**Policies and Procedures List**

**Senses Australia’s policies and procedures are made available to clients, families and carers in appropriate accessible formats on request.**

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| **Client Services Policies and Procedures** | |
| Client Admission to Hospital | Procedure |
| Client Health Checks | Policy |
| Client Incident Response, Reporting and Investigation | Procedure |
| Client Services Entry and Exit Criteria | Policy |
| Clients as Missing Persons | Procedure |
| Clients Human Rights and Freedom from Abuse and Neglect | Policy |
| Community Living Services Death of a Client | Procedure |
| Complaints Compliments and Ideas | Policy |
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| Consumer Participation | Policy |
| Cultural Security for Clients | Policy |
| Decision Making and Choice | Policy |
| Department of Social Services Initiatives - Better Start and Helping Children with Autism | Procedure |
| Disability Aged Care Entry and Exit Criteria | Policy |
| Eligibility for Services and Service Access | Policy |
| Family Support Case Management | Procedure |
| Food Handling | Procedure |
| Freedom of Expression | Policy |
| Health Checks for Community Living Services Clients | Procedure |
| Holidays for Clients | Procedure |
| Individual Need and Provision of Service | Policy |
| Individual Planning for Clients | Procedure |
| Medication Management for Community Living Services | Procedure |
| Participation and Inclusion | Policy |
| Provision of Service for a Fee | Procedure |
| Relocation of Client Services Staff | Procedure |
| Responding to Abuse and Neglect of a Client | Procedure |
| Safeguarding for Clients | Policy |
| Service Access | Procedure |
| Standard of Service Provision | Procedure |
| Supporting and Reporting Client Behaviours of Concern | Procedure |
| Use of Restrictive Practices | Procedure |
| Valued Status | Policy |

| **Organisational Policies and Procedures** | |
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| Alcohol Consumption in the Workplace | | Procedure |
| Alcohol Use | | Policy |
| Alternative Family Carer Exit | | Procedure |
| Background Screening Checks for Alternative Family Carers | | Procedure |
| Bequests | | Policy |
| Catastrophic Events | | Procedure |
| Change of Organisational Structure, Staff Establishment and/or Significant Change to Role | | Procedure |
| Cheque Signatories | | Policy |
| Client Documentation and Records | | Procedure |
| Client Services Governance | | Procedure |
| Client Services Governance | | Policy |
| Code of Conduct | | Procedure |
| Completion, Submission and Authorisation of Online Timesheet and Expense Claims for Support Workers | | Procedure |
| Corporate Governance | | Policy |
| Delegations | | Policy |
| Delegations | | Procedure |
| Dinko Bosikovic Music Scholarship | | Procedure |
| Discipline and Termination | | Procedure |
| Duty of Care | | Policy |
| Duty of Care | | Procedure |
| Electricity | | Procedure |
| Emergencies and Evacuation - Administration Building | | Procedure |
| Emergencies and Evacuation Community Living Services | | Procedure |
| Emergency Evacuation Practice | | Procedure |
| Engaging Contractors | | Procedure |
| Equal Employment Opportunity | | Procedure |
| Financial Management | | Policy |
| First Aid | | Procedure |
| Gifting Tree Gold Leaves | | Procedure |
| Gifts Benefits Loans and Grants to Employees and Volunteers and Use of Family members as Suppliers of Goods | | Procedure |
| Grievances which Relate to the Employment Relationship | | Procedure |
| Hazard Reporting | | Procedure |
| Human Resource Management | | Policy |
| Illegal Substances Drugs and Prescription Drugs | | Policy |
| Illegal Substances Drugs and Prescription Drugs | | Procedure |
| Incoming Mail Opening and Distribution Including Payments and Remittances | | Procedure |
| Induction | | Procedure |
| Infection Control and Standard Precautions | | Procedure |
| Investment | | Procedure |
| Investment of Funds | | Policy |
| Management of Bequests | | Procedure |
| Management of Clients’ Funds in Community Living Services | | Procedure |
| Management of Senses Australia IT and Communications Resources | | Procedure |
| Managing Performance | | Procedure |
| Manual Tasks | | Procedure |
| Membership of Senses Australia | | Procedure |
| Money Handling at Events | | Procedure |
| Motor Vehicle Use – Private Cars | | Procedure |
| National Police Clearance, Working with Children Checks and Department for Child and Family Protection 395 Record Checks | | Procedure |
| Occupational Safety and Health | | Policy |
| Occupational Safety and Health Housekeeping Inspections | | Procedure |
| OSH Risk Assessment | | Procedure |
| Organisational Management | | Policy |
| Pay Review | | Procedure |
| Personal Security including Security within Community Living Services | | Procedure |
| Privacy and Confidentiality | | Policy |
| Probation | | Procedure |
| Property Maintenance | | Procedure |
| Purchasing and Payment | | Procedure |
| Quality Management System Document Control | | Policy |
| Quality Management System Document Development Review and Implementation | | Procedure |
| Receiving Donations | | Procedure |
| Records and Documents Management | | Procedure |
| Rehabilitation of Injured Employees | | Procedure |
| Reimbursement for Work Related Expenses | | Procedure |
| Representing Senses Australia including Contact with the Media | | Procedure |
| Resource Management | | Policy |
| Response to a Pandemic | | Procedure |
| Risk Management | | Procedure |
| Security of the Administration Building | | Procedure |
| Service Excellence Awards | | Procedure |
| Smoking Tobacco | | Policy |
| Smoking Tobacco in the Workplace | | Procedure |
| Staff Accident and Incident Reporting and Investigation | | Procedure |
| Staff Leave including Annual Leave, Long Service Leave, Sick Leave, Compassionate/Bereavement Leave, Leave Without Pay and Study Leave | | Procedure |
| Staff Meetings including Meetings for Staff Supervision | | Procedure |
| Staff Recruitment | | Policy |
| Staff Selection and Recruitment Including Extensions to Contracts | | Procedure |
| Students | | Procedure |
| Support Worker’s Training | | Procedure |
| Teresa Way Award | | Procedure |
| Teresa Way Awards | | Policy |
| Training – Minimum Requirements | | Procedure |
| Training Evaluation and Assessment | | Procedure |
| Training including Needs Analysis, Development of Training Plans, Conference Attendance and Study Leave | | Procedure |
| Use and Loan of Senses Resources | | Procedure |
| Use of Kalbarri Beach Resort Timeshare | | Procedure |
| Use of Social Media | | Procedure |
| Use of the Common Seal | | Procedure |
| Violence, Bullying and Harassment towards an Employee, Volunteer or Student | | Procedure |
| Visitors in the Workplace including the Children of Employees | | Procedure |
| Volunteers | | Procedure |
| Walter Padbury Circle – Bequestors Club | | Procedure |
| Whistleblower - Reporting Suspected Violations of Law or Policy | | Procedure |
| Workers Compensation Claims Management | | Procedure |
| Working from Home | | Procedure |