

Generic Organisation (No paid staff) Policy and Procedures Table of Contents

ECCQ Community Sector Program

This list is intended to provide guidance to the policies and procedures that most NFPs / community organisations require as a bare minimum.

Additional P&P will be required to reflect the specific work undertaken by the organisation.

Section 1 – Incorporation and Governance
Incorporation Obligations <i>This document can set out all of the requirements of incorporation e.g. signing off of minutes, lodgement of paperwork with Office of Fair Trading, etc.</i>
Constitution Management and Review <i>Can set out when and how the Constitution is reviewed</i>
Management Committee Member Recruitment <i>Eligibility for MC; recruitment processes.</i>
Annual General Meeting <i>This can just be a checklist of actions to be taken from 6 – 8 weeks out from the AGM to 1 – 2 weeks after.</i>
Governance, Organisational Authority and Roles and Responsibilities <i>This is an important document that sets out who does what and has what authority for decision making.</i>
Management Committee Conflict of Interest <i>Defines what a conflict of interest is and how it will be managed to ensure trust in decision making as well as compliance with legislation (changes to Associations Incorporation Act in this area coming in early 2022)</i>
Risk Management <i>Outlines the process to be used to identify, assess, control and document risks</i>
Organisational Planning (Strategic, Operational and / or Business) <i>Outlines the processes used to develop these documents and who is responsible</i>
Policy and Procedure Management <i>Outlines the processes used to develop these documents and who is responsible</i>
Decision Making <i>This may be merged with the Governance, Organisational Authority and Roles and Responsibilities P&P and sets out how different types of decisions are made.</i>
Management Committee Support <i>This document clarifies what can be offered to Committee members to assist them in their role e.g. child minding, mileage reimbursement, phone bill subsidy, etc.</i>
Management Committee Induction and Orientation
Management Committee Training and Development
Management Committee Code of Conduct

Management Committee Meetings
Sub-Committees and Working Groups
Management Committee Review
Section 2 – Services and Activities <i>Not all of these will be required in every organisation but are provided for consideration.</i>
Service Delivery Principles <i>Outlines the beliefs, values and philosophy that underpins the work done by the organisation.</i>
Developing New Programs, Services and Activities <i>Outlines the steps to be undertaken in order for new programs, services or activities to be approved (risk assessment, budget, etc.)</i>
Client and Community Participation or Community Development and Engagement <i>Sets out what actions will be taken to ensure that decision making reflects what the service users or community needs or wants from the organisation.</i>
Eligibility
Referrals
Ending or Suspending Services or Access
Working with Other Services
Section 3 – Client Rights and Responsibilities <i>Not all of these will be required in every organisation but are provided for consideration.</i>
Statement of Client Rights and Responsibilities
Access and Equity <i>Outlines steps taken by the organisation to ensure that services / activities are accessible for all eligible people regardless mobility, age, gender, etc.</i>
Complaints Management
Feedback
Privacy and Confidentiality
Child Safety
Section 4 - Volunteers and Volunteer Management
Organisational Philosophy on the Use of Volunteers
Volunteer Recruitment and Selection
Volunteer Induction and Orientation

Volunteer Training and Development
Volunteer Support and Supervision
Volunteer Recognition and Rewards
Student Placements
Section 5 - WHS
WHS Duties and Obligations
Fire and Emergency Safety
First Aid
Safe Lifting and Back Care
Outdoor Activities
Smoking In the Workplace
Infection Control and Needle / Syringe Disposal
Fitness For Work
Workplace Bullying and Sexual Harassment
Incident Management
Section 6 – Funding and Financial Management
Financial Management and Controls <i>Outlines the methods used to protect the organisations funds from theft, misuse or embezzlement and how the Committee fulfils its fiduciary duty to manage funds responsibly.</i>
Purchasing
Petty Cash
Bank Accounts
Reimbursement
Applying for Funding / Grant Applications
Community / Business Partnerships
Reporting to Funding Bodies

Fundraising
Budget
Financial Audit
Asset Management
Section 7 – Information Management
Document Control <i>Outlines how the organisation manages its documents so that everyone has access, is using current forms, etc.</i>
Records Management <i>Outlines how organisational records (particularly those containing sensitive information) are kept secure and how they can be accessed, when needed.</i>
Intellectual Property