



POLICY & PROCEDURE DEVELOPMENT

Psychosocial Disability Service Providers

Under the NDIS Quality and Safeguards Commission (NDIS Commission), registered providers are expected to maintain continuous quality improvement (CQI) processes. A policy development and review cycle forms one part of this CQI process. Good policies and procedures offer clarity, help the organisation operate more effectively and contributes to meeting regulatory and legislative requirements. Good policy also sets expectations and helps induct staff and other stakeholders into the organisational culture.

Effective Policy and Procedure should be:

- Written in clear language using simple terms, and be accessible to all those it relates to
- Developed collaboratively with Participants, staff and other stakeholders
- Regularly reviewed as part of the organisation’s internal audit cycle and form one component of CQI
- Aligned with procedure that clearly indicates how the policy should be implemented, monitored and evaluated

Components of Policy and Procedure:

Take a systematic, organization-wide approach to policy development. Use a template suited to the size, scale and scope of your organisation. Below is one example of how your organisational template header might be organised, followed by potential template section headings.

Policy/Procedure Title	Author	Version
Policy/Procedure Number		Scheduled review date
Associated documents	Approved by	Approval date

- **Introduction and Policy Statement:** Describe the reason for the policy or procedure and your organisation’s position on the issue. This may include identified risk management aims of the policy or procedure
- **Policy Scope:** Describe the areas of operation and the expected roles that the policy or procedure applies to
- **Definitions:** Industry terms and uncommon words should be defined
- **Procedure:** Describe the step-by-step instructions of how the policy is embedded into everyday practice. This could be combined with a policy document or sit alongside it
- **Evaluation and Monitoring:** Outline how implementation will be monitored and how effectiveness of the policy or procedure will be evaluated
- **Relevant standards:** For example, highlight the specific Outcome and/or Indicator of the NDIS Practice Standards the document applies to
- **References/Useful Resources:** State any other documents that were used in the policy document development, for example, frameworks, industry guidelines and legislation (National Disability Insurance Scheme Act 2013 (NDIS Act))

A note about adapting policy:

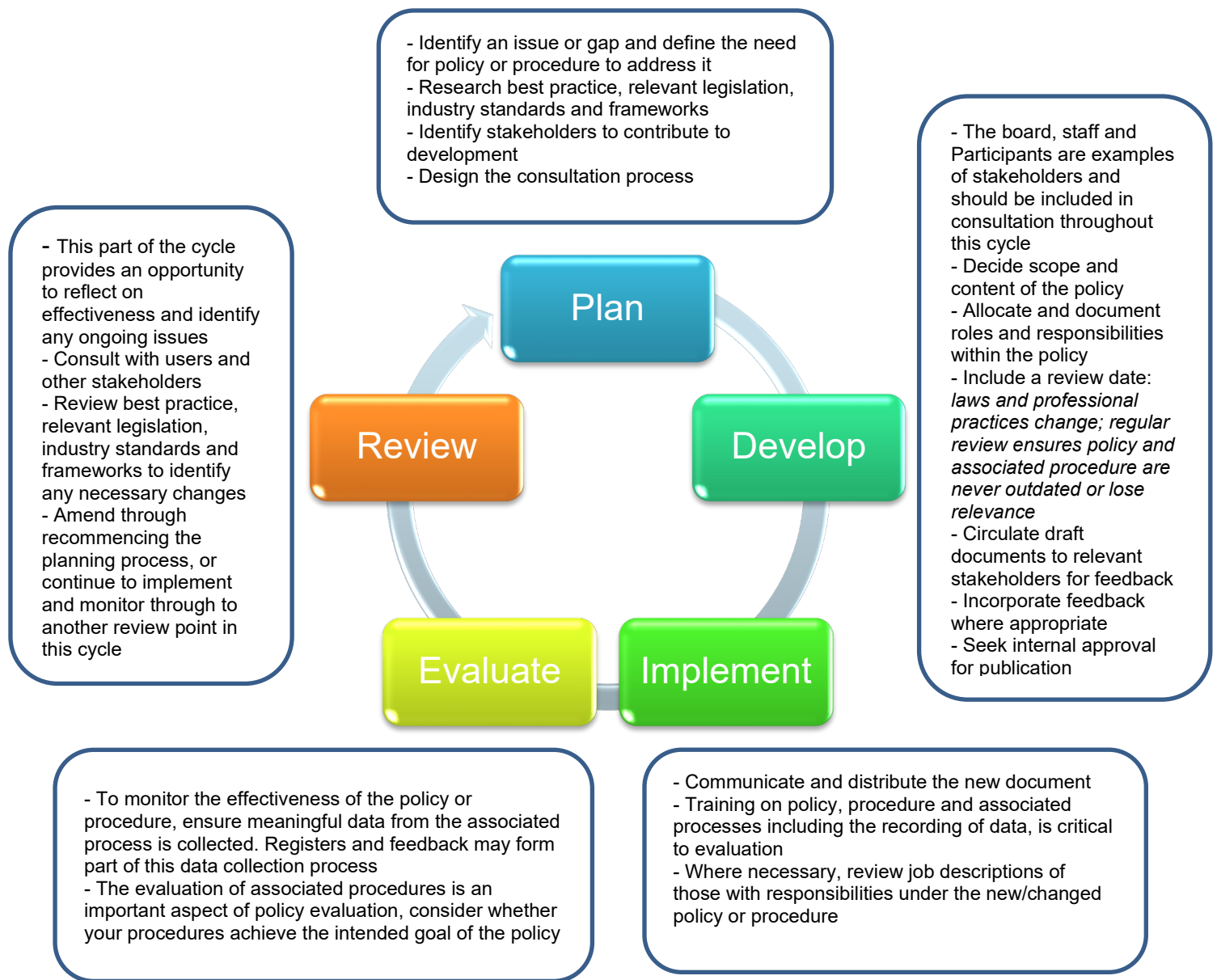
If you use samples or templates found online or through a policy bank, read and edit carefully to be sure they are an accurate description of your organisation’s position, and are appropriate for the size, scale and scope of your organisation.

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Continuous Quality Improvement Cycle for Policy



A note about continuous quality improvement:

For registered NDIS providers, the audit cycle is 3-years with an 18-month midterm surveillance audit. The frequency of organisational internal audits should correspond to the level of risk associated with the item being audited. Consider aligning your external audit, internal audit and policy review cycles to improve efficiency.

Further Resources available on <https://waamh.org.au/sector-development-and-training/ndis-quality-and-safeguards-commission-sector-readiness-project/ndis-qsc-sector-readiness-project-resources-and-events>