

Policies and Procedures List

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

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
Complaints Compliments and Ideas	Policy
Complaints Compliments and Ideas	Procedure
Consumer Participation	Policy
Cultural Security for Clients	Policy
Decision Making and Choice	Policy
Death of a Community Living Services and Family Support Services Client	Procedure
Department of Social Services Initiatives - Better Start and Helping Children with Autism	Procedure
Disability Aged Care Entry and Exit Criteria	Policy
Dysphagia and Mealtime Management	Procedure
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 Group Home 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
Positive Behaviour Support	Policy
Provision of Service for a Fee	Procedure
Relocation of Client Services Staff	Procedure
Responding to Abuse and Neglect of a Client	Procedure
Safe Transportation of Clients in Vehicles	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	
Alcohol Consumption in the Workplace	Procedure
Alcohol Use	Policy
Alternative Family Carer Assessment	Procedure
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 and Financial 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
Data Breach Response	Procedure
Delegations	Policy
Dinko Bosikovic Music Scholarship	Procedure
Discipline and Termination	Procedure
Duty of Care	Policy
Duty of Care	Procedure
Electricity	Procedure
Emergencies and Evacuation Community Living Services	Procedure
Emergency Preparedness – Service Centres	Procedure
Employee Incident Reporting and Investigation	Procedure
Engaging Contractors	Procedure
Equal Employment Opportunity and Discrimination	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
Internal Audit	Procedure

Organisational Policies and Procedures	
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
Smoking Tobacco	Policy
Smoking Tobacco in the Workplace	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

Organisational Policies and Procedures	
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