</li> <li>» Clinical supervision – contract</li> <li>» Clinical supervision – supervision log</li> <li>» Clinical supervision – staff member record</li> <li>» Clinical supervision – clinical supervisor record</li> <li>» Clinical supervision – annual staff evaluation</li> <li>» Clinical supervision – annual supervisor report</li> </ul>
<p><b><u>2.4 Information and Communication Technology (ICT) Policy</u></b></p> <p>Click above to view a detailed overview of this policy, including a list of supporting documents and related policies.</p>	<ol style="list-style-type: none"> <li>1. ICT policy framework</li> <li>2. ICT strategy</li> <li>3. Information and record management</li> <li>4. Purchasing of ICT equipment, software and services</li> <li>5. ICT equipment disposal</li> <li>6. IT network</li> <li>7. Passwords</li> <li>8. Copyright and software licences</li> <li>9. Staff use of communication tools</li> <li>10. Website</li> <li>11. Internal client database</li> <li>12. ICT staff support</li> <li>13. Internal references</li> <li>14. External references</li> </ol>	<ul style="list-style-type: none"> <li>» ICT consultation survey template</li> <li>» ICT needs and prioritisation tool template</li> <li>» ICT plan template</li> <li>» Electronic records map template</li> <li>» List of information custodians</li> <li>» Record retention and disposal schedule</li> <li>» ICT equipment database</li> <li>» Creating strong and secure passwords information sheet</li> </ul>
<p><b><u>2.5 Program Management Policy</u></b></p> <p>Click above to view a detailed overview of this policy, including a list of supporting documents and related policies.</p>	<ol style="list-style-type: none"> <li>1. Program management framework</li> <li>2. Program development</li> <li>3. Project management</li> <li>4. Event management</li> <li>5. Program evaluation</li> <li>6. Internal references</li> <li>7. External references</li> </ol>	<ul style="list-style-type: none"> <li>» Training needs analysis template</li> </ul> <p><b>Project management supporting documents</b></p> <ul style="list-style-type: none"> <li>» Project plan template (can be adapted for project submissions and event plans)</li> <li>» Project planning checklist</li> <li>» Optional project templates</li> <li>» Gantt chart template</li> </ul> <p><b>Event management supporting documents</b></p> <ul style="list-style-type: none"> <li>» Event planning checklist</li> <li>» Event management optional templates, including: <ul style="list-style-type: none"> <li>• Event running sheet template</li> <li>• Event agenda template</li> </ul> </li> </ul> <p><b>Program evaluation supporting documents</b></p> <ul style="list-style-type: none"> <li>» Program evaluation framework template</li> <li>» Program evaluation checklist</li> <li>» Program evaluation client consent form</li> <li>» Program evaluation feedback forms (staff, clients and stakeholders)</li> <li>» Program evaluation feedback report template</li> <li>» Program evaluation data collection user guide</li> <li>» Program evaluation data collection sheet</li> <li>» Program evaluation activity log</li> <li>» Program evaluation report template</li> </ul>

## SECTION 3: SERVICE DELIVERY

POLICY NAME	SECTIONS	SUPPORTING DOCUMENTS
<p><b><u>3.1 Service and Program Operations Policy</u></b></p> <p>Click above to view a detailed overview of this policy, including a list of supporting documents and related policies.</p>	<ol style="list-style-type: none"> <li>1. Service and program operations policy framework</li> <li>2. Rights and responsibilities</li> <li>3. Child protection</li> <li>4. Client file management</li> <li>5. Client orientation and use of common areas</li> <li>6. Facilitating client visits</li> <li>7. Client's external commitments and appointments</li> <li>8. Client health care</li> <li>9. Medication management</li> <li>10. Smoking</li> <li>11. Possession of substances on premises</li> <li>12. Client sexual safety</li> <li>13. Client computers and communication systems</li> <li>14. Social media and clients</li> <li>15. Internal references</li> <li>16. External references</li> </ol>	<p><b>Client file management</b></p> <ul style="list-style-type: none"> <li>» Client file review tool</li> <li>» Client file access request form</li> </ul> <p><b>Computers</b></p> <ul style="list-style-type: none"> <li>» Client computer booking template</li> <li>» Computer use do's and don'ts poster</li> <li>» Computer and phone use guidelines</li> </ul> <p><b>Activities and visitors</b></p> <ul style="list-style-type: none"> <li>» Room allocation template</li> <li>» In-house activities template</li> <li>» Activity calendar template</li> <li>» Client visitor request form</li> </ul> <p><b>Medication-related</b></p> <ul style="list-style-type: none"> <li>» Client medication summary</li> <li>» Client medication record</li> <li>» Client PRN medication record</li> <li>» Medication returned form</li> <li>» Medication administration authorisation sheet</li> <li>» Medication disposal template</li> <li>» Monthly medication audit</li> </ul> <p><b>Health and sexual safety</b></p> <ul style="list-style-type: none"> <li>» Healthy eating poster</li> <li>» Meal plan for males example</li> <li>» Meal plan for females example</li> <li>» Health and hygiene of food handlers poster</li> </ul> <p><b>Sexual Safety</b></p> <ul style="list-style-type: none"> <li>» Sexual safety standards poster</li> <li>» Sexual assault disclosure checklist</li> <li>» Factsheet – responding to sexual assault disclosure</li> </ul> <p><b>Substances on premises</b></p> <ul style="list-style-type: none"> <li>» Substance use in treatment agreement</li> <li>» Record of confiscated substance form</li> </ul>
<p><b><u>3.2 Client Clinical Management Policy</u></b></p> <p>Click above to view a detailed overview of this policy, including a list of supporting documents and related policies.</p>	<ol style="list-style-type: none"> <li>1. Client clinical management policy framework</li> <li>2. Service approach</li> <li>3. Access and intake</li> <li>4. Assessment</li> <li>5. Child protection reporting</li> <li>6. Referrals</li> <li>7. Communicating intake, assessment and referral processes</li> <li>8. Client consent and plans</li> <li>9. Client intervention</li> <li>10. Suicide and self-harm prevention</li> <li>11. Client exit and re-entry</li> <li>12. Internal references</li> <li>13. External references</li> </ol>	<ul style="list-style-type: none"> <li>» Client waiting list</li> </ul> <p><b>Client assessment and plans</b></p> <ul style="list-style-type: none"> <li>» Client intake form</li> <li>» Client assessment form</li> <li>» Case management plan template</li> <li>» Treatment plan and review template</li> </ul> <p><b>Client exit</b></p> <ul style="list-style-type: none"> <li>» Client exit summary form</li> <li>» Certificate of achievement</li> </ul> <p><b>Case notes</b></p> <ul style="list-style-type: none"> <li>» Case notes template</li> <li>» Case notes audit template</li> <li>» Case notes audit schedule template</li> <li>» Case notes audit evaluation template</li> </ul> <p><b>Suicide and self-harm prevention</b></p> <ul style="list-style-type: none"> <li>» Suicide risk screener template</li> <li>» Suicide risk screener instructions</li> <li>» Client safety plan template</li> <li>» Commitment to treatment template</li> <li>» Client keep safe strategies handout</li> </ul> <p><b>Referrals</b></p> <ul style="list-style-type: none"> <li>» Referral directory template</li> <li>» Referral directory user guide</li> <li>» Client referral form</li> </ul>



# Detailed Map

## 1.1 Governance Policy

The purpose of this Governance Policy is to provide guidance on developing and implementing governance systems to ensure compliance with relevant legislation, funding and financial obligations, and that the organisation meets the needs of its clients.

### Sections

- |  |                                       |
|--|---------------------------------------|
| 1. Governance policy framework         | 6. Governance processes               |
| 2. The organisation                    | 7. Board orientation and development  |
| 3. Role of the Board                   | 8. Board and CEO/Manager relationship |
| 4. Personal and legal responsibilities | 9. Internal references                |
| 5. Appointment of Board members        | 10. External references               |

### Supporting documents

Click on the below links to access supporting documents related to this policy.

- » [Compliance register](#)
- » [Legal compliance checklist](#)
- » [Board self-assessment questionnaire](#)
- » [Board development plan example](#)
- » [Strategic plan template](#)

#### Position descriptions

- » [Position description – Board president](#)
- » [Position description – Board secretary](#)
- » [Position description – Board treasurer](#)
- » [Position description – Ordinary Board director](#)

#### Board meetings

- » [Board meeting scheduler](#)
- » [Board meeting agenda](#)
- » [Board meeting minutes](#)
- » [AGM meeting templates](#)

### Related policies

Click on the below policies to go directly to the relevant policy overview page in this document.

- [2.1 Communications Policy](#)
- [2.2 Human Resources Policy](#)
- [1.5 Risk Management Policy](#)
- [1.2 Work Health and Safety \(WHS\) Policy](#)

### Legislation

- » Annual Holidays Act 1944 (NSW)
- » Anti-Discrimination Act 1977 (NSW)
- » Associations Incorporation Act 2009 (NSW)
- » Disability Discrimination Act 1992 (Cth)
- » Fair Work Act 2009 (Cth)
- » Human Rights and Equal Opportunity Commission Act 1996 (Cth)
- » Industrial Relations Act 1996 (NSW)
- » Long Service Leave Act 1955 (NSW)
- » Privacy and Personal Information Act 1998 (NSW)
- » Privacy Act 1988 (Cth)
- » Racial Discrimination Act 1975 (Cth)
- » Sex Discrimination Act 1984 (Cth)
- » Superannuation Guarantee (Administration) Act 1992 (Cth)
- » Workers Compensation Act 1987 (NSW)
- » Work Health and Safety Act 2011 (NSW)



## 1.2 Work Health and Safety (WHS) Policy

The purpose of this policy is to provide guidance in developing and implementing work health and safety (WHS) systems that are compliant with health and safety legislation, and effectively prevents and responds to health and safety risks and incidents.

### Sections

- |  |  |
|--|--|
| <ol style="list-style-type: none"><li>1. WHS policy framework</li><li>2. WHS obligations</li><li>3. Managing risk</li><li>4. Environment and facilities</li><li>5. Premises and property security</li><li>6. Emergency management</li><li>7. First aid</li><li>8. Incident management</li><li>9. Work-related travel and vehicle use</li></ol> | <ol style="list-style-type: none"><li>10. Working from home</li><li>11. Workplace bullying</li><li>12. Waste management</li><li>13. Environmental audits</li><li>14. Workers compensation and returning to work</li><li>15. Working with clients</li><li>16. Internal references</li><li>17. External references</li></ol> |
|--|--|

### Supporting documents

Click on the below links to access supporting documents related to this policy.

- » [WHS register](#)
- » [Incident report form](#)
- » [Outreach home visit log](#)
- » [Emergency evacuation report](#)
- » [Home WHS report and agreement](#)
- » [WHS environmental audit](#)
- » [Visitor register](#)
- » [WHS environmental audit schedule](#)
- » [Motor vehicle log](#)
- » [First aid content register](#)
- » [Ergonomic office guide](#)

#### Posters and information

- » [Emergency response plan](#)
- » [Evacuation diagram](#)
- » [Car park map of emergency equipment](#)
- » [WHS officers poster](#)
- » [Visitor notice](#)
- » [Basic life support poster](#)
- » [How to hand wash poster \(WHO\)](#)
- » [Cover your cough poster](#)
- » [Office entry and exit procedure poster](#)
- » [Phone threat checklist](#)

#### Part of the Human Resources Policy supporting documents

- » [Code of conduct](#)

### Related policies

Click on the below policies to go directly to the relevant policy overview page in this document.

- » [2.2 Human Resources Policy](#)
- » [3.2 Client Clinical Management Policy](#)
- » [1.5 Risk Management Policy](#)
- » [1.3 Financial Management Policy](#)
- » [1.4 Organisation Development Policy](#)
- » [3.1 Service and Program Operations Policy](#)

### Legislation

- » [Work Health and Safety Act 2011 \(NSW\)](#)
- » [Workers Compensation Act 1987 \(NSW\)](#)
- » [Workplace Injury Management and Workers Compensation Act 1998 \(NSW\)](#)
- » [Workers Compensation Legislation Amendment Act 2012 \(NSW\)](#)
- » [Work Health and Safety Act 2011 \(Cth\)](#)
- » [Work Health and Safety Regulations 2011 \(Cth\)](#)
- » [Births, Deaths and Marriages Registration Act \(1995\)](#)
- » [Births, Deaths and Marriages Registration Regulation \(2011\)](#)

## 1.3 Financial Management Policy

This policy aims to provide guidance in managing finances of the organisation, including transparent, comprehensive, and secure management of its finances and to ensure all financial obligations are addressed.

### Sections

- |   |                              |
|---|------------------------------|
| 1. Financial management framework           | 9. Staff salary and benefits |
| 2. Financial security                       | 10. Asset management         |
| 3. Managing fraud and irregular practice    | 11. Monitoring and reporting |
| 4. Income generation                        | 12. Financial audit          |
| 5. Budgeting                                | 13. Finance records          |
| 6. Accounting practice                      | 14. Internal references      |
| 7. Procurement and purchasing               | 15. External references      |
| 8. Staff and Board member business expenses |                              |

### Supporting documents

Click on the below links to access supporting documents related to this policy.

- » [Bank register](#)
- » [Asset register](#)

- » [Asset depreciation register](#)
- » [Supplier claim form](#)

### Related policies

Click on the below policies to go directly to the relevant policy overview page in this document.

- [1.4 Organisation Development Policy](#)
- [2.5 Program Management Policy](#)
- [2.2 Human Resources Policy](#)
- [3.1 Service and Program Operations Policy](#)
- [1.1 Governance Policy](#)
- [1.5 Risk Management Policy](#)

### Legislation

- » Associations Incorporation Act 2009 (NSW)
- » Co-operatives Act 1982 (NSW)
- » Corporations Act 2001 (Commonwealth)

## 1.4 Organisation Development Policy

The purpose of this policy is to provide guidance in identifying, developing, implementing and maintaining organisational development activities and systems to ensure that its processes and services, both within and outside the organisation, are of a consistent high quality.

### Sections

- |  |  |
|--|--|
| 1. Organisational development policy framework | 6. Partnerships and external relationships |
| 2. Organisation values and strategic goals     | 7. Research and evidence-based practice    |
| 3. Policy and procedure development            | 8. Internal references                     |
| 4. Quality improvement                         | 9. External references                     |
| 5. Client data collection and management       |  |

### Supporting documents

Click on the below links to access supporting documents related to this policy.

#### **Diversity and consumer participation**

- » [Diversity competency checklist](#)
- » [NADA consumer participation audit tool](#)
- » [Consumer participation consent form](#)
- » [Consumer payment guide](#)

#### **Quality improvement**

- » [Policy template](#)
- » [Procedure template](#)
- » [Policy review schedule](#)
- » [Quality improvement action plan](#)

#### **Consultants**

- » [Consulting briefing paper template](#)
- » [Consultant list template](#)
- » [Consultant contract template](#)

#### **Partnerships**

- » [Memorandum of understanding template](#)
- » [Terms of reference template](#)
- » [Partnership engagement checklist](#)

#### **Part of the Governance Policy supporting documents**

- » [Strategic plan template](#)

### Related policies

Click on the below policies to go directly to the relevant policy overview page in this document.

- » [1.1 Governance Policy](#)
- » [2.1 Communications Policy](#)
- » [2.2 Human Resources Policy](#)
- » [2.5 Program Management Policy](#)
- » [2.4 Information and Communication Technology \(ICT\) Policy](#)
- » [3.1 Service and Program Operations Policy](#)

### Legislation

- » Age Discrimination Act 2004 (Commonwealth)
- » Anti-Discrimination Act (1977)
- » Disability Discrimination Act 1992 (Commonwealth)
- » Fair Work Act 2009 and associated National Employment Standards
- » Human Rights and Equal Opportunity Commission Act 1996 (Commonwealth)
- » Industrial Relations Act 1996 (NSW)
- » Racial Discrimination Act 1975 (Commonwealth)
- » Sex Discrimination Act 1984 (Commonwealth)

## 1.5 Risk Management Policy

This policy aims to provide guidance in applying risk management processes across the organisation's operations, to ensure the organisation's goals and identified outcome areas can be achieved.

### Sections

- |                                    |                       |
|------------------------------------|-----------------------|
| » Risk management policy framework | » Internal references |
| » Risk management processes        | » External references |

### Supporting documents

Click on the below links to access supporting documents related to this policy.

- » Sample risk management plans, including:
  - [Client drug overdose risk management plan](#)
  - [Risk management plan for mental health-related episodes](#)
  - [Home visiting risk management plan](#)
- » [Risk register](#)

#### Part of the Governance Policy supporting documents

- » [Compliance register](#)

### Related policies

Click on the below policies to go directly to the relevant policy overview page in this document.

- [1.3 Financial Management Policy](#)
- [1.1 Governance Policy](#)
- [2.2 Human Resources Policy](#)
- [1.2 Work Health and Safety \(WHS\) Policy](#)

### Legislation

- » Associations Incorporation Act 1984 (NSW) No 143
- » Corporations Act 2001 (Cth) No 50
- » Work Health and Safety Act 2011 (NSW)

## 2.1 Communications Policy

The purpose of this policy is to provide guidance in developing and implementing communication strategies which are effective, accessible, transparent and equitable dissemination and receipt of information and communications within the organisation and with clients, stakeholders, and the media.

### Sections

- |                                   |                                |
|-----------------------------------|--------------------------------|
| 1. Communication policy framework | 6. Social media                |
| 2. Effective communication        | 7. Feedback and complaints     |
| 3. Corporate image                | 8. Privacy and confidentiality |
| 4. Media communications/liaison   | 9. Internal references         |
| 5. Marketing and promotion        | 10. External references        |

### Supporting documents

Click on the below links to access supporting documents related to this policy.

- » [Organisation communications audit tool](#)
- » [Publications subscription list](#)
- » [Media release template](#)
- » [Communications distribution list](#)

#### Feedback and complaints

- » [Feedback and complaints information sheet](#)
- » [Feedback form](#)
- » [Feedback record form](#)
- » [Feedback register](#)
- » [Complaints form](#)
- » [Complaints record form](#)
- » [Complaints register](#)

#### Part of the Human Resources Policy supporting documents

- » [Code of conduct](#)

### Related policies

Click on the below policies to go directly to the relevant policy overview page in this document.

- [1.4 Organisation Development Policy](#)
- [2.4 Information and Communication Technology \(ICT\) Policy](#)
- [3.2 Client Clinical Management Policy](#)
- [2.2 Human Resources Policy](#)
- [3.1 Service and Program Operations Policy](#)
- [2.5 Program Management Policy](#)
- [2.3 Clinical Supervision Policy](#)
- [1.1 Governance Policy](#)

### Legislation

- » Privacy Act 1988
- » NSW Privacy and Personal Information Protection Act 1998
- » Federal Circuit Court of Australia (Consequential Amendments) Act 2013
- » Privacy Amendment (Enhancing Privacy Protection) Act 2012

## 2.2 Human Resources Policy

The purpose of this policy is to provide guidance to organisations in developing and implementing human resources systems that are equitable, efficient, communicated to all employees, Board members, students and volunteers, and comply with relevant legislation.

### Sections

- |                                |                          |
|--------------------------------|--------------------------|
| 1. Human resources framework   | 7. Ceasing employment    |
| 2. Workplace conduct           | 8. Personal records      |
| 3. Employee recruitment        | 9. Student placement     |
| 4. Working conditions          | 10. Volunteer management |
| 5. Performance and development | 11. Internal references  |
| 6. Succession planning         | 12. External references  |

### Supporting documents

Click on the below links to access supporting documents related to this policy.

- » [Code of conduct](#)
- » [Human resources audit](#)

#### Employee forms and templates

- » [Application for leave](#)
- » [Casual employee timesheet](#)
- » [Employee bank account details](#)
- » [Employee certificate of service](#)
- » [Employee contact details](#)
- » [Employee exit checklist](#)
- » [Employee exit interview](#)
- » [Salary packaging agreement](#)
- » [Employee termination letter](#)

#### Grievance forms and templates

- » [Grievance management form](#)
- » [Grievance notice form](#)
- » [Grievance register](#)

#### Performance and development

- » [Employee work plan](#)
- » [Performance and development plan and review](#)
- » [CEO/Manager performance and development review](#)

#### Recruitment and interview

- » [Position description template](#)
- » [Employment contract template](#)
- » [Guide to applying](#)
- » [Induction and orientation checklist](#)
- » [Induction and orientation feedback form](#)
- » [Position applications received register](#)
- » [Applicant reference check template](#)
- » [Interview questions template](#)
- » [Interview – individual applicant rating form](#)
- » [Interview – individual summary rating form](#)
- » [Interview schedule template](#)

#### Student placement

- » [Student placement agreement template](#)
- » [Student placement contact details form](#)
- » [Student placement evaluation form](#)
- » [Student placement induction and orientation checklist](#)

#### Volunteers

- » [Volunteer agreement template](#)
- » [Volunteer contact details form](#)
- » [Volunteer evaluation form](#)
- » [Volunteer induction and orientation checklist](#)

#### Part of the Work Health and Safety (WHS) Policy supporting documents

- » [Working from home WHS report and agreement](#)

### Related policies

Click on the below policies to go directly to the relevant policy overview page in this document.

- [2.1 Communications Policy](#)
- [1.4 Organisation Development Policy](#)
- [2.4 Information and Communication Technology \(ICT\) Policy](#)
- [1.2 Work Health and Safety \(WHS\) Policy](#)
- [1.3 Financial Management Policy](#)

## 2.2 Human Resources Policy (continued)

### Legislation

- » Annual Holidays Act 1944 (NSW)
- » Anti-Discrimination Act 1977 (NSW)
- » Disability Discrimination Act 1992 (Cth)
- » Fair Work Act 2009 (Cth)
- » Human Rights and Equal Opportunity Commission Act 1986 (Cth)
- » Industrial Relations Act 1996 (NSW)
- » Long Service Leave Act 1955 (NSW)
- » Racial Discrimination Act 1975 (Cth)
- » Sex Discrimination Act 1984 (Cth)
- » Superannuation Guarantee (Administration) Act 1992 (Cth)
- » Workers Compensation Act 1987 (NSW)
- » Work Health and Safety Act 2011 (NSW)
- » Child Protection (Working with Children) Act 2012
- » Child Protection (Working with Children) Regulation 2013
- » Child Protection (Working with Children) Amendment (Miscellaneous) Regulation 2013
- » Children and Young Persons (Care and Protection) Act 1998 (NSW)
- » Commission for Children and Young People Act 1998 (NSW)
- » Education Act 1990
- » Health Practitioner Regulation National Law (NSW) No 86a



## 2.3 Clinical Supervision Policy

The purpose of this policy is to provide a structured approach to clinical supervision that ensures all staff have the appropriate support required to provide high quality client services. The policy provides guidance on developing clinical supervision process and structure, selecting a clinical supervisor, scheduling supervision sessions, confidentiality and monitoring, evaluating and terminating the clinical supervision program.

### Sections

- |  |                        |
|--|------------------------|
| 1. Clinical supervision policy framework | 3. Internal references |
| 2. Managing clinical supervision         | 4. External references |

### Supporting documents

Click on the below links to access supporting documents related to this policy.

- |  |   |
|--|---|
| » <a href="#">Clinical supervision – Agreement</a>           | » <a href="#">Clinical supervision – Clinical supervisor record</a> |
| » <a href="#">Clinical supervision – Contract</a>            | » <a href="#">Clinical supervision – Annual staff evaluation</a>    |
| » <a href="#">Clinical supervision – Supervision log</a>     | » <a href="#">Clinical supervision – Annual supervisor report</a>   |
| » <a href="#">Clinical supervision – Staff member record</a> |   |

### Related policies

Click on the below policies to go directly to the relevant policy overview page in this document.

- [3.2 Client Clinical Management Policy](#)
- [2.1 Communications Policy](#)
- [2.2 Human Resources Policy](#)

### Legislation

- » Privacy and Personal Information Protection Act 1998 (NSW)
- » Health Records and Information Privacy Act 2002 (NSW)

**Tip:** To access and copy all policies and supporting documents, go to your computer's CD drive and save the contents of the toolkit.

## 2.4 Information and Communication Technology (ICT) Policy

The purpose of this policy is to provide guidance in managing the Information and Communication Technology (ICT) infrastructure and tools provided to staff and clients, and to ensure staff use of these resources is secure and appropriate.

### Sections

- |   |                                     |
|---|-------------------------------------|
| 1. ICT policy framework                               | 8. Copyright and software licences  |
| 2. ICT strategy                                       | 9. Staff use of communication tools |
| 3. Information and record management                  | 10. Website                         |
| 4. Purchasing of ICT equipment, software and services | 11. Internal client database        |
| 5. ICT equipment disposal                             | 12. ICT staff support               |
| 6. IT network   | 13. Internal references             |
| 7. Passwords  | 14. External references             |

### Supporting documents

Click on the below links to access supporting documents related to this policy.

- » [ICT consultation survey template](#)
- » [ICT needs and prioritisation tool template](#)
- » [ICT plan template](#)
- » [Electronic records map template](#)
- » [List of information custodians](#)
- » [Record retention and disposal schedule](#)
- » [ICT equipment database](#)
- » [Creating strong and secure passwords information sheet](#)

**Part of the Financial Management Policy supporting documents**

- » [Supplier claim form](#)

**Part of the Human Resources Policy supporting documents**

- » [Code of conduct](#)

### Related policies

Click on the below policies to go directly to the relevant policy overview page in this document.

- [3.2 Client Clinical Management Policy](#)
- [1.4 Organisation Development Policy](#)
- [2.1 Communications Policy](#)
- [2.2 Human Resources Policy](#)
- [3.1 Service and Program Operations Policy](#)
- [1.5 Risk Management Policy](#)
- [1.3 Financial Management Policy](#)
- [2.5 Program Management Policy](#)

### Legislation

- » Privacy Act 1988
- » Federal Circuit Court of Australia (Consequential Amendments) Act 2013
- » Privacy Amendment (Enhancing Privacy Protection) Act 2012
- » Copyright Act 1968 (Cth)
- » Fair Work Act 2009 (Cth)
- » Goods and Services Tax Act 1999 (Cth)
- » Electronic Transactions Act 2000 (NSW)

## 2.5 Program Management Policy

The purpose of this policy is to ensure program management is guided by sound and consistent administration and management through its processes and practices and provides broad guidelines on planning, managing and evaluating organisational activities.

### Sections

- |                                 |                        |
|---------------------------------|------------------------|
| 1. Program management framework | 5. Program evaluation  |
| 2. Program development          | 6. Internal references |
| 3. Project management           | 7. External references |
| 4. Event management             |                        |

### Supporting documents

Click on the below links to access supporting documents related to this policy.

» [Training needs analysis template](#)

#### Project management supporting documents

» [Project plan template \(can be adapted for project submissions and event plans\)](#)

» [Project planning checklist](#)

» [Optional project templates](#)

» [Gantt chart template](#)

#### Event management supporting documents

» [Event planning checklist](#)

» Event management optional templates, including:

- [Event running sheet template](#)
- [Event agenda template](#)

#### Program evaluation supporting documents

» [Program evaluation framework template](#)

» [Program evaluation checklist](#)

» [Program evaluation client consent form](#)

» [Program evaluation feedback forms \(staff, clients and stakeholders\)](#)

» [Program evaluation feedback report template](#)

» [Program evaluation data collection user guide](#)

» [Program evaluation data collection sheet](#)

» [Program evaluation activity log](#)

» [Program evaluation report template](#)

#### Part of the Communications Policy supporting documents

» [Communication distribution list plan](#)

» [Organisation communications audit template](#)

### Related policies

Click on the below policies to go directly to the relevant policy overview page in this document.

[1.4 Organisation Development Policy](#)

[1.5 Risk Management Policy](#)

[1.3 Financial Management Policy](#)

[2.1 Communications Policy](#)

[1.1 Governance Policy](#)

[3.2 Client Clinical Management Policy](#)

[1.2 Work Health and Safety \(WHS\) Policy](#)

[2.4 Information and Communication Technology \(ICT\) Policy](#)

## 3.1 Service and Program Operations Policy

The purpose of this policy is to provide guidance on the responsible use of the organisation's facilities, to ensure that its amenities and services are high quality and provide equal access to all its clients.

### Sections

- |   |  |
|---|--|
| <ol style="list-style-type: none"><li>1. Service and program operations policy framework</li><li>2. Rights and responsibilities</li><li>3. Child protection</li><li>4. Client file management</li><li>5. Client orientation and use of common areas</li><li>6. Facilitating client visits</li><li>7. Client's external commitments and appointments</li><li>8. Client health care</li></ol> | <ol style="list-style-type: none"><li>9. Medication management</li><li>10. Smoking</li><li>11. Possession of substances on premises</li><li>12. Client sexual safety</li><li>13. Client computers and communication systems</li><li>14. Social media and clients</li><li>15. Internal references</li><li>16. External references</li></ol> |
|---|--|

### Supporting documents

Click on the below links to access supporting documents related to this policy.

#### Client file management

- » [Client file review tool](#)
- » [Client file access request form](#)

#### Computers

- » [Client computer booking template](#)
- » [Computer use do's and don'ts poster](#)
- » [Computer and phone use guidelines](#)

#### Activities and visitors

- » [Room allocation template](#)
- » [In-house activities template](#)
- » [Activity calendar template](#)
- » [Client visitor request form](#)

#### Medication-related

- » [Client medication summary](#)
- » [Client medication record](#)
- » [Client PRN medication record](#)
- » [Medication returned form](#)
- » [Medication administration authorisation sheet](#)
- » [Medication disposal template](#)
- » [Monthly medication audit](#)

#### Health and sexual safety

- » [Healthy eating poster](#)
- » [Meal plan for males example](#)
- » [Meal plan for females example](#)
- » [Health and hygiene of food handlers poster](#)

#### Sexual safety

- » [Sexual safety standards poster](#)
- » [Sexual assault disclosure checklist](#)
- » [Factsheet – responding to sexual assault disclosure](#)

#### Substances on premises

- » [Substance use in treatment agreement](#)
- » [Record of confiscated substance form](#)

#### Part of the Work Health and Safety Policy supporting documents

- » [Hand care posters](#)
- » [Emergency response plan](#)
- » [Motor vehicle log template](#)
- » [Visitors register](#)
- » [Incident report](#)

#### Part of the Organisational Development Policy supporting documents

- » [Policy review schedule](#)

### Related policies

Click on the below policies to go directly to the relevant policy overview page in this document.

- [1.4 Organisation Development Policy](#)
- [1.5 Risk Management Policy](#)
- [1.2 Work Health and Safety \(WHS\) Policy](#)
- [2.1 Communications Policy](#)
- [2.4 Information and Communication Technology \(ICT\) Policy](#)
- [3.2 Client Clinical Management Policy](#)

### Legislation

- » Privacy Act 1988
- » Federal Circuit Court of Australia (Consequential Amendments) Act 2013
- » Privacy Amendment (Enhancing Privacy Protection) Act 2012
- » Drug Misuse and Trafficking Act 1985
- » Drugs, Poisons and Controlled Substances Act 1981
- » Poisons and Therapeutic Goods Act 1966 (NSW)
- » Poisons and Therapeutic Goods Regulation 2008 (NSW)
- » Children and Young Persons (Care and Protection Act 1998 (NSW)
- » Ombudsman Act 1974 (NSW)

## 3.2 Client Clinical Management Policy

The purpose of this policy is to guide the organisation in providing appropriate client clinical management processes involving clients and potential clients.

### Sections

- |   |  |
|---|--|
| <ol style="list-style-type: none"><li>1. Client clinical management policy framework</li><li>2. Service approach</li><li>3. Access and intake</li><li>4. Assessment</li><li>5. Child protection reporting</li><li>6. Referrals</li><li>7. Communicating intake, assessment and referral processes</li></ol> | <ol style="list-style-type: none"><li>8. Client consent and plans</li><li>9. Client intervention</li><li>10. Suicide and self-harm prevention</li><li>11. Client exit and re-entry</li><li>12. Internal references</li><li>13. External references</li></ol> |
|---|--|

### Supporting documents

Click on the below links to access supporting documents related to this policy.

» [Client waiting list](#)

#### Client assessment and plans

» [Client intake form](#)

» [Client assessment form](#)

» [Case management plan template](#)

» [Treatment plan and review template](#)

#### Client exit

» [Client exit summary form](#)

» [Certificate of achievement](#)

#### Case notes

» [Case notes template](#)

» [Case notes audit template](#)

» [Case notes audit schedule template](#)

» [Case notes audit evaluation template](#)

#### Suicide and self-harm prevention

» [Suicide risk screener template](#)

» [Suicide risk screener Instructions](#)

» [Client safety plan template](#)

» [Commitment to treatment template](#)

» [Client keep safe strategies handout](#)

#### Referrals

» [Referral directory template](#)

» [Referral directory user guide](#)

» [Client referral form](#)

#### Part of the Work Health and Safety Policy supporting documents

» [Outreach/home visit log template](#)

» [Incident report form](#)

### Related policies

Click on the below policies to go directly to the relevant policy overview page in this document.

[1.2 Work Health and Safety \(WHS\) Policy](#)

[2.1 Communications Policy](#)

[2.3 Clinical Supervision Policy](#)

[2.2 Human Resources Policy](#)

[3.1 Service and Program Operations Policy](#)

### Legislation

- » [Privacy Amendment \(Enhancing Privacy Protection\) Act 2012](#)
- » [The Health Records and Information Privacy Act 2002 \(NSW\)](#)
- » [Children and Young Persons \(Care and Protection Act 1998 \(NSW\)\)](#)
- » [Ombudsman Act 1974 \(NSW\)](#)
- » [Privacy Act 1988 \(Commonwealth\)](#)
- » [Public Health Act 1991 \(NSW\)](#)