

## Differences between policies and procedures

Policies and procedures go hand-in-hand to clarify what an organization wants to do and how to do it.

**Policies** are clear, simple statements of how an organization intends to conduct its services, actions or business (rules). The policies provide a set of guiding principles to help with decision making. Policies don't need to be long or complicated – a couple of sentences may be all that is needed for each policy.

**Procedures** describe how each policy (rule) will be put into action. Each procedure should outline:

- Who will do what
- What steps they need to follow
- Which forms or documents to use

Procedures might be a few bullet points or instructions. Sometimes they work well as forms, checklists, instructions or flowcharts. Policies and their accompanying procedures will vary between workplaces because they reflect the values, approaches and commitments of a specific organization and its culture.

See reference: [What's the difference between policies and procedures](http://www.volunteer.vic.gov.au/manage-your-volunteers/policies-and-procedures/whats-the-difference-between-policies-and-procedures)  
(<http://www.volunteer.vic.gov.au/manage-your-volunteers/policies-and-procedures/whats-the-difference-between-policies-and-procedures>)

### Sample Organizational Chart

