

USER GUIDE



NADA

network of alcohol & other drugs agencies

POLICY TOOLKIT

2ND
EDITION

A practical resource
supporting quality
improvement



Acknowledgements

The Network of Alcohol and other Drugs Agencies (NADA) would like to acknowledge the contributions from representatives of the following organisations in the development of this toolkit.

- The Buttery
- Drug and Alcohol Multicultural Education Centre (DAMEC)
- Freeman House, St Vincent de Paul Society NSW Support Services
- The Haymarket Foundation
- Kamira
- Kedesh Rehabilitation Services
- The Lyndon Community
- McCullough Robertson Lawyers facilitated by Justice Connect Not for Profit Law
- Mental Health Coordinating Council (MHCC)
- NSW Cancer Council
- NSW Users and AIDS Association (NUAA)
- National Drug and Alcohol Research Centre (NDARC)
- Palmerston Association Inc.
- The Salvation Army
- Triple Care Farm, Mission Australia.



NADA is supported by funding from the Australian Government Department of Health and the NSW Ministry of Health.

For information about NADA see the electronic user guide on the CD or visit www.nada.org.au.



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Introduction

The NADA Policy Toolkit 2nd Edition is a resource designed to support non government alcohol and other drug (AOD) organisations to develop and review their own policy documents. This resource provides practical policy development templates related to governance and leadership, administration and support, and service delivery.

The toolkit has been developed by NADA in consultation with, and for, its members to ensure its suitability and adaptability for the NSW AOD NGO sector.

This resource has been created specifically for non government organisations in the NSW Drug and Alcohol Sector; however, other sectors may also find the content relevant and useful.

Background

The NADA Policy Toolkit resource was released in 2010 and provided a guide for non government AOD services to develop and review operational policy documents and support their formal quality improvement program. The resource provided practical policy development templates and was developed following both formal and informal feedback received from NADA members in regards to increasing the capacity of organisations to undertake quality improvement programs.

The 2010 NADA Policy Toolkit was a collaborative project between the NADA Sector Development Program, the NADA Cross Sectoral Support and Strategic Partnership (CSSSP) project and the Australian Council on Healthcare Standards (ACHS). The toolkit also complemented other NADA initiatives, such as the Quality Improvement Resource Tool for Non-Government Drug and Alcohol Agencies.

Following a number of changes in legislation, sector trends and research, NADA started a review of the toolkit in late 2012 that aimed to merge and amalgamate 37 policies into 12 user-friendly policy templates with up to date policy content, format and additional supporting documents.

The NADA Policy Toolkit 2nd Edition was supported by NADA's Sector Capacity Building Program and funded under the Substance Misuse Service Delivery Grants Fund by the Australian Government Department of Health.

User Guide: how to use this resource

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

This guide is divided into three areas:

A. Locating policy documents

B. Navigating policy documents

C. Modifying policy documents

A. 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.

1. Governance and Leadership: documents in this category provide guidance on governance, organisational development, work health and safety, risk and financial management.

2. Administration and Support: this group of documents covers policies that support the organisation's ongoing work. For example: human resources, communications, clinical supervision and information and communication management.

3. Service Delivery: this group of policies are directly related to the broad spectrum of services provided by organisations including, service and program operations and client clinical 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

To locate a specific document use the Template Map located on the CD. The Template Map gives you a snapshot of all the topics covered in the policy templates and lists all supporting document templates.

To download a specific document, open the Template Map, select and click on the policy or supporting document. Once the document is open, save the document to your computer.

B. Navigating policy documents

This section has been developed to help organisations to navigate policy templates from the Toolkit.

To navigate through the document you have two (2) options: using the table of contents or the navigation pane/document map. To view the detail of each feature, refer to the instructions below:

1. Using the table of contents

Click on the table of contents and select the page number or section number you want to move to. The pages are hyperlinked to the content page for quick navigation.

Note: The table of contents includes only section headings and sub-headings of the document.

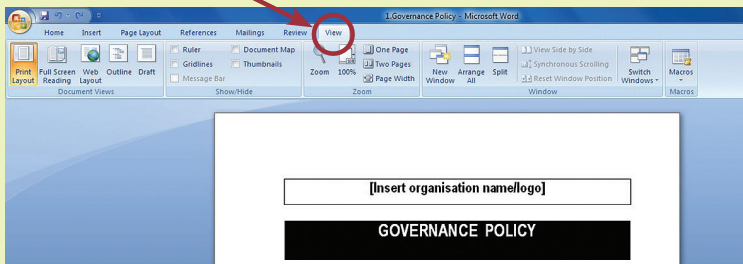
Figure 1.

CONTENT	2
SECTION 1: GOVERNANCE POLICY FRAMEWORK	4
1.1 Policy statement	4
1.2 Purpose and scope	4
1.3 Definitions	4
1.4 Principles	4
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SECTION 2: THE ORGANISATION	7
2.1 Introduction	7
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2.3 Principles of the organisation	7
2.4 Outcomes of the organisation	7
2.5 Services Provided	7
2.6 Target group	7
2.7 Staff	7
2.8 Organisation structure	8

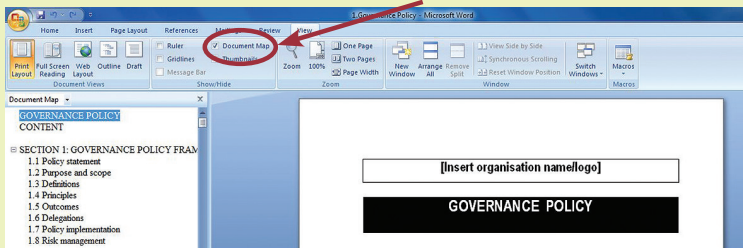
2. Using the document map or navigation pane

The document map or navigation pane is a Microsoft Word feature and it acts as a tour guide to your document. You can click a heading or a page and it will take you right there. You can find the document map/navigation pane feature in all versions of Microsoft Word under the View tab.

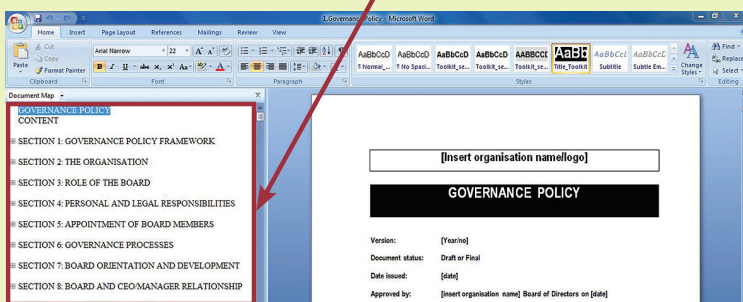
a. Click on View tab



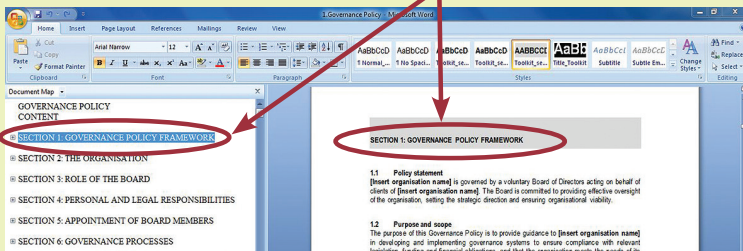
b. Click on document map or navigation pane



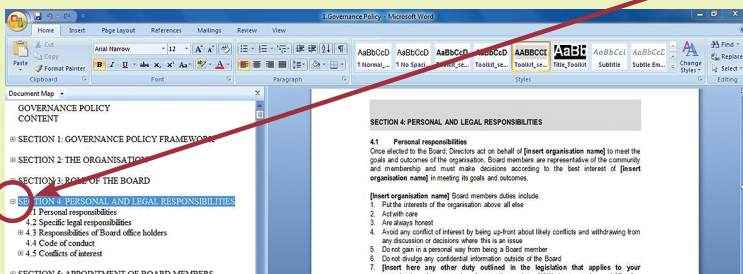
c. Now you can see your document map/navigation pane, including your document's main sections



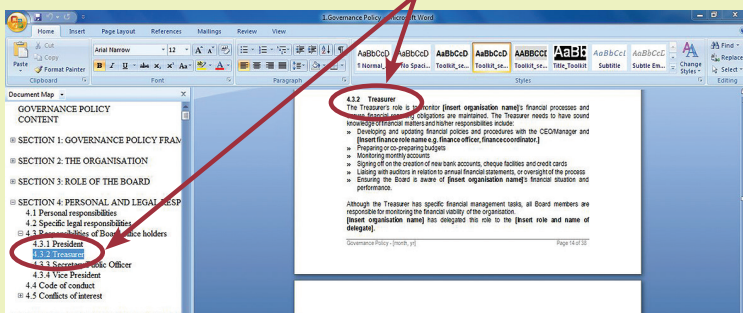
d. If you click on any of the headings, you will be directed to the section and page of the content you clicked.



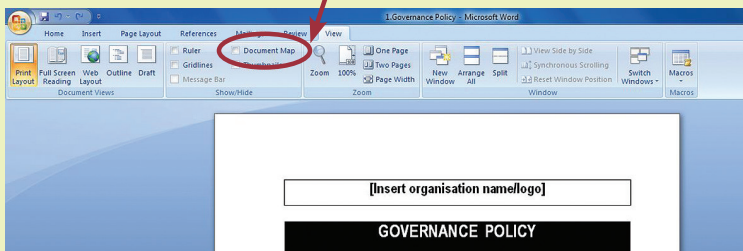
e. Each section name on the left will have a plus symbol (+) or a right arrow symbol (►). If you click on that symbol the map expands to show more detailed headings of that section. After you click on the expand symbol, the symbol will transform to a minus symbol (-) or a down arrow symbol (▼). When clicking these symbols the information will collapse.



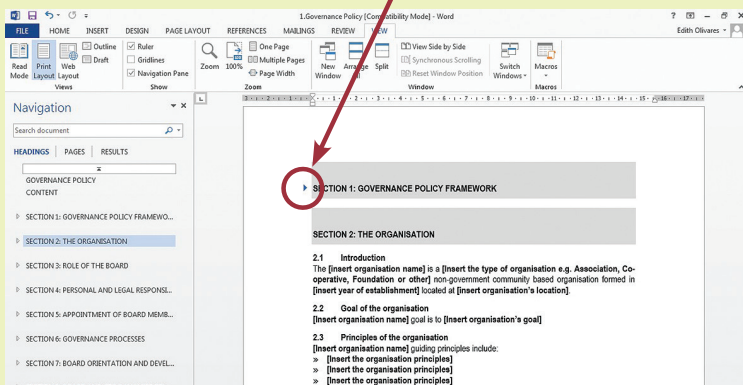
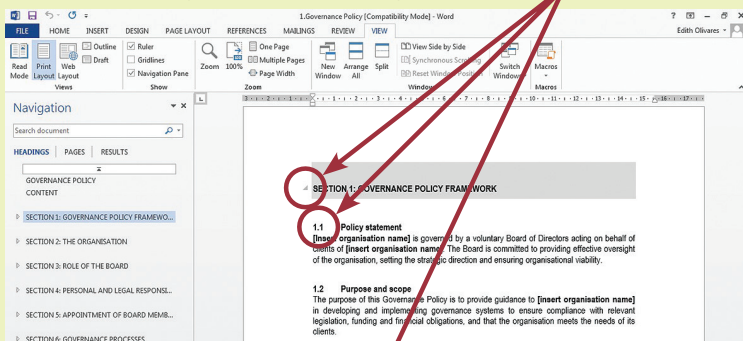
f. If you click on any of the sub-headings it will take you to the page where that information is located.



- g. To close the document map/navigation pane, click on View and unselect the document map/navigation pane option to continue with your document as normal.



- h. You also can collapse or expand the size of each section of your document by clicking on the arrow next to the section title, headings or sub-headings (to avoid scrolling up or down).

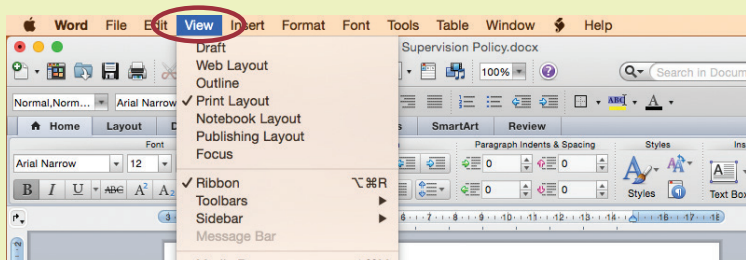


Using the document map pane in Microsoft Office for Mac

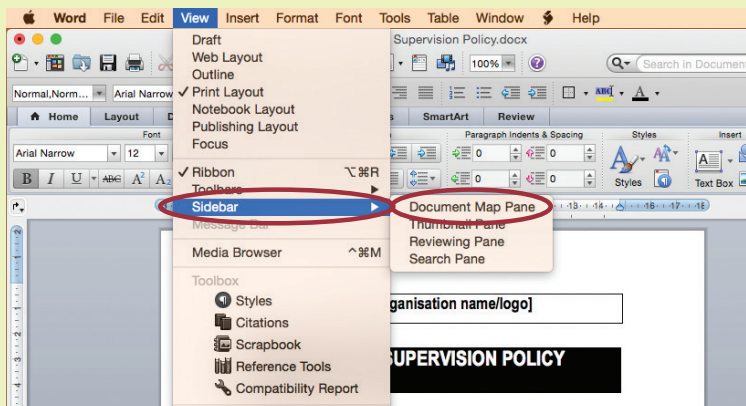
To help you navigate the policy templates using the document map pane in Mac refer to the instructions below:

In Microsoft Office 2011 for Mac, the Sidebar contains the Document Map Pane, this feature displays headings in the current document.

1. Click the View tab



2. Select Sidebar from the dropdown menu and from the four options of the Sidebar, select Document Map Pane. The Document Map Pane will open to the left of the Microsoft Office Word window and you will be able to navigate the document.



For more information see the electronic user guide on the CD or visit www.microsoft.com.

Choosing a navigation option

Both options will help you to navigate through the document; however, the document map/navigation pane will allow you to link to any part of the document without coming back to the table of contents and will make it easier to work in large documents like the new policies templates in the Toolkit.

C. Modifying the documents

All documents have prompts to insert information that is relevant to your service, such as: **[insert organisation name]**, **[insert position]**, or **[insert frequency]**. All the information that needs to be completed by your organisation is in **bold** and enclosed in **square brackets []** as per above.

In order to support specific content development and further research in some areas, the templates provide notes to provide additional information and resources about the content. The format of notes is as follows:

Note*

Organisations are encouraged to retain, edit or delete the above according to the facilities and equipment available.

**Please delete note before finalising this policy.*

It is recommended that notes are deleted from the policy documents before completion and sharing internally.

As the policies have been developed to meet the needs of a diverse range of services. Organisations are encouraged to delete any content sections that are not relevant. The policy templates also contain a range of procedural information. Depending on your service it may be appropriate to move these elements to procedural or guidelines documents.

The reference section at the end of each policy document provides some key links and resources relevant to the content.

The table of contents in each document is automatically set up and linked to the Document Styles, so if you change a title to a subtitle in your document, follow the next steps:

1. Make the changes to the title.
2. Check the styles section to ensure the correct heading style is applied. Highlight the text and select the preferred style if needed.
3. Go to the table of contents, select the table and click the right button on the mouse.
4. Click on 'Update field'. This option will provide you with two options; 'Update numbers only', and 'Update entire table'.
5. Select 'Update entire table'.
6. Your title is now changed throughout the document and your table of contents is up to date.

The Organisational Development Policy provides detailed information and supporting documents on how to develop policy and procedures and will provide guidance on writing and reviewing policies.

For additional support in writing or modifying policy templates, contact NADA on info@nada.org.au or **(02) 9698 8669**.

Feedback

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

For more information on the NADA Policy Toolkit visit the www.nada.org.au website.

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The suggested format for referencing the 2nd Edition of the NADA Policy Toolkit is:

Network of Alcohol and other Drugs Agencies (2015), NADA Policy Toolkit 2nd Edition. NADA, Sydney.



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