



Procedure

Policy and procedure development and improvement cycle

Audience

Department-wide

Implementation Date: 18/05/2018

Version: 1.0

Purpose

This procedure outlines the department's approach to developing effective policies and procedures consistent with the [Policy Management Framework](#) development and improvement cycle.

Overview

Policies and procedures allow the department to articulate its functions, responsibilities and purpose, while also managing operational issues and risks. These instruments detail what the department and its officers will do, how they will do it, and the overarching intent, imperative or direction informing those activities.

Responsibilities

Executive Management Board (EMB)

- consider policies and procedures referred by a Deputy Director-General for approval.

Deputy Directors-General (DDG) – as the policy/procedure owner

- ensure policies convey government intent and procedures clearly outline the process and responsibilities required to support policy implementation
- review policies and procedures as scheduled or in response to changes in government priorities or other drivers
- nominate appropriate approver(s) for each policy and procedure each financial year.

Assistant Directors-General (ADG), Executive Directors or Directors – as delegated officers

- manage or approve delegated policies and procedures
- support policy/procedure owners by ensuring significant reviews of policies and procedures are undertaken in a timely manner and report on compliance requests when required
- support content authors to consult with all relevant stakeholders to ensure policies and procedures consider the needs of all stakeholders.



Content authors

- develop policies and procedures in line with the Policy Management Framework's development and improvement cycle
- consult with all relevant stakeholders to ensure policies and procedures consider the needs of all stakeholders
- quality assure content to meet publishing requirements
- apply the [Publication approval schedule](#) process to determine the content sensitivity and nominate an appropriate approver for consideration by the policy/procedure owner.

Policy and Procedure Register team, Strategy and Performance

- quality assure content against publishing requirements and standards
- provide publishing advice and support to content authors and policy/procedure owners
- undertake system administration activities for the Policy and Procedure Register
- monitor, review and provide management information and data to senior executives and policy/procedure owners.

Process

Policy and procedure management should follow the cycle outlined in the Policy Management Framework.



1. Research and draft policies and/or procedures

- 1.1. Before developing a new policy or procedure, consider the Policy Management Framework and determine if a policy or procedure is the most appropriate instrument to address the issue.
- 1.2. Ensure the policy or procedure clearly identifies the minimum mandatory requirements and who is responsible or accountable for meeting those requirements.
- 1.3. Draft content in plain English.
- 1.4. Consult all relevant stakeholders throughout the policy and procedure development and improvement cycle.
- 1.5. Submit an interim draft to the Policy and Procedure Register team for quality assurance and review against publishing standards.
- 1.6. Incorporate stakeholder feedback and finalise the draft policy or procedure.

2. Approve policies and/or procedures

- 2.1 Progress the draft policy or procedure for relevant approvals:
 - Approvals should be informed by the [Publication approval schedule](#) process, which considers content sensitivity and proposes an appropriate approver.
- 2.2 Approval signifies that the content is accurate, meets departmental standards of quality, and is appropriate for external publication.
- 2.3 Provide the approved policy or procedure to the Policy and Procedure Register team for publication.

3. Implement and communicate policies and/or procedures

- 3.1 For new policies or procedures, develop an implementation and communication plan to support the new instruments. This plan should identify key stakeholders to be consulted throughout the development and improvement cycle.
- 3.2 For revised or decommissioned policies and procedures, ensure appropriate advice is provided to key stakeholders about the change.

4. Monitor and review policies and/or procedures

- 4.1 Policy/procedure owners should initiate reviews of their policies and procedures. Policies are to be reviewed at least every five years and procedures are to be reviewed at least every three years.
- 4.2 Reviews should be holistic and critically examine all content to ensure accuracy, relevance, clarity and reliability. Reviews should also seek and consider feedback from key stakeholders and end users.
- 4.3 If a review finds a policy or procedure is no longer required, it can be decommissioned by the policy/procedure owner.
- 4.4 Each financial year, policy/procedure owners should consider who the appropriate approver is for each policy and procedure within their area of responsibility. The [Publication approval schedule](#) should be provided to the Policy and Procedure Register team upon completion.

Definitions

Policy Management Framework	Outlines the department's framework for developing, implementing, communicating, monitoring and reviewing policies and procedures.
Policy	<p>A policy:</p> <ul style="list-style-type: none"> • provides government direction and purpose • establishes a clear and concise statement of the department's intent, actions and position • may be applicable to whole-of-government or to the department. <p>Compliance with a policy is mandatory.</p>
Procedure	<p>A procedure:</p> <ul style="list-style-type: none"> • provides the 'how to' and sets out processes to implement the policy • identifies responsibilities for individuals or business areas • cannot override or conflict with policies. <p>Compliance with a procedure is mandatory.</p>
Policy and Procedure Register	Provides staff and the broader community with access to all departmental policy and procedure instruments.
New policy or procedure	A new policy or procedure is created for the first time for publication.
Decommissioned policy or procedure	Where a policy or procedure is considered no longer applicable and will be removed from the suite of published policies and procedures.

Legislation

- [Right to Information Act 2009 \(Qld\)](#)

Delegations/Authorisations

- Nil

Related policies

- [Policy and procedure management policy](#)
- [Enterprise Risk Management Framework](#)
- [Corporate Governance Framework](#)

Related procedures

- [Information asset and recordkeeping](#)
- [Information privacy and right to information](#)
- [Information security](#)

Guidelines

- [Publication approval schedule](#)

Supporting information/websites

- [Policy and Procedure Register](#)
- [Policy template](#)
- [Procedure template](#)

Contact

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Superseded versions

Previous seven years shown. Minor version updates not included.

Nil

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