



The Public Trustee

Policy Management Policy

July 2020

Document Information

Approved

Name	Position	Signature	Date
Samay Zhouand	A/Public Trustee of Queensland and CEO	Signed copy held on file	

Endorsed

Name	Position	Signature	Date
Jacob Fredericks	A/Executive Director, Strategy and Governance	Signed copy held on file	

Revision History

Version	Date	Actioned by	Change
2020.1	08.06.2020	Strategy and Governance	Policy Created.

Contact

Policy Owner:	Governance and Risk
Contact Details:	Senior Director, Governance and Risk
Document Status:	Final
RM8 Document Reference:	D20/18237

Contents

1.0	Statement.....	4
2.0	Purpose.....	4
3.0	Scope.....	4
4.0	Policy Hierarchy.....	4
5.0	Principles.....	5
6.0	Requirements.....	6
6.1	Overarching requirements.....	6
6.2	Policy development.....	6
6.3	Policy approval.....	7
6.4	Policy Implementation.....	7
6.5	Policy review.....	7
6.6	Rescinding policy.....	7
7.0	Policy management framework accountabilities.....	8

1.0 Statement

The Policy Management Policy outlines the policy management framework for the Public Trustee, to ensure policy development processes are appropriately governed, consistent and supports the development of high quality policy.

2.0 Purpose

The intent of this policy it to:

- Establish consistent processes for the initiation, development, consultation, approval, implementation and review of policy documents
- Ensure all Public Trustee policy documents are managed through a single register
- Ensure appropriate consultation occurs during the development of policies and associated documents
- Ensure appropriate governance is in place to oversee the development and approval of policies
- Ensure policies are communicated effectively and established as mandatory across the Public Trustee.

3.0 Scope

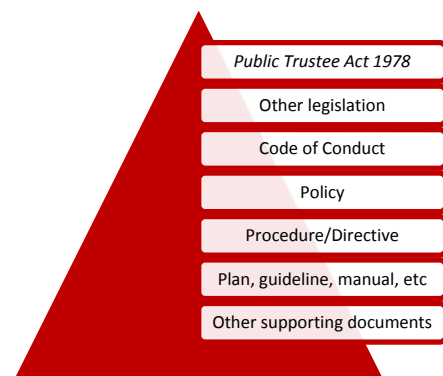
The Policy Management Policy applies to those policy documents that have a mandatory application across the Public Trustee and which will be published on the Public Trustee website.

This policy applies to all Public Trustee programs, employees, contractors and consultants.

4.0 Policy Hierarchy

This diagram depicts the hierarchy, in order of precedence, of documents included in the PT's policy framework.

The hierarchy requires that each document lower in the hierarchy must relate to, and be consistent with, a document higher in the hierarchy.



Legislation

Legislation is law which has been enacted by Parliament. It includes state or federal law, and is comprised of Acts (laws passed by Parliament after being introduced as Bills and assented to by the Governor) and subordinate legislation (law made by an entity other than Parliament).

Codes of Conduct

Codes of Conduct are documents that express the behaviour that is expected and necessary to meet the core values and obligations of the PT. For PT employees, the [Code of Conduct for the Queensland Public Service](#) applies at all times when performing official duties including when representing the Queensland Government at conferences, training events, on business trips etc and when attending work-related social events.

Policies

Policies are documents that describe the principles that govern and guide conduct and decision making in a particular context. Policies are always PT-wide documents. They must be high level and principles-based and express the objectives and intentions of the PT. The use and/or application of policies is mandatory.

Procedures

Procedures are operational documents that describe the processes and actions that are required to enable the implementation of a policy. A procedure may also be developed to ensure compliance with legislative requirements. A procedure may be a PT-wide document or applicable only to particular business areas. Compliance with procedures is mandatory.

Plans, Guidelines and Manuals

Plans, guidelines and manuals are documents that provide detail and context for particular matters that are generally the subject of a legislative obligation, or a policy or procedure. Guidelines provide a pathway for employees to follow. A guideline may be a PT-wide document or applicable only to particular business areas. Compliance with guidelines is usually mandatory; however, where it is optional employees are strongly encouraged to comply with guidelines wherever possible.

Other supporting documents

Documents may be created which are specific to a particular business unit, program or Directorate. These other supporting documents must be consistent with PT-wide documents and clearly state which unit/program/Directorate they apply to. When developing other supporting documents, it is not mandatory to follow the detailed procedures required for the development of PT-wide documents; however it is strongly recommended that the key steps of the policy development cycle are followed.

5.0 Principles

The Public Trustee adopts the following principles:

Accessibility – policy documents are available and understandable to stakeholders and customers. Under section 20 of the [Right to Information Act 2009](#), the PT must make copies of each of its policy documents available for inspection and purchase by the public. The PT may delete exempt information, or contrary to public interest information, from a copy of a policy document.

Alignment – policy documents are aligned with Public Trustee Strategic Planning and other strategy and planning documents

Consistency – policy documents are consistent with whole of government and national policy (where applicable) and comply with relevant legislation

Informed – policy documents are informed by research and evidence

Implementation – policy is communicated and implemented with relevant stakeholders through all stages of development and implementation.

6.0 Requirements

6.1 Overarching requirements

The following mandatory requirements must be adhered to:

- Policy documents may be developed to include an implementation standard and/or a supporting guideline
- Standard and guidelines must support the policy they refer to All policy documents must be presented in the approved policy templates
- All policies must have a policy custodian who is a senior officer (SO) or above
- All policy documents must be registered on the Public Trustee policy register managed by Governance and Risk.

6.2 Policy development

- Before commencing the development of a new policy, standard or guideline, consideration must be given to whether or not a policy document is the appropriate instrument to use to address the issue
- The initiation of a new policy and/or revision of existing policy is often triggered as the result of:
 - changes to legislation, directives, awards and/or government policy - there needs to be reasonable justification or evidence to support the requirement for the development and/or review of the policy;
 - changes to support PT's strategic directions – ensuring the content of the policy is accurate and reflects the current objectives and practices of PT; and
 - gaps in the existing policy - where it has been identified that an existing policy is inadequate to address the policy problem/issue and it fails to comply with legislative obligations.
- New documents should only be created where this a significant, demonstrated need for a policy document
- Stakeholders will be consulted in the development and review of policy documents
- Policy documents must establish the minimum mandatory requirements and identify responsibilities and/or accountabilities for meeting those requirements
- Policy documents must be written in plain English.

6.3 Policy approval

- The final policy documents must be forwarded to the policy custodian and Board of Management member for checking and approval
- Once approved, the final policy documents must be forwarded to governance@pt.qld.gov.au for registering and publishing.

6.4 Policy Implementation

- An implementation plan and communication plan must be prepared for new or reviewed policy documents, at the time of seeking approval for the policy.

6.5 Policy review

- All policy documents must be reviewed, at a minimum, every three years
- Policy documents identified as high risk should be reviewed more frequently.
- The review must consider:
 - the effectiveness of the policy
 - the currency of the policy in line with legislative requirements, delegations and/or other related government policies
 - whether the policy/procedure is still consistent with the strategic directions of the agency
 - the practical application of the policy within the Public Trustee business context
 - whether the policy aligns with good practice standards.
- The review of the policy documents will be initiated by the policy custodian
- Once the policy documents have been reviewed and finalised, they must be forwarded to the custodian and Board of Management member for approval
- The revised draft of the policy documents and signed policy documents must be forwarded to governance@pt.qld.gov.au for registering and publishing.

6.6 Rescinding policy

- Any policy document can be rescinded at any time, through a cyclical document review process, due to legislative changes or other drivers
- Approval must be sought from the policy custodian and the Board of Management member to rescind a policy document
- The approval to rescind the policy document must be forwarded to governance@pt.qld.gov.au for registering and so that the policy document can be formally rescinded.

7.0 Policy management framework accountabilities

Position	Responsibility	Audit criteria
Public Trustee	<p>Approving significant whole of agency policies and procedures.</p> <p>Approving the amendment or rescinding of significant whole of agency policies and procedures</p>	<p>Approved policy has been developed in accordance with the requirements in this policy</p> <p>Public Trustee approval</p>
BoM members	<p>Approving development of a new policy</p> <p>Approving new or amended policy in line with the requirements including the publication of policy documents</p> <p>Approving the rescinding of policies</p>	<p>Approved policy has been developed in accordance with the requirements in this policy</p> <p>BoM member approval</p>
Senior Director, Governance and Risk	<p>Policy Custodian for the Policy Management Policy including maintaining the policy through reviews/updated</p> <p>Providing advice to the Public Trustee on significant whole of agency policies and procedures</p>	<p>Policy Management Policy is current.</p>
Governance and Risk	<p>Maintaining the Public Trustee Policy Register</p> <p>Publishing policies on the PT website</p> <p>Providing advice to divisions to support the implementation of the policy framework</p>	<p>Policy register is current</p> <p>Accurate advice is provided in a timely manner</p>
Policy Owner	<p>Ensuring that policy for which they are the appointed custodian is managed in accordance with this Policy</p> <p>Progressing requests for approval, review or rescission as appropriate to the relevant BoM member</p>	<p>Policy being submitted for approval has been developed in accordance with the requirements in this standard</p> <p>Policy reviews are conducted as required</p>

	<p>Submitting a copy of the approved policy to Governance and Risk to enable the publishing of documents on the Public Trustee website</p> <p>Oversighting implementation of new or reviewed policy (although the responsibility and authority to implement may rest with other officers across the agency)</p> <p>Reporting on compliance when required</p> <p>Notifying Governance and Risk of any changes in policy custodianship</p> <p>Requiring the removal of any rescinded or superseded policy documents from the Policy Register and the Public Trustee website</p> <p>Advising Public Trustee staff when the policy is rescinded</p>	<p>Policy compliance is monitored and reported and remedial action developed as required</p> <p>Rescinded policy is accessible for audit and other business purposes</p>
<p>Policy delegate/policy contact officer</p>	<p>Undertake task associated with the development or management of a particular policy</p> <p>Develop policy documents that comply with the Policy Management Policy</p> <p>Undertake the appropriate consultation with stakeholders (including external stakeholders as appropriate) in the development the policy content</p> <p>Consult with Governance and Risk through the development of the policy document</p>	