[Insert organisation name/logo]

SERVICE AND PROGRAM OPERATIONS POLICY

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| [Yr/no] | [Date] | [Name/role] | [Name/role/ organisation] | [For example, incorporate changes to new legislation] |
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***Note\****

*This policy template has been developed to meet the needs of a diverse range of services and includes items for consideration in policy and procedure.*

***Not all content will be relevant to your service.******Organisations are encouraged to edit, add and delete content to ensure relevancy.***  
  
*NADA does not accept legal responsibility for how this template is implemented in services.*

*All notes (like this one) should be considered and deleted before finalising the policy, and the contents list should be updated as changes are made and when content is finalised. See the NADA Policy Toolkit User Guide for more editing tips.*

*\*Please delete note before finalising this policy.*

***Note\****

*To update the contents list when all content has been finalised, right click on the contents list and select ‘update field’, an option box will appear, select ‘Update entire table’ and ‘Ok’.*

*To use the contents list to skip to relevant text, use* ***Ctrl and click*** *to select the relevant page number.*

*\*Please delete note before finalising this policy.*

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# SECTION 1: SERVICE AND PROGRAM OPERATIONS FRAMEWORK

## 1.1 Policy statement

**[Insert organisation name]** is committed to providing people accessing the organisation’s services and programs with quality facilities and resources to be inclusive and responsive to their needs.

**[Insert organisation name]** has the responsibility to ensure the appropriate use of its facilities, equipment and consistent application of onsite rules to support clients, workers and the organisation and protect parties from any legal liabilities arising from their inappropriate use.

## 1.2 Purpose and scope

The purpose of this policy is to provide a framework for the responsible use of the organisation’s facilities, to ensure that its amenities and services are high quality, inclusive and accessible to all clients.

All staff and the Board of directors are responsible for being aware of, implementing and maintaining operational systems as appropriate to their role and responsibilities.

This policy must be read in conjunction with the Client clinical management, Work health and safety, Communications, ICT and Risk management and Privacy policies.

Refer to the Social media policy for guidance on social media use by staff.

## 1.3 Definitions

For the purposes of this policy and supporting documents, the terms:

* ‘worker’ or ‘employee’ applies to employees, students and volunteers who work at the organisation.
* ‘client’ applies to people accessing services at the organisation.

**1.4** **Principles**

* **[Insert organisation name]** considers service and program operations fundamental to the way business is carried out to ensure quality and consistency of services in the organisation’s philosophy and practice.
* In implementing service and program operations practices, the organisation supports and encourages the involvement of all staff, students, volunteers and Board members, as well as clients, stakeholders and the broader community as appropriate.
* The organisation approaches service and program operations activities with a cyclical review model which includes the elements of consultation, monitoring, assessment, action, evaluation and feedback.
* **[Insert organisation name]** respects differing perspectives and priorities held by individuals; however, the health and wellbeing of staff members and clients is a primary focus of organisation activities and decisions.

## 1.5 Outcomes

* Service and program operations, processes and activities enhance **[insert organisation name]**’s ability to address client needs equitably.
* Service and program delivery operates smoothly with best practice processes in place
* Clients, staff and Board members are aware of and involved in service and program operations, processes and activities.
* **[Insert organisation name]** is recognised for its clear, open and respectful service and program operations, activities and practices.
* **[Insert organisation name]**’s operations are supported by relevant and consistent quality improvement systems to ensure continuous improvement.

## 1.6 Roles and responsibilities

|  |  |
| --- | --- |
| **Board of directors** | * Endorse and ensure compliance with the Service and program operations policy. * Lead and participate in service and program operations activities and processes if required. * Review and endorse service and program operations expenditure * Support new and existing operational systems and relevant policies and procedures. * Provide expert advice, where appropriate. |
| **Business services/ management** | * Comply with the Service and program operations policy. * Lead and support staff in the development and implementation of service and program operational activities and processes. * Introduce new staff members to service and program operational processes.   **CEO/Manager**   * Lead the development of a quality service operations culture within the organisation. * Lead and participate in service and program operations, activities and processes. * Lead, and involve staff in, the review and/or development of quality operational processes. * Communicate with Board and staff regarding current and potential operational matters. * Approve and guide staff members during difficult operational decisions.   **Management**   * **[Insert operations allocated role]** leads the organisation service and program operations, including managing contracts with the external providers; coordinating, reviewing and documenting operational activities; ensuring maintenance and functionality of equipment, processes and facilities * Reporting to the CEO or Operations manager on activities, progress and outcomes. * Work in co-ordination with **[insert operations allocated role]** to manage client activities where appropriate. * Support staff to implement service and operational practices. * Participate in, and lead, service and operational practices as required. |
| **Program services/clinical** | * Comply with the Service and program operations policy. * Lead and participate in service and program operations improvement activities, particularly those related to service delivery and facilities operations. * Promote and demonstrate commitment to service and program operations practices. * Assist and inform management to detect operational issues. * Actively participate in internal and external review of operational practices. * Work in coordination with **[insert operations allocated role]** to manage client activities. * Introduce new staff members, students and volunteers to operational processes and activities. * Contribute to operational processes, including best practice implementation and systems review as part of core business processes. * Remain aware of new initiatives and best practices relevant to their role in the organisation. |

## 1.7 Policy implementation

* This policy is developed in consultation with **[insert organisation name]** staff members and clients and is approved by the organisation’s Board of directors. All staff members are responsible for understanding and adhering to the Service and program operations policy and for ensuring clients understand all policies and procedures relevant to them.
* This policy content is to be part of all **[insert organisation name]** staff and client orientation processes.
* This policy should be referenced in relevant **[insert organisation name]** policies, procedures and other supporting documents to ensure that it is familiar to all staff and is actively used.
* Operational practices are discussed as part of the organisation’s strategic and operational business planning process, including the identification of new or improved operational equipment or resources.
* All staff are provided with ongoing support and professional development to maintain knowledge and implementation of good practice.
* All staff inform clients of relevant policy and procedures to ensure clients understand their responsibilities.

## 1.8 Risk management

Mechanisms are in place to ensure that service and operational practices are effective and regularly monitored.

Risk management actions include:

* Workers are provided with ongoing support to manage operational practices and any issues related to these.
* As noted in the **[Insert organisation name]** policy review schedule, this policy will be reviewed within **[insert number of years]** years unless circumstances require an earlier review.
* The need for improvements in service or program operations can be identified by any Board member, staff or client through feedback or quality monitoring systems.
* Staff provide relevant information on policy and procedures to all clients through a range of mediums to promote understanding and compliance. For eg. posters are displayed throughout the facilities and are in place to ensure clients understand operational procedures.
* All workers and Board members are made aware of this policy during their orientation.
* Service and program operations practices are a standing agenda item for discussion at any organisation staff meetings, where any relevant issues may be addressed.
* **[Insert organisation name]** ensures that operational practices promote evidence-based practice for its programs, services and client outcomes.
* The organisation accepts no responsibility for any damage to data, hardware or software or loss of information, arising directly or indirectly from the use of the organisation's ICT facilities.

# SECTION 2: REFERENCES

## 

## 2.1 Supporting documents

**Client file management**

* [Client file review tool](file:///C:/Users/redje/Downloads/Supporting%20documents/Client%20file%20management/1.SPO_File_Client%20file%20review%20tool.docx)
* [Client file access request form](file:///C:/Users/redje/Downloads/Supporting%20documents/Client%20file%20management/2.SPO_File_Client%20file%20access%20request.docx)

**IT administration**

* Computer and phone use guidelines

**Activities and visitors**

* Client orientation pack
* [Room allocation form](file:///C:/Users/redje/Downloads/Supporting%20documents/Activities%20and%20visitors/1.SPO_Activities_Room%20allocation%20template.docx)
* [In-house activities form](file:///C:/Users/redje/Downloads/Supporting%20documents/Activities%20and%20visitors/2.SPO_Activities_In_house%20activities.docx)
* [Activity calendar](file:///C:/Users/redje/Downloads/Supporting%20documents/Activities%20and%20visitors/3.SPO_Activities_Activity%20Calendar%20Template.docx)
* [Client visitor request form](file:///C:/Users/redje/Downloads/Supporting%20documents/Activities%20and%20visitors/4.SPO_Activities_Client%20visitor%20request%20form.docx)

**Medication**

* [Client medication summary](file:///C:/Users/redje/Downloads/Supporting%20documents/Medication%20forms/1.SPO_Med_Medication%20Summary.docx)
* [Client medication record](file:///C:/Users/redje/Downloads/Supporting%20documents/Medication%20forms/2.SPO_Med_Medication%20Record.docx)
* [Client PRN medication record](file:///C:/Users/redje/Downloads/Supporting%20documents/Medication%20forms/3.SPO_Med_PRN%20Medication%20Record.docx)
* [Medication returned form](file:///C:/Users/redje/Downloads/Supporting%20documents/Medication%20forms/4.SPO_Med_Medications%20returned.docx)
* [Medication administration authorisation form](file:///C:/Users/redje/Downloads/Supporting%20documents/Medication%20forms/5.SPO_Med%20MedAdmin%20Authorisation.docx)
* [Medication disposal form](file:///C:/Users/redje/Downloads/Supporting%20documents/Medication%20forms/6.SPO_Med%20Med%20Disposal.docx)
* [Monthly medication audit](file:///C:/Users/redje/Downloads/Supporting%20documents/Medication%20forms/7.SPO_Med%20Monthly%20Med%20Audit.docx)

**Substances on premises**

* AOD use in treatment agreement
* Record of confiscated substance

**Healthy eating**

* [Healthy eating poster](https://www.eatforhealth.gov.au/guidelines/australian-guide-healthy-eating)
* [Factsheets, guides and policies | NSW Food Authority](https://www.foodauthority.nsw.gov.au/resource-centre/factsheets-guides-and-policies)

## 2.2 Related policies

* + [Organisational development policy](file:///C:/Users/1.Governance%20and%20Leadership/4.%20Organisational%20Development/1.4%20Organisational%20development%20Policy.docx)
  + [Risk management policy](file:///C:/Users/1.Governance%20and%20Leadership/5.%20Risk%20Management/1.5%20Risk%20management%20Policy.docx)
  + [Work health and safety policy](file:///C:/Users/1.Governance%20and%20Leadership/2.Work%20Health%20Safety%20Policy/1.2%20Work%20Health%20Safety%20Policy.docx)
  + [Communications policy](file:///C:/Users/2.Administration%20and%20Support/2.1%20Communications/2.1Communications%20Policy.docx)
  + [ICT policy](file:///C:/Users/2.Administration%20and%20Support/2.4%20Information%20%26%20Communication%20Technology/2.4%20ICT%20Policy.docx)
  + [Client clinical management policy](file:///C:/Users/redje/3.2%20Client%20Clinical%20Management/3.2%20Client%20Clinical%20Management%20Policy.docx)
  + Safer spaces policy

## 2.3 Legislation

* [*Privacy Act 1988*](https://www.legislation.gov.au/C2004A03712/2019-08-13/text)
* [*Drug Misuse and Trafficking Act 1985*](https://legislation.nsw.gov.au/view/whole/html/inforce/current/act-1985-226)
* [*Poisons and Therapeutic Goods Act 1966*](https://legislation.nsw.gov.au/view/whole/html/inforce/current/act-1966-031)
* [*Poisons and Therapeutic Goods Regulation 2008* (NSW)](https://legislation.nsw.gov.au/view/whole/html/inforce/current/sl-2008-0392)
* [*Children and Young Persons (Care and Protection Act) 1998* (NSW)](https://legislation.nsw.gov.au/view/html/inforce/current/act-1998-157)
* [*Ombudsman Act 1974* (NSW)](https://legislation.nsw.gov.au/view/whole/html/inforce/current/act-1974-068)