

DOCUMENT CONTROL POLICY

INTRODUCTION

Northern Occupational Support Service (NOSS) acknowledges the importance of policy development and review in order to:

- produce concise, relevant and client focussed documents in terms of content and application
- meet the requirements of legislation,
- support Service goals
- provide a consistent and effective approach to service provision
- ensure readily identifiable and accessible policies and forms.

SERVICE FORMS

- NOSS Management will develop or review forms as necessary with input from relevant stakeholders.
- General Manager will approve the final draft.
- Forms will be numbered consistently (including month and year of development/review) and electronic copies filed. Form number will be displayed in the document footer.
- Office Manager will ensure that relevant stakeholders are informed of the new or revised form and supplied with copies (if appropriate).
- Supplies of existing forms will be destroyed following any significant changes.
- Office Manager will ensure that the new form will be linked to the NOSS website (if appropriate)
- A Forms Register will be maintained including names of all forms, numbers, creation and review dates.

MANUALS

NOSS Orientation Manual and Workcrew Manuals contain vital information to ensure that staff and crew members are aware of their rights and responsibilities as employees of NOSS. These manuals will be updated annually or more regularly if required.

- NOSS Management will review the Manuals in order to ensure that they reflect the most recent legislation, policies, procedures and forms.
- General Manager will approve the final draft.
- Manuals will include the review date.
- A summary of all significant changes to the Orientation Manual will be given to all staff.
- A summary of all significant changes to the Workcrew Manual will be given to all Bluegum crew members and staff.
- Manuals will be reprinted and distributed to staff every five years.

POLICY DEVELOPMENT AND REVIEW

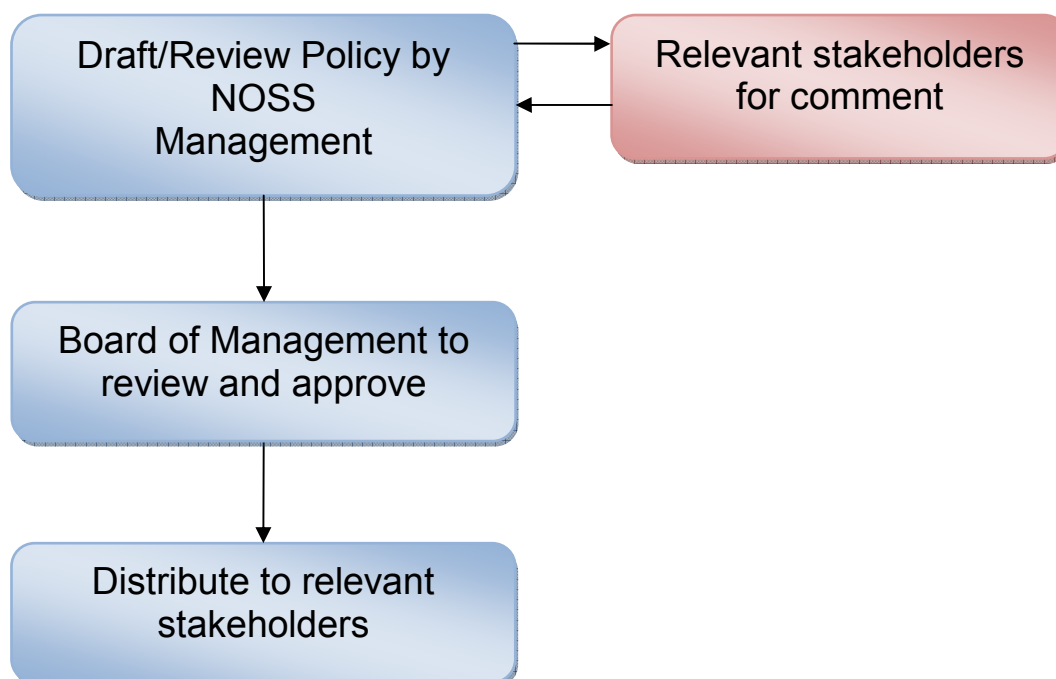
The General Manager is responsible for an ongoing review program of all NOSS policies to ensure that they are regularly reviewed and updated to ensure relevance and continuous improvement and to meet legislative and other requirements. All Policies will be reviewed within three years.

A register will be maintained of all NOSS Policies, including creation and review dates. Copies of all NOSS policies will be kept at both the NOSS Office and Bluegum workshop.

Policies will be developed or reviewed as follows:

- NOSS Management will draft new or review existing policy.
- Policy name and review date will be displayed in the document footer.
- Significant changes to Policy will be distributed to relevant stakeholders for comment in accordance with the attached Schedule.
- Comments will be incorporated into policy, as necessary.
- Policy will be presented to Board for further amendment and/or approval.
- Final policy will be distributed to all relevant stakeholders within two weeks of Board approval in accordance with the attached Schedule.
- Office Manager will ensure that links to new or reviewed policies are placed on the NOSS Website and advertised in the NOSS newsletter.
- All superseded policies will be archived for any future legal requirements.

POLICY FLOW CHART



SCHEDULE

Policy	Distribute for comment			Distribute final copy		
	Client/ advocates	Employees	Crew Members	Client/ advocates	Employees	Crew Members
Anti- Discrimination				✓	✓	✓
Assets						
Board of Governance						
Client Consent					✓	
Client Support		✓			✓	
Code of Ethics		✓	✓	✓	✓	✓
Complaints			✓	✓	✓	✓
Counselling & Discipline					✓	✓
Decision Making			✓		✓	✓
Document Control						
EEO						
Entry						
Exit						
Human Resource					✓	
Human Rights			✓		✓	✓
Individual Needs	✓	✓	✓	✓	✓	✓
Missing Clients					✓	
Pandemic Policy					✓	✓
OH&S & Rehab			✓		✓	✓
Privacy			✓	✓	✓	✓
Quality Assurance			✓			✓
Reporting					✓	
Risk Management						
Strategic Plan	✓	✓	✓	✓	✓	✓
Transport					✓	