



Our Vision

Nambucca Valley ~ Living at its best

Our Mission Statement

‘The Nambucca Valley will value and protect its natural environment, maintain its assets and infrastructure and develop opportunities for its people.’

1.0 Policy objective

This policy establishes the framework for the management of policies, procedures and supporting documents at Nambucca Shire Council (NSC). A policy is a high level strategic directive that establishes a principle-based approach to a subject. A policy should be adopted for any area of the Council’s operation where direction or purpose needs to be set in order to conduct Council business.

A policy is operationalised through procedures which give instructions and set out processes to implement a policy. In order to effectively and efficiently manage policies and procedures, this Framework establishes a hierarchy and categories of policies and procedures and sets out the requirements and standards for each step of the development and improvement process. All policies and procedures must be developed, deployed, monitored and revised in accordance with this policy.

2.0 Related legislation

Local Government Act 1993
Local Government (General) Regulation 2005 (NSW)

3.0 Definitions

Council Policy	Council Policies are those which may have significant public interest or a community focus or are required by legislation.
Organisational Policy	Organisational Policies have an internal focus and can affect the whole or the majority of the Organisation. The General Manager (GM) may, at his discretion, refer an Organisational Policy to Council for consideration and feedback prior to approval by the GM.
Organisational Procedure	Organisational Procedures have an internal focus and can affect the whole or the majority of the Organisation. Organisational Procedures provide practical guidance on the implementation of a policy. Organisational Procedures must be linked to a Council

	Policy or an Organisational Policy. A number of Organisational Procedures may be linked to the same policy.
Affiliate	An Affiliate includes contractors, suppliers, volunteers, members of S355 Community and Advisory Committees, work experience students and other people or groups who have a particular relationship with Council.
Approval Authority	The person or entity occupying the level indicated in the Approval process having the authority to approve a new policy or to approve material changes to an existing policy.
Content Contributor	The person responsible for publishing the approved Policy on the NSC website
Assistant GM Corp Services	The officer responsible for: <ul style="list-style-type: none"> • Reviewing and maintaining the Policy Framework, Policy Register, Procedures Register and associated templates; • Providing advice and guidance on policy development and access; • Reviewing website content related to policy at Council; • Assisting with policy reviews; and • Updating Policies with immaterial changes.
Immaterial Changes	A housekeeping change to a policy such as clarifying wording, updating a section or position name, contact person, typographical errors or reference to legislation which does not alter the scope, purpose or intent of the document.
Material Changes	Changes to the purpose, scope or significant changes to the content, responsibilities, limits, assignment of powers etc. of a policy or procedure.
Policy	Concise formal statements of principles that indicate how Council will act in a particular aspect of its operation. In this way, policies regulate and direct actions and conduct.
Policy Development	The various stages from concept to implementation: <ul style="list-style-type: none"> • identification of a policy need; • consultation and development of the policy document; • consideration and approval of the policy; • implementation of the policy; and • review of the policy.
Policy Drafter	The position responsible for drafting the policy and who should be contacted for any matters relating to the specific policy, or procedure prior to the approval process.
Policy Owner	The Policy Owner is the Section responsible for the preparation and implementation of the Policy and when necessary, advertises the Policy for public comment and/or publishes the Policy on the website.
Policy Register	The schedule of current policies approved in accordance with the Policy Framework

Procedure Register The schedule of current procedures approved in accordance with the Policy Framework.

4.0 Policy Content

4.1 Scope and applications

This Framework applies to all policy categories at Council - Council and Organisational Policies and Organisational Procedures.

(Note: An organisational Procedure is still a category of policy. The use of the term 'procedure' shows that it is a policy with an operational focus.)

4.2 Applicability of Policy and Procedure

A policy or procedure will remain in force unless formally repealed by the relevant Approval Authority or superseded by another policy or procedure.

Where organisational structure change results in a different Approval Authority or other role referenced in a particular policy or procedure, the existing responsibilities and accountabilities will remain in force until the policy or procedure is amended to reflect the new or amended position title, authority or role that takes its place.

The Assistant General Manager Corporate Services has the authority to update immaterial changes to policies or procedures without the need for undertaking the full review process.

Policy and procedure compliance is mandatory for all employees, affiliates and where applicable, Councillors. The GM may commence disciplinary action or seek other penalties if a person or entity breaches policy or any of its related procedures. Policies and procedures must be applied fairly and consistently.

4.3 Characteristics

This section specifies the essential characteristics of acceptable policy and procedure at Council.

4.3.1 Content

The content of policies and procedures will:

- uphold the general principles as outlined in Council's Code of Conduct, organisational values, vision and mission statements and strategic goals;
- ensure compliance with legislative and industrial requirements;
- be consistent with Council's current practices;
- provide a clear and discernible separation between governance and management responsibilities;
- clearly articulate expectations and accountability;
- clearly assign responsibility for actions and outcomes and
- show due consideration of risk mitigation.

4.3.2 Process

The process of development, deployment and review of policies and procedures will:

- be appropriately consultative;
- be directed by the principles of continuous improvement;
- not be unnecessarily burdensome;
- be informed by prevailing legislative requirements, sector best practice and Council's Community Strategic Plan; and
- be appropriately communicated.

4.3.3 Procedures

Procedures will:

- where relevant align with applicable policies;
- clearly articulate roles and responsibilities
- be open to continuous review and improvement.

4.3.4 Presentation

All documentation will be:

- consistent with approved organisational templates;
- retained according to the prevailing standard;
- centrally registered;
- accessible;
- current and accurate; and
- clear and comprehensible.

4.4 Content

Policies are developed in order to provide parameters and guidelines for the achievement of the Council's strategic and operational objectives, giving consideration to statutory, best practice and quality management requirements.

The Policy Framework requires that the Council and Organisational Policies and Organisational Procedures are written in clear, concise English, conform to adopted guidelines, are approved at an appropriate level of the organisation, and are regularly reviewed by the Policy Owner.

4.4.1 Compliance

Policies must comply with the relevant principles and terminology set out in all relevant legislation, Council resolutions, the Community Strategic Plan and the Policy template.

4.4.2 Clarity

The two dimensions relating to clarity in the development of policy are:

- **Clarity of approval:** All policies will clearly state where responsibility for final approval lies, when approval was formally given and the effective date of the policy.
- **Clarity of writing:** All policy documents will contain clear, concise English, enabling a wide range of users to understand the content. Where prescribed terminology is used (e.g. extracted from legislation) a clear description of the terminology must be given in the definitions section of the policy document, to allow cross-referencing and comprehension.

4.4.3 Stages of policy development

The five stages of policy development are:

1. **Needs Identification:** This stage includes identifying the matter to be addressed, seeking authority to proceed, and selection of the appropriate policy level which will contribute to achievement of Community Strategic Plan goals.
2. **Policy Development:** This stage incorporates the identification of appropriate stakeholders, commencement of the consultation process, gathering relevant background information, authoring the policy document, and incorporating feedback. Prior to commencing the draft policy it is essential that the policy drafter arrange to meet with the Assistant General Manager Corporate Services to discuss the relevant processes.
3. **Policy Endorsement and Approval:** This stage includes notifying the appropriate officers, Work, Health & Safety Committee or Employee Consultative Committee (If appropriate), Audit Risk and Improvement Committee (if appropriate) and/or Council, of the requirement to evaluate the draft policy, placing the policy on public exhibition if required and submitting it for endorsement and approval.
4. **Policy Implementation:** This is the final stage in the policy process, but is ongoing. It includes such activities as activating the policy, notification, distribution, awareness and education.
5. **Policy Review:** During the policy drafting stage, consideration will be given to the appropriate timelines for reviewing the policy. A review schedule will be incorporated into the policy document, which will commence once implementation has occurred. A Flow Chart detailing the steps in Reviewing Policies is attached as an Appendix.

4.4.4 Policy Owner and Contact Officer

A Policy Owner will be designated for all policies. The Contact Officer will bear responsibility for regular review of the policy and for incorporating required changes as well as assessment to ascertain the following:

- Has the intent of document changed?
- Is the intent clearly expressed?
- Is the policy still relevant and has it been affected by any changes in legislation or similar?
- Do associated forms, work instructions or similar conform to the objectives of the policy?
- Who needs to be notified/ educated subsequent to the revision?
- Is the policy / procedure embedded in business processes as 'business as usual'?

4.4.5 Relationship/impact on other policies

It is the responsibility of the proposed policy drafter to assess any areas of overlap, contradiction, or integration with other existing or draft policies and to discuss these issues with other involved Policy Owner(s).

The policy drafter will consider the various levels (i.e. categorisations) of Strategic Policy, Council and Organisational Policies and Organisational, Group and Branch Procedures. References to related policies must be clearly articulated in the policy document.

4.4.6 Policy currency

The electronic version of each policy will be verifiable as the current version, whilst printed versions will contain a disclaimer warning that the version may be superseded.

4.4.7 Policy functional grouping and numbering

Policy numbering will reflect the category and classification of policy. The Assistant General Manager Corporate Services will provide numbers for all categories of Policies. The categories for existing and new policies are to be allocated to and then numbered sequentially as follows:

G	Governance including Councillors, human resources, community services and economic development
CS	Corporate Services including finance, ICT, customer service and records
DE	Development and Environment including planning, health, building and animals
ES	Engineering Services including infrastructure, parks and reserves, waste, water, sewer, and assets

4.4.8 Policy review

All policies will have specified time frames for review. Upon approval a risk assessment will be undertaken and a date for reviewing the policy will be set within the next 12 months. Thereafter, policies will be reviewed on 1 – 3 year intervals depending on the updated risk assessment of the policy.

Once the review has been completed any material changes will be required to be progressed through the full policy development process.

However, any changes considered to be of an immaterial nature can be undertaken by the Assistant General Manager Corporate Services subject to the completion of all of the relevant review documentation.

4.4.9 Policy access

All employees will have access to the Council and Organisational Policies and Organisational Procedures via the website. Employees without access to the website will be notified by their Supervisor or Manager when policies are approved.

Printed copies may be obtained upon request from supervisors and a copy of all approved policies relevant to the Department's operations must be available at all Council offices and depots where staff do not have internet access.

The public will have access to relevant policies through the website. Printed copies of these Policies will be made available on request. The Assistant General Manager Corporate Services will be responsible for the publication of Council Policies on Council's website.

4.5 Responsibilities/accountabilities

All Policies and Procedures are to be endorsed and approved in accordance with the following table before they become operational. In addition, some policies may require endorsement by the Work, Health & Safety Committee, the Employee Consultative Committee or the Internal Audit, Risk and Safety Committee prior to sign off by MANEX A, the General Manager and/or Council.

Endorsement and Approval Process Officer/Entity	Endorsement and Approval Function
Policy Drafter	Draft policies and procedures in accordance with the Policy Framework
Manager	Endorses Section Organisational Procedures
MANEX A (Executive Management Team)	Endorses Organisational Policies and Organisational Procedures
General Manager	Approves Organisational Policies and Organisational Procedures Endorses Council Policies
Council	Approves Council Policies

4.6 Policy and Procedures Templates

These templates are found in Word at [file/new/mytemplates/Admin](#). Policies and Procedures must be saved in the Content Manager Document Management System and a Document No. placed in the History table.

5.0 History

New Policy

Department:	Corporate Services	Last Reviewed	Resolution Number
Policy Category	Council Policy		
Endorsed By:	General Manager		
Approval Authority:	Council		
Policy Owner:	AGMCS		
Contact Officer:	AGMCS		
Document No.	34526/2018		
First Adopted:	29 Nov 2018		
Resolution No:	585/18		
Review Date:	November 2020		

6.0 Attachments

Policy Review Process Flowchart

POLICY REVIEW PROCESS FLOWCHART

