

Macarthur Companion Services

Policy & Procedure Manual

(Comprehensive Pack – Includes All Individual Policies in One Document)

1. Complaints & Feedback Policy

Purpose

To provide a clear, accessible process for clients, families, carers, and stakeholders to provide feedback or make complaints.

Policy Statement

Macarthur Companion Services (MCS) is committed to continuous improvement and encourages open communication. Complaints will never negatively affect the quality of service a client receives.

Procedure

- Complaints may be submitted verbally, in writing, or anonymously.
 - Clients are informed of their right to complain without fear.
 - Complaints are acknowledged within 2 business days.
 - Investigations completed within 10 business days.
 - Findings communicated to the complainant.
 - All complaints recorded in the Complaints Register.
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2. Privacy & Confidentiality Policy

Purpose

To ensure all client information is handled securely and respectfully.

Policy Statement

MCS complies with the Australian Privacy Principles. Personal information is collected only for service delivery and is never shared without consent unless required by law.

Procedure

- Store all records securely.
 - Limit access to authorised staff.
 - Provide clients access to their own information upon request.
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3. Code of Conduct

Purpose

To outline expected standards of behaviour for all staff.

Staff Must:

- Treat clients with dignity and respect.
 - Protect confidentiality.
 - Act with honesty and integrity.
 - Maintain professional boundaries.
 - Report incidents or concerns immediately.
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4. Incident Reporting Procedure

Purpose

To ensure all incidents are documented and managed promptly.

Procedure

- Ensure immediate client safety.
 - Notify supervisor immediately.
 - Complete Incident Report Form within 24 hours.
 - Manager reviews and determines corrective actions.
 - Serious incidents reported to authorities if required.
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5. Infection Prevention & Control Policy

Purpose

To minimise infection risks to clients and staff.

Requirements

- Hand hygiene before and after each service.
 - Use PPE when appropriate.
 - Do not report to work when unwell.
 - Follow cleaning and sanitation procedures.
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6. Risk Management Policy

Purpose

To proactively identify and minimise risks.

Procedure

- Conduct risk assessments for every new client.
 - Document risks and mitigation strategies.
 - Review risks every 6 months or after incidents.
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7. Workplace Health & Safety Policy

Purpose

To maintain a safe working environment.

Responsibilities

- Staff follow safe work procedures.
 - Hazards reported immediately.
 - PPE provided and used correctly.
 - Emergency information accessible in all service locations.
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8. Service Delivery Policy

Purpose

To ensure consistent, high-quality services.

Service Standards

- Person-centred approach.
 - Reliability and punctuality.
 - Respect client preferences and cultural background.
 - Clear communication about schedules and changes.
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9. Transport Safety Policy

Purpose

To ensure safe and compliant transport services.

Requirements

- Only insured, roadworthy vehicles used.
 - Seatbelts worn at all times.
 - No mobile phone use while driving.
 - Staff assist clients safely entering and exiting the vehicle.
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10. Client Rights & Responsibilities

Client Rights

- Respect, dignity, and privacy.
- Information about their services.
- Freedom to make complaints.
- Safe and high-quality support.

Client Responsibilities

- Provide accurate information.
 - Behave respectfully towards staff.
 - Notify MCS of schedule changes.
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11. Duty of Care Policy

Purpose

To ensure staff take reasonable steps to protect clients from foreseeable harm.

Staff Must:

- Identify and respond to hazards.
 - Report concerns immediately.
 - Support clients within their role boundaries.
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12. Emergency & Critical Incident Response

Purpose

To outline steps during emergencies.

Procedure

- Ensure safety of client and staff.
 - Call 000 if required.
 - Notify management immediately.
 - Complete Critical Incident Report.
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13. Staff Screening & Compliance Policy

Requirements

- National Police Check (every 3 years)
 - First Aid & CPR
 - Valid driver's licence
 - Vehicle insurance (business use if transporting clients)
 - Training in infection control and manual handling
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END OF MANUAL

This manual includes all individual policies and can also be separated into standalone documents when needed.