NADA
network of alcohol & other drugs agencies

HOW TO GUIDE:
How to use this resource

POLICY TOOLKIT

A practical resource supporting quality improvement

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Council of Social Services NSW (NCOSS)

Mercy Community Services

South Sydney Youth Services

Triple Care Farm

Watershed Drug and Alcohol Education and Recovery Centre

Australian Government

Department of Health and Ageing

NSW GOVERNMENT | Health

Design: probono.com.au

Introduction

The NADA Policy Toolkit is a resource designed to support non government drug and alcohol services to develop and review their own policy documents. This resource provides practical policy development templates related to governance & leadership, administration & support, and service delivery.

The toolkit has been developed by NADA in consultation with and for its members. The resource was created to enhance the capacity of NADA members to undertake formal quality improvement programs.

This resource has been created specifically for non government drug and alcohol organisations in NSW, however other organisations may find the content relevant and useful.

Background

There are a growing number of requests from the NADA membership for template policies and supporting documents. Both formal and informal feedback received from NADA members indicates that members would greatly benefit from the development of a policy toolkit. The 2009 annual NADA member feedback survey, highlighted that members would like NADA to focus on providing more support to assist their organisation's quality improvement program.

The development of a policy toolkit for the NADA membership is a collaborative project, between the NADA Sector Development Program and the NADA Cross Sectoral Support and Strategic Partnership (CSSSP) project staff.

The toolkit will complement other NADA initiatives, such as the Quality Improvement Resource Tool for Non Government Drug and Alcohol Agencies. The Resource Tool was developed in partnership with the Australian Council on Healthcare Standards (ACHS) to support non government drug and alcohol agencies to apply the EQuIP4 Standards and to address important areas that are relevant to the speciality of drug and alcohol service provision. This toolkit will also assist organisations undertaking a formal quality improvement program using the Health and Community Service Standards, provided through Quality Management Services (QMS).

How to use this resource

This toolkit has a range of template policies and supporting documents that can be adapted to suit your organisation's needs. The template documents provide organisations with key considerations, information and references that will assist the policy writing and review process.

Locating policy documents

The policy and supporting document templates have been grouped into three key content areas which are located in three folders on the CD-ROM:

1. **Governance and Leadership:** Documents in this category provide guidance on effective management, external relationships and providing a safe working environment for staff.

2. **Administration and Support:** This group of documents covers a wide range of policies that support the organisation's ongoing work. For example: human resources, project planning, evaluation and information management.

3. **Service Delivery:** This group of policies are directly related to the broad spectrum of services provided by organisations, including; harm minimisation, privacy and confidentiality, client participation, client access and treatment management.

The folders can be downloaded directly onto your computer by selecting the folder required and dragging it onto your desktop, or by copying and pasting the folder to the desired location on your computer.

Figure 1.

To locate and download a specific document, a **mapping document** (see Figure 1) is located on the CD-ROM which lists all the template documents available in the toolkit. To download a specific document, open the mapping document and select the document that you would like to review by holding down the CTRL button and clicking the left button on the mouse.

Once you have opened the document save it on your computer hard drive before starting to modify the template.

Modifying the documents

All documents have prompts to insert information that is relevant to your service such as; [insert organisation name] and [insert position].

Delete any content sections that are not relevant for your service.

The reference section at the end of each policy document provides some key links and resources relevant to the specific content of the document (see Figure 2).

The template Policy Development Policy provides a detailed outline of the policy development process and will provide guidance for consideration when writing and reviewing policies. Some additional general resources and links have been provided in the next section of the **how to guide**.

For additional support in writing and developing organisational policy, contact NADA. Phone: (02) 9698 8669 Website: www.nada.org.au

Figure 2.

9. **References + Resources**

9.1 **Internal**
Occupational Health &Safety Policy
Disaster & Emergency Management Policy
Risk Management Policy
Employee Code of Conduct
Incident Report Form

9.2 **External**

Legislation
NSW Occupational Health and Safety Act 2000
Occupational Health and Safety Regulation 2001

Guidelines
NHMRC (2010). DRAFT - Australian Infection Control Guidelines
http://www.nhmrc.gov.au/guidelines/consult/consultations/aicg.htm accessed 7th August 2010.

NSW Health (2007) Infection Control Policy
http://www.health.nsw.gov.au/policies/pd/2007/pdf/PD2007_036.pdf

Department of Health and Ageing (2004). *Infection Control in the health care setting: Guidelines for the prevention of transmission of infectious diseases.*
http://www.health.gov.au/internet/main/publishing.nsf/Content/icg-guidelines-index.html

Additional resources

The following links and organisations provide useful information to inform and guide the content of your policy documents.

Quality improvement providers

The **Australian Council on Healthcare Standards (ACHS)** is an independent, not-for-profit organisation, dedicated to improving the quality of health care in Australia through continual review of performance, assessment and accreditation. **www.achs.org.au**

Quality Management Services (QMS) is an established, nationwide, independent, not-for-profit provider of quality services. QMS has a uniquely skilled, collaborative and supportive approach to sustain quality outcomes for their clients, communities and staff of health and community service providers. **www.qms.org.au**

Legislation

NSW: **www.legislation.nsw.gov.au**

Commonwealth: **www.comlaw.gov.au**

Government links

The **Department of Health and Ageing** is responsible for the development and implementation of health and aged care services to achieve Government policy and direction. **http://www.health.gov.au**

The **NSW Department of Health** is responsible for promoting, protecting, developing, maintaining and improving the health and well-being of the people of NSW. **www.health.nsw.gov.au**

The **Australian Institute of Health and Welfare (AIHW)** is Australia's national agency for health and welfare statistics and information. **www.aihw.gov.au**

Research organisations

The **National Drug and Alcohol Research Centre (NDARC)** undertakes research and related activities that increase the effectiveness of Australian and International treatment and other intervention responses to alcohol and other drug related harm. NDARC produces a wide range of publications based on the research conducted at the Centre. **www.ndarc.med.unsw.edu.au**

The **National Drug Research Institute** conducts and disseminates high quality research that contributes to the primary prevention of harmful drug use and the reduction of drug related harm. **www.ndri.curtin.edu.au**

The **National Centre for Education and Training on Addiction (NCETA)** is an internationally recognised research centre that works as a catalyst for change in the alcohol and other drugs field. The promotion of workforce development principles, research and evaluation of effective practices is NCETA's core business. **www.nceta.flinders.edu.au**

The **National Health and Medical Research Council (NHMRC)** is Australia's peak body for supporting health and medical research; for developing health advice for the Australian community, health professionals and governments; and for providing advice on ethical behaviour in health care and in the conduct of health and medical research. **www.nhmrc.gov.au/publications/subjects/substance.htm**

The **Register of Australian Drug and Alcohol Research (RADAR)** aims to promote awareness of alcohol, tobacco and other drugs research in Australia. The register contains up-to-date records of current and recently completed research projects with details of published research. **www.radar.org.au**

The **Cochrane Library** contains high quality, independent evidence to inform healthcare decision making. It includes reliable evidence from Cochrane and other systematic reviews, clinical trials, and more. Cochrane reviews provide the combined results of the world's best medical research studies, and are recognised as the gold standard in evidence based health care. **www.thecochranelibrary.com**

The **Drug and Alcohol Health Services Library** is a state wide library and information service open to professionals in NSW working with drug and alcohol issues. **www.dahsl.org.au**

Other useful links

The **Alcohol and other Drugs Council of Australia (ADCA)** is the national organisation peak body, representing the interests of the Australian alcohol and other drugs sector and providing a national voice for people working to reduce the harm caused by alcohol and other drugs. **www.adca.org.au**

The **Council of Social Service of NSW (NCOSS)** is the peak body for social and community services in NSW. They provide independent and informed policy development, advice and review and plays a key coordination and leadership role for the non government social and community services sector in New South Wales. **www.ncoss.org.au**

About NADA

The Network of Alcohol and other Drug Agencies (NADA) is the peak organisation for the non government drug and alcohol sector in NSW, and is primarily funded through NSW Health. NADA has approximately 100 members providing drug and alcohol health promotion, early intervention, treatment, and after-care programs. These organisations are diverse in their philosophy and approach to drug and alcohol service delivery and structure.

NADA's goal is *'to support non government drug and alcohol organisations in NSW to reduce the alcohol and drug related harm to individuals, families and the community'*.

The NADA program consists of sector representation and advocacy, workforce development, information/data management, governance and management support and a range of capacity development initiatives. NADA is governed by a Board of Directors primarily elected from the NADA membership and holds accreditation with the Australian Council on Health Care Standards (ACHS) until 2014.

Further information about NADA and its programs is available on the NADA website. **www.nada.org.au**

Feedback

To provide feedback on this resource please email feedback@nada.org.au