

SILC Service Agreements and Policies and Procedures

Service Agreements

- House Operator Agreement with House Specific Attachment
- Service Provider Agreement for each participant
- Employment Service Provider Agreement (if SILC is the employer)
- SDA Provider Agreement (if relevant)

Policies and Procedures

- Abuse and Neglect
- Choice, Voice and Control*
- Code of Conduct - Board
- Code of Conduct – Employees
- Complaints Policy
- Continual Improvement Policy
- Emergency Response Policy
- Employee Induction
- Equity and Diversity
- Financial Policies
- New Residents Procedures
- Policy on Incident Reporting
- Policy on Administration of Medication
- Policy on Record Retention and Archiving
- Privacy and Confidentiality Policy
- Resident Intake and Exit
- Restrictive Practices Policy
- Related Party Transactions Policy
- Staff Documentation Policy
- Staff Retention Policy
- Working with Carers
- Workplace Health and Safety Policy and Procedures

*This policy includes: Human Rights, Person Centred Planning, Decision Making & Choice and Advocacy and Support.