

Purpose and Scope

Access4u is committed to personal safety and the right of people to live in dignity and security without fear of threat or harm and to be free from exploitation and abuse.

The organisation will:

- ensure the physical environment is safe;
- conduct thorough screening of both staff and volunteers working with vulnerable clients;
- assist and support clients to assess and manage risks;
- support clients to safely and effectively manage medication;
- provide all staff with information and training on duty of care;
- promote and comply with the national safe transport principles;
- ensure that clients are protected from abuse or neglect, and that any incidents of harm are promptly addressed and investigated;

provide staff induction and training and regularly review staff levels to ensure appropriate levels of care.

Responsibilities and delegations

This policy applies to	Governing Body. Staff and Volunteers
Specific responsibilities	<p>The Board – Responsible for ensuring effective governance mechanisms are in place.</p> <p>The CEO and Managers – Responsible for monitoring and ensuring adherence to Policy and related procedures. Ensure due diligence and take reasonable steps to ensure Access4u are meeting their obligations. Ensure objectives of the policy are achieved.</p> <p>Staff – Responsible for adherence to this and related policies, procedures and forms that support this policy.</p>
Policy approval	CEO

Policy context – this policy relates to:

Standards	<p>National Disability Insurance Scheme Quality and Safety Framework</p> <p>National Quality and Safeguarding Practice Standards</p> <p>National Safe Transport Principles</p>
Legislation	<p>National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018</p> <p>National Disability Insurance Scheme Act 2013</p> <p>Disability Discrimination Act (DDA) 1992</p> <p>The Disability Services Act SA 1993</p> <p>Australian Human Rights Commission Act 1986</p> <p>Privacy Act 1988</p> <p>Child Protection Act 1993</p> <p>South Australian Mental Health Act 2009</p>

	<p>Equal Opportunity Act 1984 (SA)</p> <p>Guardianship and Administrations Act 1993 (SA)</p> <p>Power of Attorney and Administration Act 1984 (SA)</p> <p>Health and Community Services Complaints Act 2004 (SA)</p>
Contractual obligations	NDIS Code of Conduct
Organisation policies and procedures	Duty of Care, Client Rights and Service Charter, Medication Management, Client Decision Making and Choice, Risk Management, Reporting and Management of Neglect and Abuse, Incident Management
Forms, record keeping, other documents	Home Safety Inspection Form – Community Support, Motor Vehicle Policy, Private Vehicle Roadworthiness Check, Agreement to use own private vehicle. Code of Conduct. Screening Checks

Procedures

Physical environment

It is the responsibility of Access4u to minimise physical risks to clients. The organisation will meet reasonable community standards, and comply with all legal requirements affecting the physical and environmental safety of clients. This includes fire safety motor vehicle safety, water safety, swimming pool safety, and public health requirements. The organisation will implement a regular review process annually and update their compliance with community standards and legal requirements.

The organisation will comply with fire risk management guidelines which outline specific requirements relating to building construction, furnishings, smoke detection systems, fire extinguishing equipment, means of exit, fire prevention, fire safety management, evacuation capability, fire and emergency evacuation plans, emergency procedures and maintenance of essential fire safety services. Staff must be trained in relation to these guidelines. It is the responsibility of CEO and Senior Management to ensure that compliance requirements are met.

Staff screening

Prior to commencing work with clients, all staff and volunteers, will undergo a comprehensive screening process which will include DCSI screening checks including child related screening, criminal record check, referee checks and interviews. The findings of the screening are to be documented in the personnel files of staff and volunteers.

Risk assessment

A risk assessment will be undertaken by staff jointly with clients at each stage of support.

Clients will be supported to identify and manage risks in their own environment and in any activities they undertake by:

- assist and enable clients to identify and manage risks including the provision of plain English information on risk management,
- undertaking risk assessment jointly with staff,
- follow-up on written information and specific assistance to clients who may experience cultural or language barriers, or who may need specialised advocacy or support.

Where clients do not have the capacity to understand risks to their personal safety, Access4u will:

- Appoint an Independent Advocate
- Submit and assist with a Guardianship application.

For services conducted in the client's home, the assessment will also include Home Safety Inspection Form.

Suicide and self-harm

All clients presenting with suicidal and or self-harming behaviour will be assessed to determine the level and immediacy of suicide and/or self-harm risk.

The assessment for clients with self-harming or suicidal behaviour will include seeking expert assistance through associated psychologists and therapists and will include interviews with the client; observation; medical, psychiatric and personal history; feedback from other staff; and information from family and carers.

If a client is assessed as being at risk of suicide and/or self-harm, intervention strategies to decrease the risk are to be developed and implemented.

Where staff members are concerned about a client's immediate suicide or self-harm risk, the client's physical safety should be addressed without delay as a priority.

Risk management

Where risks of harm are identified, a range of harm minimisation strategies which may include harm minimisation actions such as avoidance of triggers, family support, reassurance with familiar objects, education, etc. will be discussed with the client and family if appropriate. Agreed actions will then be documented in the client file.

Risk management and harm minimisation strategies will minimise and wherever possible eliminate the need for restraint.

Whenever staff are required to use restraint to prevent harm to the client or others, this will be documented on the client file, an incident report on Access4u Incident Report will also be completed. An investigation of the incident and the response will be undertaken and a report prepared outlining whether any further action is required.

All risk assessments and harm minimisation plans will be documented and included in the client's file.

Medication management

Staff involved in the storage, transportation, administration or prompting of medication will be trained in the Access4u medication policy and procedures and assessed as competent prior to undertaking any medication function.

Transport of clients

All clients will be transported in accordance with the National Safe Transport principles.

Abuse and neglect risks and reporting and management procedures

Access4u has a duty of care to implement prevention strategies that include suitable recruitment screening processes and protocols for identifying the risk indicators for abuse and neglect. It is the responsibility of the organisation to minimise the risk of abuse (sexual assault, physical, emotional, financial) and neglect to clients.

Any suspected or reported allegations of abuse or neglect will be dealt with promptly [timeframe] and investigated and responded to in accordance with the Access4u policy and procedure on Reporting and Management of Abuse and Neglect.

Record keeping

- In the case of any accident or incident causing harm to a client, a detailed written report Incident Report will be completed within 24 hours. The report should include:
 - description of the nature and extent of the incident
 - the name and contact details of all those involved, including any witnesses to the incident
 - action taken
 - the date and signature of the person making the report
 - any on-going or follow up action
- Records must be stored securely in Access4u head office and only accessed by persons with a legitimate reason.

Immediate response

Where possible, an incident will first be addressed by the organisation's personnel responsible and qualified to effectively manage the incident as it takes place. First respondents understand that they must contact emergency services if the situation warrants.

Notification procedures

Staff must report incidents to various agencies and persons based on the following priority system:

- For serious incidents workers must first contact emergency services
- Workers must report all incidents internally to Senior Manager Disability Services / CEO
- If it is determined that the incident is serious Senior Manager Disability Services / CEO is responsible for notifying families, guardians and advocates of the client.
- If an incident is a Reportable Incident, the Senior Manager Disability Services / CEO will notify the relevant external body within the expected timeframe of the external body.

Supporting clients

Throughout the incident management process, from initial response through to review, clients will be supported by the organisation through means of:

- Reassurance if the client reported the incident;
- Trauma and counselling services where required;
- Changes to regular supports if necessary;
- Clear, ongoing communication regarding the progress and outcomes of the investigation.

Clients will be involved in the management and resolution of the incident where appropriate.

External reporting

Serious incidents will be reported to NDIS Quality and Safeguarding Commission in line with the organisation's incident reporting obligations.

Staff induction and training

All staff and volunteers will participate in an induction program prior to commencement. The induction program will include training on code of conduct, risk assessment and management, incident management system, professional boundaries and ethical behaviour.

Staffing levels will be reviewed every 12 months] though these may also be reviewed at the following time e.g. following large client intakes, on staff request, following an increase in challenging client behaviour, incidents etc. and conducted in conjunction with an NDIS plan review for change in circumstances.

Staff training/in-service on duty of care and client safety will occur every 12 months with the use of the e learning program Workpro but other training that requires attendance e.g. manual handling.

The staff training program will be reviewed regularly and be responsive to enable any emerging issues impacting on client safety and security to be addressed as a matter of priority.