

Policies & Procedures

Mandatory Reading for Support Coordinators

New staff members are required to become familiar with our policies and procedures.

The following policies and procedures must be read and understood within the first three months of employment. Access to policies and procedures is via our Quality Management System; Document Central, located via Sharepoint.

Policies and Procedures are updated periodically to reflect changes in regulatory requirements, legislation or changes in IM processes. It is best practise to refer to the most recent version of a document by accessing via the QMS.

Mandatory reading

- Emergency Planning & Response
- Freedom from Abuse and Neglect
- Bullying, Harassment and Discrimination*
- Conditions of Employment*
- Decision Making and Choice
- Emergency Management and Evacuation
- Employee Assistance Program
- First Aid
- Incident Reporting*
- Measuring Service Outcomes
- Medication
- Missing Persons
- Mobile Phones
- OHS*
- Operational Risk Management
- Petty Cash
- Positive Behaviour Support*
- Privacy and Confidentiality*
- Service Access and Entry
- Service User Absence, Health & Wellbeing
- Service User Accounts
- Service User Fee's & Charges
- Service User Individual Planning and Implementation*
- Risk Management
- Sexual Harassment and Assault*
- Staff and Volunteer Training and Development
- Stakeholder Satisfaction, Feedback or Complaints
- Transport and Vehicles*
- Taxi Procedure
- Workcover and Return to Work

*these documents **must** be read prior to your first shift with Inclusion Melbourne.