

PROCEDURE MANUALS AND INTERNAL GUIDELINES

PREFACE

We aim to be an effective organisation. Having documented policies, procedures and guidelines to assist staff in undertaking their work is essential to maximising our effectiveness.

PURPOSE

The purpose of this policy is to provide a framework for the development, maintenance and review of procedure manuals and internal guidelines

RESPONSIBILITY

All Ombudsman staff employed by way of appointment, secondment, contract, temporary arrangement or fee-for-service arrangement, are responsible for ensuring that Ombudsman policies, procedures and internal guidelines are implemented and adhered to.

The Ombudsman or the appropriate Deputy Ombudsman or Director Corporate is responsible for approving the content of all procedure manuals and internal guidelines.

Division Managers are responsible for:

- periodically reviewing procedure manuals and internal guidelines
- assessing requests for changes to procedure manuals and internal guidelines
- maintaining and updating procedure manuals and internal guidelines, and
- ensuring that procedure manuals and internal guidelines are accessible.

The Director Corporate is responsible for maintaining and updating a schedule of approved procedure manuals and internal guidelines.

LEGISLATIVE FRAMEWORK

Not applicable.

DEFINITIONS

Procedure manuals provide staff within the Ombudsman's various business units with direction in their work.

An internal guideline is a document that informs the work of Ombudsman staff.

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Version number:	1
Related policies:	Policy Development and Review, Records Management
File Reference:	ADM/5311
This policy does not supersede any other policy.	

POLICY STATEMENT

1. Office policy

Procedure manuals and internal guidelines are office policy.

2. Procedure manuals and internal guidelines must be approved

The Ombudsman or the appropriate Deputy Ombudsman or Director Corporate must approve all new procedure manuals and internal guidelines.

3. Procedure manuals and internal guidelines should be effectively maintained

Original procedure manuals and internal guidelines are corporate records and must be maintained in accordance with the records management and policy development and review policies.

The Director Corporate will ensure that all approved procedure manuals and internal guidelines are reviewed in accordance with the office's policy development and review policy.

4. Procedure manuals and internal guidelines should be accessible

Division Managers are responsible for ensuring that the most up-to-date version of their Division's procedure manual and internal guidelines, in hard copy and electronically, is accessible to all staff.

5. Procedure manuals and internal guidelines should be accurate

Procedure manuals and internal guidelines should accurately reflect the office's vision, mission and goals.

Procedure manuals and internal guidelines should refer to up-to-date information, including current office policy, as well as applicable laws and government policies.

6. Procedure manuals and internal guidelines should be consistent

The contents of procedure manuals and internal guidelines should be consistent with office policies. If you identify an inconsistency in an existing procedure manual or internal guideline, you should bring it to the attention of the relevant Division Manager or the Director Corporate.

All procedure manuals or internal guidelines should clearly state any office wide policy or legislation to which it is related.

7. Periodic review of procedure manuals and internal guidelines

Procedure manuals and internal guidelines are to be reviewed periodically to ensure that:

- each procedure manual and internal guideline remains accurate and consistent with relevant office policy
- each procedure manual and internal guideline remains accurate and consistent with current law and applicable government policies
- each procedure manual and internal guideline remains relevant and necessary
- each procedure manual and internal guideline is understandable, and
- all procedure manuals and internal guidelines necessary for the office to be effective are in place.

Division Managers are responsible for ensuring these reviews take place.

8. Changes to procedure manuals and internal guidelines

Division Managers are to notify either the Ombudsman or the appropriate Deputy Ombudsman or Director Corporate of any substantial changes to procedure manuals and internal guidelines and seek the approval of either the Ombudsman or the appropriate Deputy Ombudsman of Director Corporate for such changes.

OMBUDSMAN APPROVAL

A handwritten signature in black ink, appearing to read "B. Barbour". The signature is written in a cursive style with a large initial "B" and a long, sweeping underline.

Bruce Barbour
OMBUDSMAN