



## POLICIES & FORMS

### CHECKLIST

#### INSTRUCTIONS FOR USE

We have created this resource and made it available to help you develop your ideas, manage and grow your practice. Whilst we endeavour to help all allied health practices, we acknowledge that practices are all different and therefore are unable to provide a universal resource that suits everyone. It is expected that you customise this template to suit the individual needs of your practice. We encourage you to seek financial, legal or specialist advice as applicable for your individual circumstances.

# POLICIES & FORMS CHECKLIST

A handy resource for allied health practices



Name of document	Purpose	Tick if required	Tick when complete
<b>Client Documents</b>			
Patient/Client Details Form	This is an information collection sheet (for when clients arrive for their first appointment) to collect basic information like name, date of birth, health fund details etc. This may be used in paper form, saved and completed digitally (e.g. iPad) or hosted online.		
Privacy Consent Form	This essential form would be based on, and reference your practice Privacy Policy. It outlines the type of personal and sensitive information your practice will hold, where it will be held, how it may be used, and in what circumstances it would be released to any third party.		
Patient/Client information sheet	This is a document that would be provided to new clients/patients that outlines what their appointment will involve, how much it will cost, payment details, health fund rebate details etc.		
Certificate of Attendance template	This is a handy document to have ready for clients that require evidence of their attendance (often for work purposes).		
Referral Form template	This is to help your referrers – this could be in PDF format on your website (downloadable) or in printed pad form for use in the referrer rooms. It may be accompanied by a referral guide to identify when to refer and therefore assist in timely referral of clients.		
<b>Employee Documents</b>			
Staff Employment Contract	If you employ staff, it is essential that they each have a contract. An employment contract is an agreement between an employer and employee that sets out terms and conditions of employment.		
Conflict of Interest policy	A conflict of interest arises when an employee has a 'secondary interest' which could improperly influence the performance of the employee's duties and responsibilities in their work for your practice.		
Employee Handbook	This is a document that should be written in a clear, concise manner and made available to all employees. It may reference policies and procedures in your practice and will provide practical information to the employee (e.g. What to do if sick, how to apply for leave, dress code etc.)		

Dress Code policy	The purpose of this Dress Policy (Policy) is to describe the standard of attire expected in the practice. For example, employees may be requested to wear pants or skirt of a certain colour and a shirt. If you request employees refrain from open toe footwear in the practice, this can be stipulated in the dress code policy too.		
Induction/Orientation policy	This document provides a framework for effective induction to assist new employees settle into the workplace and to inform new workplace participants about your practice policies and procedures.		
Orientation checklist template	This document compliments the policy above and ensures you don't forget any steps when orientated a new staff member.		
Performance and Misconduct policy	This Policy may be used as guidance for the process or manner in which You may discipline an employee because of their poor performance or inappropriate conduct in any circumstances that can be connected to, or impact upon your practice. It is aimed at improving the standard of an employee's performance and/or correct an employee's conduct where you deem appropriate or necessary.		
Social Media policy	In consideration of your practice, any comments about or in connection with your practice made on a Social media platform must be factual and consistent information with your goals and objectives.		
Code of Conduct	As a practice owner, you will have certain expectations of how your staff should behave. Having a written code of conduct is important, as it provides clear instructions about what your staff can and can't do. The Code of Conduct may reference policies that underpin ethical principles and values (e.g. anti discrimination, harassment, bullying etc.) accountability (e.g. use of practice resources in an efficient manner), and steps involved in disciplinary procedures. It's basically a "blueprint" for how everyone is expected to operate within the practice.		
Bank details and superannuation details form	You will need to have a document that records these essential details that you require to pay your employees. These details may form part of the form below.		
Employee details form (address, next of kin, AHPRA number etc)	You will need to have a document that records these essential details that you require for both regulatory and WHS purposes.		
Confidentiality and Privacy agreement	This essential form would be based on, and reference your practice Privacy Policy. It outlines the type of employee personal and sensitive information your practice will hold, where it will be held, how it may be used, and in what circumstances it would be released to any third party. It is also used to outline to your employees their obligation to maintaining confidentiality and privacy with both privileged practice and client information and data.		

Internet, email and computer use policy	This document sets out the standards of behaviour expected of employees using your computer facilities, or when making reference to your practice on external sites. This may also include guidelines on use of personal devices in the workplace or at home to access applications, files or data regarding the practice.		
Evacuation and emergency management policy	This document is a requirement under Work, Health, Safety legislation for persons conducting a business or undertaking at a workplace. It will outline a plan to follow in the event of an emergency.		
Hazard report form	This form is required to record any identified hazards, near misses or incidents in the workplace. This forms part of your responsibility to provide a safe working environment.		
EEO/Anti-Discrimination/Bullying Policy	This document will outline your commitment to provide an environment where employees and others in the workplace are treated fairly and with respect, and are free from unlawful discrimination, harassment, vilification and bullying. It also provides clear guidance to employees on expected behaviour and may be referenced in the Code of Conduct.		
Leave Policy	Your Leave Policy covers the following types of leave: annual, personal/carer's, community service and long service. It outlines how leave is accrued, when an employee may apply for leave and how, and any requirements regarding mandatory leave. Leave may be applied for on a written Leave Form, or via your online payroll system.		
<b>Practice Documents</b>			
Privacy Policy	You should not be without a Privacy Policy. Allied Health Private Practitioners are considered "entities" under the Privacy Act and therefore have specific obligations under this legislation. Your privacy policy outlines the types of information held, how it will be collected and retained, the purpose for which the information will be used, how it will be used and who it may be disclosed to. It would also stipulate how an individual may apply to access the information you hold pertaining to them, and how a complaint regarding any perceived breach may be made.		
Debt Collection policy	This policy will outline how you will approach the collection of monies owed to your practice. It may incorporate a debt collection flowchart/escalation procedure that shows the steps that will be taken to achieve remittance of funds.		
Patient/Client management policy	This provides a framework on how you will book clients in, when letters need to be written to referrers, how you will approach post appointment follow-up etc. This can be a valuable document so if you are not present, people know what to do.		

Complaints & Grievance policy	This document outlines how you will manage any complaints that are received. It can sometimes be a difficult time and by using this policy as a framework, many difficult conversations can result in a non-negative outcome.		
Work Health Safety Policy	This document will underpin your commitment to providing a safe and healthy working environment for all workers, and other persons, so far as reasonably practicable. It will outline how this will be achieved and include any health and safety activities and procedures which are monitored, reviewed and audited to achieve best practice.		