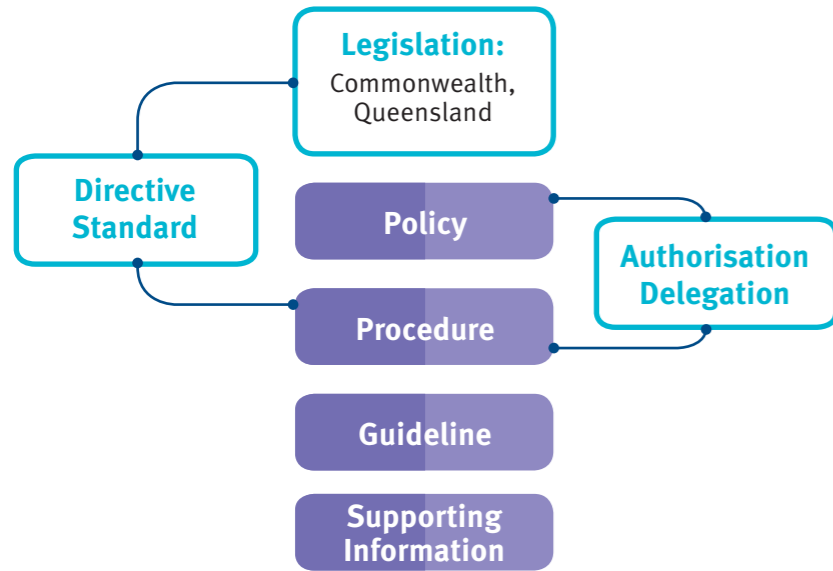


# Policy Management Framework

## Policy Instruments



## Principles

- Provides the central point of truth
- Aligns with Policy Instruments
- Supports achievement of strategic objectives
- Aligns with Corporate Governance and Risk Management Frameworks
- Considers information asset management principles
- Clearly defines roles and responsibilities

## Definitions

### What is a policy?

- (Compliance with a policy is mandatory)
- 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

### Examples

Customer complaints management policy – provides the department's policy statement, including its obligation and intent in implementing the customer complaints management system.

### What is a procedure?

- (Compliance with a procedure is mandatory)
- 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

Customer complaints management procedure - sets out a consistent departmental approach, including process and responsibilities for managing customer complaints across the department.

### What is a guideline?

- is often a set of instructions to aid the implementation of a policy or procedure
- reflects the department's standard of good practice

Best practice guides, manuals and work instructions

### What is supporting information?

- may provide advice and tools to support staff to comply

Checklists, tip sheets, frequently asked questions, forms, notices, registers, sample legal agreements, sample letters

## Roles and Responsibilities

- Policy owner** Ensures the intent of government policy. Accountable for approving policies or delegating approvals.
- Procedure owner** Ensures information, such as 'what', 'when', and 'how' is clearly communicated to support policy implementation. Accountable for approving procedures or delegating approvals.
- Delegated officer** Approves policies and procedures delegated by the owner. Ensures major review of policies and procedures.
- Author/contact officer** Develops and reviews policies or procedures. Complies with frameworks and guidelines. Consults with appropriate stakeholders. Quality assures content.
- Policy and procedure register team** Provides quality assurance, advice and support, and management information and data, including review schedules.

## Key Features

