

4.0 Support Environment

Effective Date: 29 September 2021

Version 1.0

Industry Standards

National Disability Standards: Standard 1 & 6

Attendant Care Industry Standards (2018): Level 1 Part 4, Level 2 and Level 3

NDIA Practice Standards and Quality Indicators: Core Module 4

NDIA Practice Standards and Quality Indicators: High Intensity Daily Personal Activities Module

Purpose

This policy outlines the practices that are provided by Community Connections Australia (CCA) to ensure that each person's supports are provided in a safe environment through effective work, health and safety principles so that potential hazards and risks are managed. This is addressed individually and includes the physical environment, personal risks, financial risks and risks that may be associated with health, medication and other complex care aspects of service delivery.

Policy Statement

Community Connections Australia (CCA) is committed to the safety and well-being of all people receiving services, regardless of the complexity of the support provided. CCA is committed to ensuring that every person receiving services will access those services in a safe environment that is appropriate to their needs, where any risks to them are identified and managed, that staff members have the appropriate skills and training to provide services and are aware of their responsibilities in providing a safe environment.

Scope

This policy applies to all current and potential people receiving services, to all CCA Board of Directors and all CCA staff members.

Policy Principles


1. CCA employs skilled staff members who respect the rights of every person receiving support and who are aware of their obligations to comply with CCA's policies and procedures, CCA's Code of Conduct and NDIA's Code of Conduct at all times in the workplace. These Codes apply in all areas of the workplace and across all situations.
2. CCA recognises its Duty of Care to be mandatory notifiers of suspected abuse or neglect. Where abuse, harm or neglect has occurred CCA will respond quickly, considerately and effectively to ensure all reporting obligations are met (refer Critical Incidents Policy).
3. CCA complies with current Work Health and Safety (WHS) legislation and obligations. This includes hazard and risk identification, strategies for minimisation and management of risk and for risk reporting.

CCA OVERARCHING POLICY

4. CCA manages services delivery risk with each person being involved in the risk assessment and management process- both workplace and individual assessments. A system is in place to ensure ongoing management and review of potential risk issues. This includes additional safeguards for people who live alone for whom CCA is their only service provider.
5. When required CCA will ensure staff members are trained in the use of aids and appliances needed for service delivery (e.g. hoist, shower chair). CCA ensures staff will contact emergency services when there are concerns about a person's wellbeing.
6. When identified and/or required CCA will work with a person to manage risks in other areas of support - such as medication management, financial management, health care management, emergency planning for large scale events so as to ensure these additional needs are met in the safest manner possible.
7. Where relevant, collaboration is undertaken with other providers and services to identify and manage risk so as to ensure every person is safe.
8. CCA will ensure staff members are trained to provide the support in accordance with each person's Service Plan and Personal Training Needs.
9. CCA staff members will carry identification with them that matches their name and confirms their employment with CCA.
10. CCA's Senior Staff will conduct monitoring visits to ensure the ongoing safety and wellbeing of every person receiving support. These may be either by phone or in-person.
11. CCA has a Safety Committee to review areas of risk that may arise during service delivery, that oversees the management and resolution of hazards.
12. CCA Management reports to the Board of Directors regarding WHS issues at every Board meeting.

Prepared: 
(Chief Executive)

Date: September 2021

Approved: 
(Chair - on behalf of the Board)

Date: September 2021

CCA OVERARCHING POLICY

Related CCA Overarching Policies:

1. Human and Legal Rights
2. Governance and Service Management
3. Service Access & Delivery

Refer to CCA Table of Contents for full list of operational policies and procedures applying to this policy.

Related Legislation and Policy:

- Ageing and Disability Commissioner Act 2019 (NSW)
- Attendant Care Industry Standards 2018
- Disability Inclusion Act 2014 (NSW) and Disability Inclusion Regulation 2014 (NSW)
- National Standards for Disability Services 2013
- National Disability Insurance Scheme (NDIS) Act 2013
- NDIS (Provider Registration and Practice Standards) Rules 2018
- NDIS Quality Indicator Guidelines 2020

Document History

Note: Reviewed and rewritten policies and procedures took effect on 1st December 2016. For preceding policies and for revision history prior to this date, contact the Company Secretary. *Note: This is a new Policy*

Version Number	Version Year	Version Policy Type
1	2021	Original Policy

Next Review Date: October 2022