

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 or Policy Working Group considers it necessary, Procedures which have a direct link or impact on service delivery may also 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.

Duties / Responsibilities of the Records Department

The records department is responsible for

-) Notifying all Heads of Departments on a quarterly basis the status of the documents assigned to the Department;
-) Providing source documents to Document Authors;
-) Receiving updated approved documentation;
-) Updating the document footer detailing version control and approval details;
-) Uploading approved documentation.

Refer to Records Manual for further information related to Document Control.

Duties / Responsibilities of the Document Authors

The Document Author is 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 Governance & Risk Manager for distribution as per the flow chart.
-) Attending Policy Working Group (PWG), Service Advisory Committee (SAC), Employee Safety Committee (ESC), Activ Customer Committee (ACC) 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.
-) If required, negotiating with the SAC, ESC and ACC on any suggested changes that may not be adopted and detailing the reasons why they cannot be adopted.
-) Working with GRM to obtain final approval from the Executive Team prior to any new, reviewed or amended policies entering the document control process.

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.

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Duties / Responsibilities of the Executive Team (ET)

The ET 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.

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 GRM, for forwarding to the Document Author. A copy of the minutes / email is also to be retained / filed by the GRM as an audit trail.

Duties / Responsibilities of the Governance & Risk Manager (GRM)

The GRM is responsible for:

-) Obtaining ‘in principle’ approval from the ET 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.

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-) 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 ESC and ACC this will be provided through the EA to EMO North/South s.
-) Providing finalised policies to Document Authors and ensuring that they are placed upon the Executive Team Agenda for final approval prior to any new, reviewed or amended policies entering the document control process.

Duties / Responsibilities of Staff

Activ Staff/Managers (refer Appendix 1 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.
-) Adding policies that are open for consultation to the relevant staff meeting agenda. Discussion points [or feedback] should be minuted.
-) Reviewing policies open for consultation and providing feedback to the GRM 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 GRM within the agreed timeframe.

Duties / Responsibilities of the Employee Safety Committee (ESC) and Activ Customer Committee (ACC)

The ESC and ACC are responsible for:

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

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Duties / Responsibilities of the Executive Assistant to Executive Manager Operations (s) (EA-EMO)

The EA to EMOs is responsible for:

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

Duties / Responsibilities of the Communications and Marketing Manager

The Communications 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 those policies open for comment/feedback are available on the Activ website through email and newsletters.
-) Where necessary, placing a final approved copy of the documentation on Activ's website.

4. Definitions

Activ Customer Committee (ACC):

-) A committee consisting customer and employee representation from all regions and services (ACE).
-) Provides input to the Executive Team in its obligation to ensure customer wellbeing and safety as well as other legitimate needs of customers and their families.
-) Is responsible for:
 1. Providing advocacy in all areas relating to the wellbeing of customers;
 2. Challenging the quality of Activ service delivery and providing input and feedback on the same;
 3. Reviewing, liaising and providing input into service related policy and procedure as requested;
 4. Providing input into continuous improvement initiatives;
 5. Liaising and providing input to the Executive from customers on relevant issues and projects;
 6. Encouraging a culture that promotes ethical and responsible activity and decision making, and;
 7. Adherence to Health Safety and Environment principles and practices.

Employee Safety Committee (ESC):

-) A committee consisting of the Employee Committee Chairpersons and a representative Board member.
-) Provides input to the Executive Team from supported employees.
-) Liaises with and has the opportunity to input to Activ's other Standing Committees on relevant issues.

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-) Has the responsibility of providing supported employee advocacy in all areas relating to the welfare of people with disability as a group.

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

Policy Working Group (PWG):

-) provides cross-organisational input into policies and procedures under review and/or formulation.

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 Safety Committee Terms of Reference (AQuA 252)

Activ Customer Committee Terms of Reference (AQuA 2785)

Activ Constitution (AQuA 96)

External Consultation Policy (AQuA 1967)

6. Consultation Process

Policy Working Group

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7. Appendices

Appendix 1: Contact details for Activ Managers

Appendix 2: Flowchart

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Appendix 1: List of Activ Managers/Staff

-) Customer Operations Managers – Upper South West
-) Customer Operations Manager (COM) – Lower South West
-) Customer Operations Manager (COM) – Upper South Metro
-) Customer Operations Manager (COM) – Lower South Metro
-) Customer Operations Manager (COM) – Albany
-) Customer Operations Manager (COM) – Goldfields & Esperance
-) Customer Operations Manager (COM) – East
-) Customer Operations Manager (COM) – North East
-) Customer Operations Manager (COM) – North
-) Customer Operations Manager (COM) – Mid West
-) Head of Human Resources
-) Head of QSHE
-) Communications & Marketing Manager

Appendix 2: Flowchart

