

# Activ Policy Consultation Procedure

## 1 Purpose

This document explains the process used by Activ to enhance the involvement of people living with disability, their families, friends, carers, advocates and staff, in the review and development of policies that have a direct link or impact on service delivery. This includes, but is not limited to, policies which relate to the National Standards for Disability Services, rights, privacy, support guidelines, advocacy and conduct. Where the Executive Team, Transitional Leadership Team, or Policy Working Group considers it necessary, Procedures which have a direct link or impact on service delivery may be put through the Policy Consultation Procedure for feedback.

In accordance with the National Standards for Disability Services Standard 4 – Feedback & Complaints, and Standard 6 - Service Management, feedback from these individuals on Activ’s policies will be used to improve service delivery quality to Activ’s Customers.

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## 3 Procedure

A flowchart of this procedure can be found at Appendix 2 of this document.

### 3.1 Duties / Responsibilities of the Records Department

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In accordance with Activ's Document Control process, the Records Department is responsible for overseeing the AQuA document control process and the meeting of mandatory timeframes. (Refer to Document Control Procedure (for Staff) AQuA: 191).

The mandatory review periods are three years for Policies. Existing Policy documents that require consultation under this procedure will be noted accordingly in the Consultation Section of each document.

### 3.2 Duties / Responsibilities of the Document Control Officer

In accordance with Activ's Document Control process, the relevant Document Control Officer (DCO) is responsible for:

- Advising the relevant Document Author (as detailed in the document footer) of any existing policy that has reached its mandatory review period and requires consultation under this Procedure; and
- The final document control upload process.

### 3.3 Duties / Responsibilities of the Document Authors

In addition to the duties listed in the Document Control Procedures, the Document Author is also responsible for:

- Formulating draft policy or undertaking a review of existing policy and forwarding to the Policy Working Group if required.
- Providing an electronic copy of the policy to the Executive Officer for distribution as per the flow chart.
- Attending Policy Working Group (PWG) Transitional Leadership Team (TLT), Service Advisory Committee (SAC), Employee Advocacy Committee (EAC), and any other meetings as requested to explain policy content.
- Considering the risks, costs and associated benefits of any proposed changes that have been suggested by people living with disability, their families, friends, carers, advocates and staff as a result of the consultation process.
- Negotiating with the SAC and EAC on any suggested changes that may not be adopted and detailing the reasons why they cannot be adopted.
- Working with EO to obtain final approval from the Transitional Leadership Team prior to any new, reviewed or amended policies entering the document control process.
- Updating the final version of the policy (including mutually agreed upon changes) and forwarding through the electronic document approval process for formal approval (see AQuA #191).
- Forwarding the final version of the policy to the Executive Officer to allow closure of feedback loop.

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### 3.4 Duties / Responsibilities of the Policy Working Group (PWG)

The PWG is responsible for:

- Reviewing any suggested amendments or improvements to existing policy documentation;
- Providing guidance to Document Authors on new policy formulation and providing cross organisational input into the same;
- Determining if a policy requires consultation under this Procedure, based on whether it has a direct link or impact on service delivery and including reference to this requirement in the Consultation Section; and
- Providing guidance in relation to conflicting amendments received through consultation.

### 3.5 Duties / Responsibilities of the Transitional Leadership Team (TLT)

The TLT is responsible for:

- Reviewing any new, renewed or amended policies with a view to providing “in principle” approval prior to distribution for consultation under this Procedure;
- Providing final approval of policies following completion of the consultation process, and before it enters the document control process.

### 3.6 Duties / Responsibilities of the Service Advisory Committee (SAC)

The SAC is responsible for:

- Evaluating the feedback that has been received from people living with disability, their families, friends, carers, advocates and staff. In some instances, depending on the scheduling of SAC meetings, this feedback may need to be provided out of session.
- Ensuring that where varying opinions have been identified from the feedback provided, a single agreed upon position regarding the proposed changes is adopted by the Committee. The agreed upon proposed changes are to be included within the minutes of the SAC (or email if out of session).
- Negotiating with authors on any feedback that they may have in regard to the changes that are being requested (i.e. any proposed changes raised by the SAC have to be evaluated by the Document Author on risk / cost / benefit basis).
- Forwarding the agreed upon proposed changes (i.e. by email where dealt with out of session) to the Executive Officer, for forwarding to the Document

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Author. A copy of the minutes / email is also to be retained / filed by the Executive Officer as an audit trail.

### 3.7 Duties / Responsibilities of the Executive Officer

The Executive Officer is responsible for:

- Obtaining 'in principle' approval from the Transitional Leadership Team prior to any new, reviewed or amended policies being made available for consultation under this Procedure.
- Establishing the relevant streams for consultation required;
- Distributing policies as per the flow chart in Appendix 2 for consultation.
- Acting as the central collection point for policy feedback, and collating such feedback for the SAC.
- Ensuring that feedback time limits are restricted to a maximum of four weeks from when the policy has been received to when it is forwarded to the SAC.
- Tabling feedback to the SAC for their determination of a single position and minute the outcome (or email response if out of session).
- Acting as a contact/ coordination point for Committees who would like the Document Author to attend their meetings.
- Acting as a contact / coordination point for Document Authors, who need to negotiate with the SAC in regard to operationally unacceptable feedback.
- Retaining the audit trail of feedback and SAC minutes (or emails) related to feedback.
- Providing SAC minuted (or email) feedback to the Document Authors for consideration in their document update.
- Providing feedback, outcomes and final policies to those staff involved in the consultation procedure via Managers. For EAC this will be provided through the Senior Employment Officer.
- Providing finalised policies to Document Authors and ensuring that they are placed upon Transitional Leadership Team Agenda for final approval prior to any new, reviewed or amended policies entering the document control process.

### 3.8 Duties / Responsibilities of Staff

Activ Staff/Managers (refer Appendix 2 for List) will be responsible for receiving and circulating policies requiring consultation to staff within their sites or region.

Staff are responsible for:

- Advising people living with disability, their families, friends, carers and advocates that policies open for feedback can be located on the Activ website. This notification can be via service newsletters, email or direct contact.
- Providing printed copies of the policies open for consultation as appropriate or as requested.

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- Adding policies that are open for consultation to the House Meeting (in Accommodation Services) or Area Meeting (in Business Services) Agenda. Discussion points [or feedback] should be minuted.
- Reviewing policies open for consultation and providing feedback to the Executive Officer within the agreed timeframe.
- Collecting and collating feedback from people living with disability, their families, friends, carers and advocates and forwarding the feedback to the Executive Officer within the agreed timeframe.

### 3.9 Duties / Responsibilities of the Employee Advocacy Committee

The EAC comprises of an Employee Representative from each of the Business Service sites and is responsible for:

- Reviewing policies requiring consultation that have been tabled by the Senior Employment Officer.
- Providing feedback to the Senior Employment Officer within the agreed timeframe by way of the minutes from the meeting in which decisions were made.

### 3.10 Duties / Responsibilities of the Senior Employment Officer

The Senior Employment Officer is responsible for:

- Collating feedback from the EAC and providing the same to the Executive Officer within agreed timeframes; and
- Acting as a contact / coordination point for Document Authors, who need to negotiate with the EAC in regard to operationally unacceptable feedback.

### 3.11 Duties / Responsibilities of the Community Relations and Marketing Manager

The Community Relations and Marketing Manager is responsible for:

- Authorising the placing of policies requiring consultation onto Activ's website to enable feedback to be provided via the online portal.
- Advertising that policies open for comment/feedback are available on the Activ website through email, newsletters and magazines, i.e. Activ News, Inside Activ, service newsletters, etc.

## 4 Definitions

**Document Author:** Staff member responsible for creating or updating a document.

**Employee Advocacy Committee (EAC):**

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- A committee consisting of the Employee Committee Chairpersons and a representative Board member.
- Provides input to the Board of Directors from supported employees.
- Liaises with and has the opportunity to input to Activ's other Standing Committees on relevant issues.
- Has the responsibility of providing supported employee advocacy in all areas relating to the welfare of people with disability as a group.

**Service Advisory Committee (SAC):** Assists the Board in its understanding of:

- The expectations of people living with disability, their families, friends, carers, and advocates and their relationship with Activ.
- Current service levels and any significant service issues as perceived by people living with disability, their families, friends, carers and advocates.
- The potential need for significant changes in service requirements based on legislative changes, disability sector changes, or the changing needs of people living with disability, their families, friends, carers and advocates.
- The impact of policies and strategic direction on people living with disability, their families, friends, carers and advocates.

### 5 Key Related Policies and Documents

Document Control Procedures for DCOs (AQuA 1288)

Document Control Procedures for Staff (AQuA 191)

Service Advisory Committee Terms of Reference (AQuA 1910)

Employee Advocacy Committee Terms of Reference (AQuA 252)

Activ Constitution (AQuA 96)

External Consultation Policy (AQuA 1967)

### 6 Consultation Process

Policy Working Group

Policy Consultation Procedure

Records Team Leader

### 7 Appendices

Appendix 1: Contact details for Activ Managers

Appendix 2: Flowchart

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### Appendix 1: List of Activ Managers/Staff

List of Activ Managers/Staff for distribution:

- ACS Manager Country
- ACS Manager Metro & Mid West
- Manager Southern Services
- Senior Manager People Services
- Manager Service Development
- Employment Services Manager
- Community Relations & Marketing Manager
- Transport Manager
- Employee Advocacy Committee (C/- Senior Employment Officer)

# Activ Policy Consultation Procedure

## Appendix 2: Flowchart

