

Policies and Procedures

Guidelines for use of the Illawarra Forum Policies and Procedures

The Illawarra Forum Inc (IFI) is the peak body for community service in the Illawarra and Shoalhaven. IFI will share its generic Policies and Procedures to assist members to update and improve their Policies and Procedures.

The IFI policies and procedures include

-  **Governance** (Code of Behaviour, Conflict of Interest, Board Recruitment Policy etc)
-  **Management Systems** (Financial Management, Legislative Compliance, Risk Management, WHS etc)
-  **Human Resource Management** (Employment Recruitment, Induction and Orientation, Staff Supervision etc)
-  **Organisation Activities and Relationships** (Feedback and Complaints Policy, Social Media, Productive Partnerships and Networks etc).

The IFI policies are mapped to the

- Community Care Standards
- Disability Service Standards.

Policies should be used as a guide only. When drafting or updating your Policy and Procedures manual you should also take into consideration;

- Legislation that relates to your service
- Regulations that relate to your services
- Requirements of your funding body/ies
- Innovative and best practice policies.

The IFI **does not deliver services to clients** therefore does not have policies for client service delivery. For client specific policies you should contact your relevant peak body or government agency.

Ourcommunity.com has a [Policy Bank](#) with a range of free policies and procedures.

The Network of Alcohol and Other Drug Agencies (NADA) has a [Policy Toolkit](#) specifically for non-government drug and alcohol organisations in NSW, however other organisations may find the content relevant and useful.

The Youth Action Policy Association (YAPA) has [Model Policies and Procedures](#) for Non-Residential Youth Services.