



My Ability Australia – Policy & Procedure Quick Guide

■ Code of Conduct <ul style="list-style-type: none">- Respect clients & staff- Keep info private- Report unsafe behaviour	■ Privacy <ul style="list-style-type: none">- Protect client info- Secure storage- Ask before sharing
■ Incident Reporting <ul style="list-style-type: none">- Report accidents immediately- Fill out form in 24h- Supervisor if urgent	■ Medication <ul style="list-style-type: none">- Only trained staff- Double-check details- Record every dose
■ Safeguarding <ul style="list-style-type: none">- Always protect participants- Report abuse/neglect- Children = extra care	■ Feedback & Complaints <ul style="list-style-type: none">- Encourage feedback- Forms available anytime- Taken seriously
■ Health & Safety <ul style="list-style-type: none">- Use hoists/PPE- Report hazards- Care for yourself too	

