



Ethnic Communities
Council of Queensland

Generic Organisation (with employees) 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
Constitution Management and Review
Management Committee Member Recruitment
Annual General Meeting
Governance, Organisational Authority and Roles and Responsibilities
Management Committee Conflict of Interest
Risk Management
Organisational Planning (Strategic, Operational and / or Business)
Policy and Procedure Management
Decision Making
Management Committee Support
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
Developing New Programs, Services and Activities
Client and Community Participation
Eligibility
Referrals
Ending or Suspending Services or Access
Working with Other Services
Community Development and Engagement
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
Complaints
Feedback
Privacy and Confidentiality
Child Safety
Section 4 - HR
Employee Recruitment and Selection
Position Descriptions and Employment Contracts
Criminal History Screening
Employee Induction and Orientation
Probation
Employee Code of Conduct
Employee and Volunteer Conflict of Interest
Representing / Speaking On Behalf of the Organisation
Employee Support and Supervision

Employee Training and Development
Leave
Overtime and Time off In Lieu (TOIL)
Use of Own Vehicle
Private Use of Organisational Resources
Working from Home
Internet and Social Media
Employee Performance Management
Employee and Volunteer Disputes and Grievances
Misconduct
Employee Separation
Section 5 - 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 6 - WHS
WHS Duties and Obligations
Incident Management
Fire and Emergency Safety
First Aid
Safe Lifting and Back Care
Smoking In the Workplace

Infection Control and Needle / Syringe Disposal
Fitness For Work
Workplace Bullying and Sexual Harassment
Section 7 – Funding and Financial Management <i>Not all of these will be required in every organisation but are provided for consideration.</i>
Financial Management and Controls
Purchasing
Petty Cash
Payroll and Salary Sacrificing
Bank Accounts
Reimbursements
Applying for Funding / Grant Applications
Community / Business Partnerships
Reporting to Funding Bodies
Fundraising
Budget
Financial Audit
Asset Management
Section 8 – Information Management
Document Control
Records Management
Intellectual Property