

# My Ability Australia – Policy & Procedure Quick Guide

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