

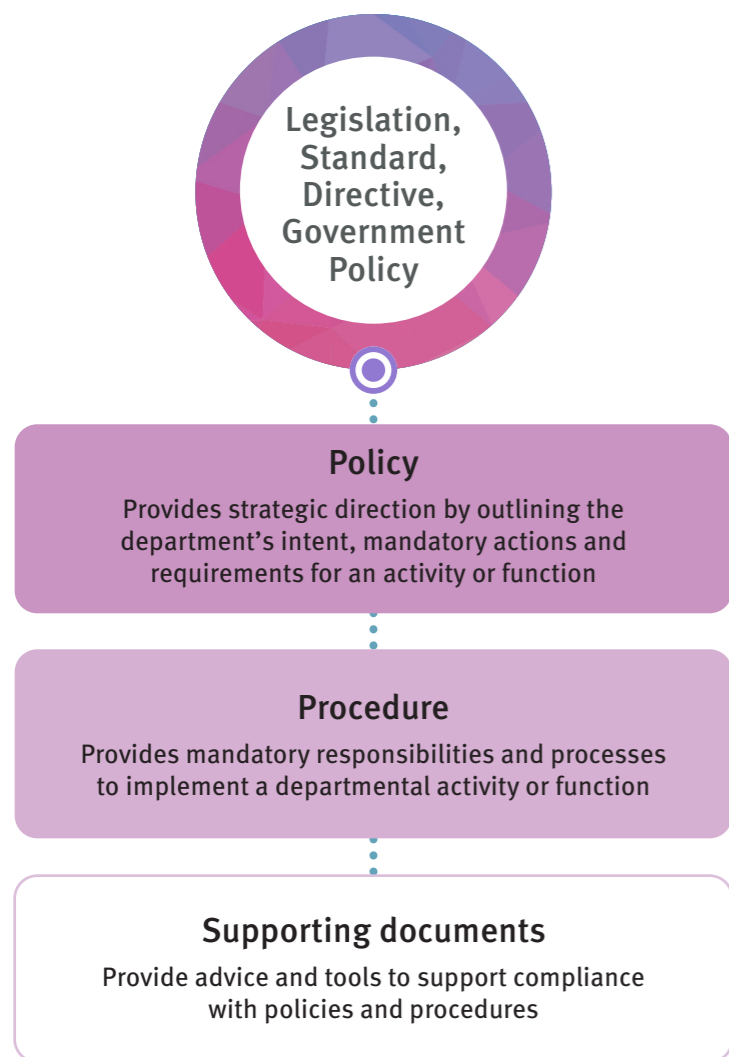
Policy management framework

Why is policy and procedure management important?

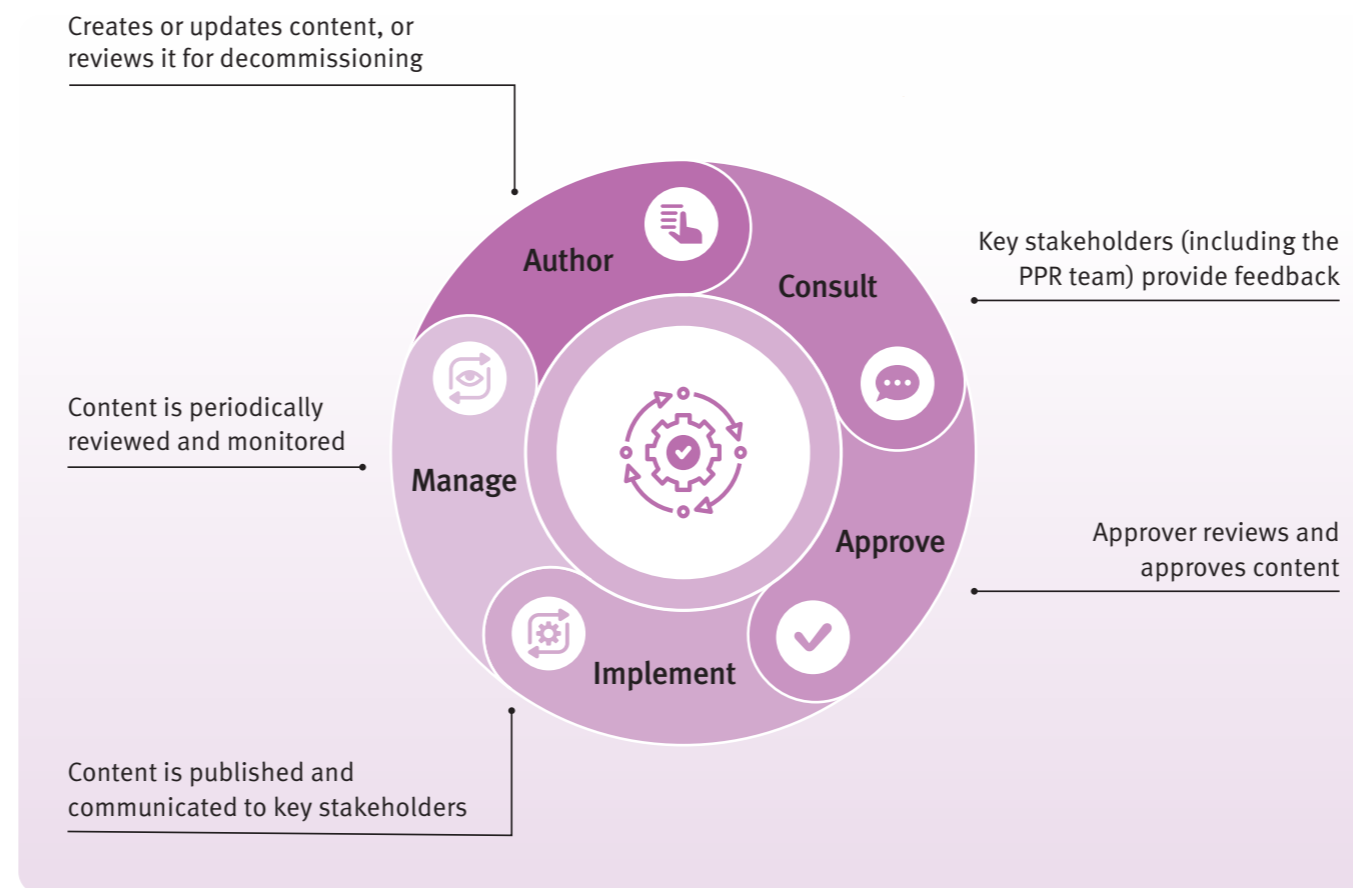
The department's policies and procedures provide staff and the community with access to reliable and clear information to help people understand how we operate. They set clear expectations and accountabilities and document the department's approach to how we deliver our services. Effective policy and procedure management also allows the department to meet its legislative obligations under the *Right to Information Act 2009* (Qld) and the *Public Records Act 2002* (Qld).

Policy management approach

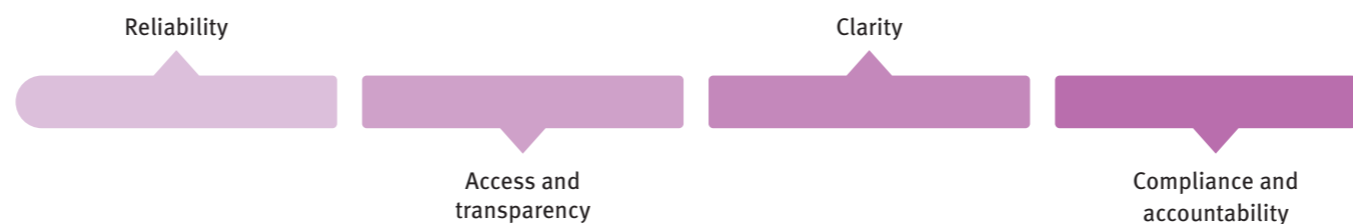
Policies, procedures and supporting documents work together as a complete set of information to help us undertake departmental activities and functions. Policies provide the 'why' and procedures provide the 'what', 'when' and 'how' information. Each instrument in the policy instrument hierarchy is informed by and aligns to the instruments higher than it. Policies may support one or many procedures.



Policy and procedure development and improvement cycle



Principles



Access to our policies and procedures

Our policies and procedures are publicly available on the department's online Policy and Procedure Register which provides:

- an authoritative central point of truth for policies and procedures
- guidance for effective decision making
- user-friendly access for staff and the community
- clear and easy to understand policies and procedures

Resources

- Policy and Procedure Register
- Policy and procedure management policy
- Policy and procedure development and improvement cycle procedure
- Templates
- Publication approval schedule
- PPR Help Centre (OnePortal)