

**Eyecare Support Worker Services Pty Ltd. ABN: 30 656 043 659**

**ACN: 656 043 659**

**NDIS Registration ID: 4-ITHC6J2**

**Policy & Procedure Manual**

National Disability Insurance Scheme (NDIS)   
2025-2026

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**ABOUT THE BUSINESS**

Eyecare Support Worker Services Pty Ltd. is a disability support services provider based in Perth, Western Australia.

At Eyecare Support Worker Services Pty Ltd. we provide a range of disability services. Our focus is to make a difference in the lives of those with a disability. The goal is to make each of our participant’s lives easier, happier and getting involved with their communities.

Eyecare Support Worker Services Pty Ltd. is a company that was established with the sole aim of offering disability services that provide the participant as the manager of their own voice, creating equal opportunities, promoting independence and progression in a safe and non-discriminative environment.

**Values Statement**

Our values are centred around our staff, participants and their families or support networks.

**Respect** – We respect people’s decisions, opinions and views.

**Honesty** – We strive to offer you only what we can deliver on, we keep our promise to you.

**Privacy and Confidentiality** – This is of utmost importance, we respect every persons privacy and confidential information.

**Development and Improvement** – We will identify, work with your plan, and work with other providers to offer a more holistic approach. We will always work to improve our services and to uphold the Service Standards. Your feedback is always valued.

**Safe and Harmonious working environment** - We offer a workplace that provides support, guidance and acceptance to staff and participants.

**Passion** – Every member of staff is highly passionate about their work and takes on all roles included with good intentions and high standards.

**Mission Statement**

Provide high quality and effective disability services, where everyone matters. Including your animals, loved ones and support networks. Nobody is treated different. Dignity and respect; ‘compassion and grace.

**Eyecare Support Worker Services Pty Ltd. List of services provided includes:**

* **Assistance with Household Tasks** – such as meal preparation and delivery, house or yard maintenance, cleaning and laundry.
* **Assistance with Daily Personal Activities** – to enable people to live as autonomously as possible – such as personal hygiene, dressing, medication assistance; financial Management, communication skills and lifestyle mentoring.
* **Assistance with Daily Personal Activities (High/Low Intensity)** - to enable people with more complex needs to live as autonomously as possible – supports are provided by personnel with additional experience/qualification.
* **Assistance with Daily Tasks in a Group or Shared Living** arrangements to help individuals to live as autonomously as possible.
* **Assistance with Travel and Transport** – provision of travel arrangements and support for people to access essential services.
* **Assistance with Recreation/Therapies** – provision products that assist people when engaging in recreational pursuits with professionals (e.g., sport, exercise/fitness/art groups etc).
* **Assistance ordering products for Household Tasks** – provision of products that assist people with domestic tasks in the home, such as cooking, cleaning, washing and general maintenance.
* **Reviews/ maintaining Personal products** – provision and reviews of products designed to maximise an individual’s care and personal safety, such as beds and pressure mattresses, bathroom equipment, continence needs and specialised clothing.
* **Communication and Information Equipment** – accessing products to assist people in accessing written or spoken communication through electronic means, as well as to access alternative forms of communication.
* **Development of Daily Living and Life Skills** – including developmental-focused activities and training to enhance the person’s ability to live as independent an everyday life as possible.
* **Group and Centre-based Activities** – such as social outings and group and social activities, programmes to get participants involved in their communities.
* **Hearing Equipment** – training and accessing listening devices (excluding hearing aids) to our participants that require it.
* **Participation in the Community** – including supported shopping, medical appointments, sporting and recreational events, social activities, visiting or making new friends, travel and transport and building confidence and social skills.
* **Personal Mobility Equipment** - provision of products that enable people physical mobility, such as wheelchairs, transfer aids and walking equipment.
* **Specialist Disability Accommodation (SDA)** - provision of disability accommodation specifically designed and developed to meet the needs of people living with a disability.
* **Specialised Positive Behaviour Support** - including help with assessment, development of a plan aiming to limit the likelihood of behaviours of concern developing or increasing.
* **Specialised Supported Employment** – provision of assistance with disability employment, including Australian Disability Enterprises (ADES).
* **Support Coordination** – time-limited support that focuses on addressing barriers and reducing complexity in the support environment while assisting the person in connecting with supports and building capacity and resilience.
* **Therapeutic Supports** – Aiding the professionals to work with participants physical and mental health in order for them to move with optimal mobility and interact with enhanced confidence and interpersonal skills.
* **Vision Equipment** – Accessing and helping professionals to assist people to navigate and maintain physical orientation, such as magnifiers, note-taking equipment, braille and guide dogs.

Eyecare Support Worker Services Pty Ltd. complies with all NDIS Provider State and Commonwealth Government requirements for the delivery of quality and safe disability support services.

**Eyecare Support Worker Services Pty Ltd. and the National Disability Insurance Scheme (NDIS)**

ABOUT THIS MANUAL

This Policy and Procedure Manual sets out the policies and procedures that govern Eyecare Support Worker Services Pty Ltd. National Disability Insurance Scheme side of the business allowing Eyecare Support Worker Services Pty Ltd. to provide supports to the disabled in a safe, legal, efficient & systematic-based way. The policies and procedures within the manual will be reviewed regularly with strict timeframes that are adhered by Eyecare Support Worker Services Pty Ltd. Complement

All policies and procedures comply with relevant Commonwealth and State Government Legislation, Regulations and Standards applicable to Eyecare Support Worker Services Pty Ltd. NDIS service business. This manual is intended to complement all State and Commonwealth Legislation. It does not override any Acts of Parliament or other legal requirements as it is only a guide to compliance.

Eyecare Support Worker Services Pty Ltd. Managements is required to comply with the policies and procedures in this manual. Failure to follow Eyecare Support Worker Services Pty Ltd. policies and procedures will be treated seriously and may result in disciplinary action from participants, service providers, government bodies and others if not followed.

A hard copy of this manual will be held by Eyecare Support Worker Services Pty Ltd. Management (once changes have been applied) Management is expected to refer to the manual regularly and keep up to date with any changes.

**PLEASE NOTE: For ease of reference, this manual refers to responsibilities of CEO/Directors, Management and workers.**

For the purposes of this document only,

Workers are defined as:

* Any Eyecare Support Worker Services Pty Ltd. employee whether permanent, temporary, full-time, part-time or casual.
* Any volunteer, student, contractor, consultant or anyone who works in any other capacity for Eyecare Support Worker Services Pty Ltd.

Delegation of Roles:

* Roles listed as being assigned to the CEO/Director or Management can be delegated to other workers.

This must be made in writing.

The delegation must clearly state the position delegate.

The date this was made.

Must be signed by the CEO/ Director.

This manual also meets multi-state requirements to allow Eyecare Support Worker Services Pty Ltd. to apply for services if needed within the future for other states.

**PART 1. GOVERNANCE AND MANAGEMENT**

This section covers all areas of governance and Management throughout Eyecare Support Worker Services Pty Ltd. operations.

**PART 2. PARTICIPANTS, FAMILY, CARERS AND OTHERS**

This section identifies areas relating to participants, family, carers and others.

**PART 3. EXTRAS**

This section covers any additional policies and procedures.

**PART 4. FORMS**

This section covers any forms that may be required from Eyecare Support Worker Services Pty Ltd. throughout its day-to-day operations.

SECTION 1 – GOVERNANCE AND MANAGEMENT

* 1. Governance Policy and Procedure

Policy and Procedure

Eyecare Support Worker Services Pty Ltd. implement the Governance policy and procedure to provide a systematic and organised approach within the organisation to establish a framework aimed to support correct Governance. It allows Eyecare Support Worker Services Pty Ltd. Pty Ltd to remain professional and participant centred at all times. Operation in accordance with relevant standards is highly recognised, which allows Management to fulfil laid out and recommended responsibilities.

The Governance policy and procedure allows for a thorough overview of Eyecare Support Worker Services Pty Ltd. foundations as well as operation. Providing room for improvement, evaluation and implementation.

Governance specifically refers to providing a system for Eyecare Support Worker Services Pty Ltd. Pty Ltd that is clear, easily understandable and participant centred at all times. It incorporates many aspects of audits, reviews and reporting, which is fundamental to Eyecare Support Worker Services Pty Ltd. Pty Ltd operations.  
This extends to all workers and meets relevant laws and regulations and standards.

Definitions

|  |  |
| --- | --- |
| Governance | A system of rules put in place to ensure consistency throughout the business. |
| Workers | An individual with a position in the business. |
| Conflict of interest | A situation where an individual will be benefited from a specific outcome, which can cause legal consequences. |
| Conflict | Any disagreement or argument. |
| Management | Process of dealing with or controlling thing or individuals/groups. |

Policy

Responsible and precise management arrangements demonstrate that Eyecare Support Worker Services Pty Ltd. helps and enhances its workers delivering safe and secure quality services to its participants. Eyecare Support Worker Services Pty Ltd. has appropriate policies to thoroughly examine our operation in all areas. It incorporates worker responsibilities, overall operation, compliance, audits and reviews. This crucial for the success of the business, as well as consistency and respect towards all workers.

This Policy and Procedure complies with all relevant legislation, regulations and contractual arrangements.

**Worker Responsibilities -**

Procedure

Anita Connolly, is trading as Eyecare Support Worker Services Pty Ltd. Pty Ltd which is a registered ABN business/ Company formed in 2021.

The policies and procedures of Eyecare Support Worker Services Pty Ltd. must encourage outstanding governance and will be periodically checked to confirm adherence with relevant regulations, standards and contractual commitments. The business will maintain effective mechanisms, that in effect facilitate excellent governance and making firm Management choices that will lead to increased capacity and service results.

Eyecare Support Worker Services Pty Ltd. is committed to excellent governance, supporting participant’s safety, and encouraging workers by establishing management duties and striving to adopt best practices throughout facilities. Eyecare Support Worker Services Pty Ltd. promotes fairness, accountability and transparency, by giving clear rights and obligations to workers, Management and participants.

**Organisational Structure and Chart**

Eyecare Support Worker Services Pty Ltd. must continue to manage and maintain areas of the business, such as finances, updated information on services available, IT updates and Management, ongoing improvements of services, and feedback monitoring and adapting policies, if necessary. This is done monthly at a minimum.

There is a quarterly governance report required. This will cover all aspects of the business, such as services, participant management, risk management and feedback for both workers and participants, IT management, maintenance of human resources and any financials for the Eyecare Support Worker Services Pty Ltd.

Furthermore, there is also an annual report summary submitted. on the company’s financial and performance status.

Xero is the system that is utilised throughout Eyecare Support Worker Services Pty Ltd. to maintain all financial aspects. This system keeps record keeping simple, the program is easily accessible off any device and includes automatic updates without the need for purchasing software updates.

Organisational Chart:

CEO/Director

Anita Connolly

Eyecare Support Worker Services Pty Ltd. CEO/Director will be responsible in making major corporate decisions, managing the overall operations and resources of Eyecare Support Worker Services Pty Ltd. Pty Ltd, the CEO/Director will act as the main point of communication between management and corporate operations and being the public face of the Eyecare Support Worker Services Pty Ltd.

CEO/Director will elect a representative in the absence of he/she and this will be communicated to all staff member in Eyecare Support Worker Services Pty Ltd.

**Qualifications and Experience of Management, Teaching and Personal Growth Skills**

With reference to the Human Resources Policy and Procedure, all Eyecare Support Worker Services Pty Ltd. workers will be required to partake in an orientation/induction training, which is continuously maintained through training and support, external training opportunities for advancement are seen to. Keeping a record of workers performance, assessments will be made to assist in their ongoing improvement and development. Management of Eyecare Support Worker Services Pty Ltd. Pty Ltd will complete orientation and Induction.

Prior to recruitment, all workers and management will need to have their qualifications and clearance checks viewed as well as necessary experience sought upon, this will be seen to by the CEO/Director. It is preferable that any new management personnel of Eyecare Support Worker Services Pty Ltd. have had previous management skills or extensive knowledge in their specific work area. However, this will be decided upon by the CEO/Director.

Eyecare Support Worker Services Pty Ltd. will ensure to conduct a service with professionally trained workers, equipped to deal with relevant situations. The management team must ensure that they are able to efficiently meet the duties of the team, such as NDIS knowledge, services and feedback from participants and workers.

To ensure that the performance and abilities of the CEO/Director and Management are continuing to improve and develop, performance reviews will be conducted by an external source. Management must also have their performance reviewed; this can be done by an external source. This limits the possibility of corruption within the business and allows for authority improvement and development.

**Conflict of Interest**

Workers should avoid any dispute with their personal interests or any other individual's interests and their duties to Eyecare Support Worker Services Pty Ltd. To monitor and enforce this, Eyecare Support Worker Services Pty Ltd. will require all workers to partake in training specific to conflicts. This includes conflict of interest, dealing with disputes and other disputes in the future. Training will consist of how to appropriately report and deal with conflict issues, as well as diffusion methods. This training must be continuously updated and managed to ensure relevant training is being conducted. As conflict can lead to legal consequences, this aspect of training is crucial to ensure the safety of all workers and participants.

Some aspects included in the training:

Supporting Documents

Documents relevant to this policy and procedure include:

* Organisation Chart.
* Constitution.
* Annual Report.
* Meeting Agenda.
* Meeting Minutes.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. Pty Ltd may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

By signing this document, I acknowledge that I have read and understood the Governance Policy and Procedure.  I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

1.2 Compliance Policy and Procedure

Policy and Procedure

This policy and procedure aim to ensure Eyecare Support Worker Services Pty Ltd. and its workers are compliant with the standards, laws and regulations set out in the NDIS Practice Standards and the NDIS Code of Conduct. This is done to ensure we as a provider are providing quality care to all participants.

Eyecare Support Worker Services Pty Ltd. and its workers will ensure to adhere to the NDIS standards and take relevant measures to ensure there is no breach of compliance. A breach of compliance may result in the NDIS Commission investigating and resolving the situation in accordance with the Compliance Pyramid.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

|  |  |
| --- | --- |
| Compliance | The definition of compliance means following a rule or order. An example of compliance is when someone is told to go outside, and they listen to the order. An example of compliance is when a financial report is prepared that adheres to standard accounting principles. |
| Breach | An act of breaking or failing to observe a law, agreement, or code of conduct. |
| Repercussions | An unintended consequence of an event or action, especially an unwelcome one. |
| Investigation | The action of investigating something or someone; formal or systematic examination or research. |

Policy

The sole purpose of this policy is to ensure Eyecare Support Worker Services Pty Ltd. and its workers, enforce the necessary practices to adhere to NDIS Practice Standards and the NDIS Code of Conduct. This is done to ensure our service and its workers can effectively promote and provide quality care for all participants.

In addition to this, it is imperative for Eyecare Support Worker Services Pty Ltd. and its workers to maintain a positive attitude and utilise the capabilities of all workers to provide the most efficient care for their participants.

Eyecare Support Worker Services Pty Ltd. is aware that compliance breaches are to be handled by the NDIS Commission, where they may investigate and resolve matters using the Compliance Pyramid. This includes matters involving registered and unregistered providers and workers.

Worker Responsibilities –

* Eyecare Support Worker Services Pty Ltd. workers must comply and adhere to the worker’s Code of Conduct as well as the NDIS Practice Standards and the NDIS Code of Conduct.
* To ensure they are aware of the possible repercussions as a result of a breach of compliance.
* Ensure induction training is completed and understood.
* Report breaches of compliance to the CEO/Director.

Procedure

**The NDIS Practice Standards**

Eyecare Support Worker Services Pty Ltd. will ensure to implement and adhere to the NDIS Practice Standard’s to provide all participants with high-quality care and support.

Eyecare Support Worker Services Pty Ltd. will maintain certification against these Standards every three years. Maintenance audits are undertaken on a 12-18-month basis based on the services provided.

The following outlines the NDIS Practice Standards that Eyecare Support Worker Services Pty Ltd. will implement and adhere to.

For more information regarding the Practice standards, refer to: <https://www.ndiscommission.gov.au/sites/default/files/documents/2018-07/NDIS%20Practice%20Standards.pdf>

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| --- | --- |
| Schedule 1 – Core Module | 1. Provider governance and operational Management 2. Provision of supports 3. Rights of participant/s and responsibilities of providers 4. Support provision environment. |
| Schedule 2 – Module 1  High-Intensity Daily Personal Activities | 1. Tracheostomy Management 2. Enteral Feeding and Management 3. Complex Wound Management 4. Urinary Catheter Management 5. Complex Bowel Care 6. Ventilator Management 7. Subcutaneous Injections |
| Schedule 3 - Module 2  Specialist Behaviour Support | 1. Behaviour support in the NDIS 2. Restrictive Practices 3. Functional Behaviour Assessments and Behaviour Support Plans 4. Supporting the Implementation of the Behaviour Support Plan |
| Schedule 4 - Module 2A  Implementing Behaviour Support Plans  Schedule 4 - Module 2A  Implementing Behaviour Support Plans continued.. | 1. Behaviour support in the NDIS 2. Regulated Restrictive Practices 3. Supporting the assessment and development of Behaviour Support Plans 4. Behaviour Support Plan implementation 5. Monitoring and reporting the use of Regulated Restrictive Practices 6. Behaviour Support Plan review 7. Reportable Incidents involving the use of a Restrictive Practice 8. Interim Behaviour Support Plans |
| Schedule 6 - Module 4  Specialised Support Coordination | 1. Conflict of interest 2. Management of a participant/s NDIS Supports 3. Specialised Support Coordination |
| Schedule 7 - Module 5  Specialist Disability Accommodation | 1. Tenancy Management 2. Rights and Responsibilities 3. Conflict of Interest 4. Service Agreements with participant/s |
| Schedule 7 - Module 5  Specialist Disability Accommodation | 1. Behaviour Support Plan Monitoring and Review 2. Reportable Incidents involving the use of a Restrictive Practice 3. Interim Behaviour Support Plans |

**NDIS Code of Conduct**

The purpose of the NDIS Code of Conduct is to ensure all participants health, safety and well-being are adhered to, thus allowing Eyecare Support Worker Services Pty Ltd. to provide quality care to all who require their service.

Eyecare Support Worker Services Pty Ltd. will enforce the necessary measures and strategies to ensure the Codes of Conduct are thoroughly implemented within the procedures of the company. All workers of Eyecare Support Worker Services Pty Ltd. are expected to follow and adhere to these procedures, thus achieving the best possible quality of care for their participants.

For more information regarding the NDIS Code of Conduct, refer to:

<https://www.ndiscommission.gov.au/sites/default/files/documents/2019-05/code-conduct-workers-mar-2019-11.pdf>

Below outlines the specific requirements outlined in the NDIS Code of Conduct that Eyecare Support Worker Services Pty Ltd. will impalement within their procedures and practices:

1. Act with respect for individual rights to freedom of expression, self- determination and decision-making following applicable laws and conventions.
2. Respect the privacy of people with disability.
3. Provide supports and services in a safe and competent manner, with care and skill.
4. Act with integrity, honesty and transparency.
5. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability.
6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability.
7. Take all reasonable steps to prevent and respond to sexual misconduct.

**Compliance Requirements**

To fully comply with the requirements, Eyecare Support Worker Services Pty Ltd. will ensure to implement these measures within their service to ensure all participants are receiving the standard quality care they deserve.

WE are required to:

* Respect the privacy and dignity of all participants.
* Ensure all participants have the opportunity to engage in decision-making regarding their goals and the planning and delivery of supports.
* Ensure all participants are supported when engaging in decision-making concerning their goals and the planning and delivery of supports.
* Encourage and support social and economic participation and independence.

By doing so, Eyecare Support Worker Services Pty Ltd. and its workers are able to adhere to the requirements of compliance, thus preventing an occurrence of a breach.

**Compliance Breaches**

Eyecare Support Worker Services Pty Ltd. and its workers understand and acknowledge the seriousness of a breach of compliance and will implement the necessary measures to ensure all compliance breaches are managed efficiently and effectively.

Upon detection of a compliance breach or possible compliance breach, workers must inform the current Management of the occurrence. The information regarding the violation will be disclosed to the CEO/Director, who is responsible for monitoring and documenting the breach using the Compliance Register.

If a worker of Eyecare Support Worker Services Pty Ltd. is the person responsible for the breach, they may be required to regularly report to their assigned delegate who is responsible for monitoring, reporting and reviewing their behaviour and actions to the CEO/Director. This information will also be reported and documented in the Compliance and Enforcement Register.

In the event of a minor compliance breach, it is the responsibility of the CEO/Director to investigate and resolve the issue in order to restore compliance and provide security within Eyecare Support Worker Services Pty Ltd.

If the compliance breach is serious in nature, the NDIS Commission may be notified and are likely to intervene. An investigation will be conducted to determine the seriousness of the violation and penalties will be distributed accordingly. Eyecare Support Worker Services Pty Ltd. will support the investigation and provide the Commissioner with all relevant information and documents regarding the compliance breach.

**Reviewing Compliance**

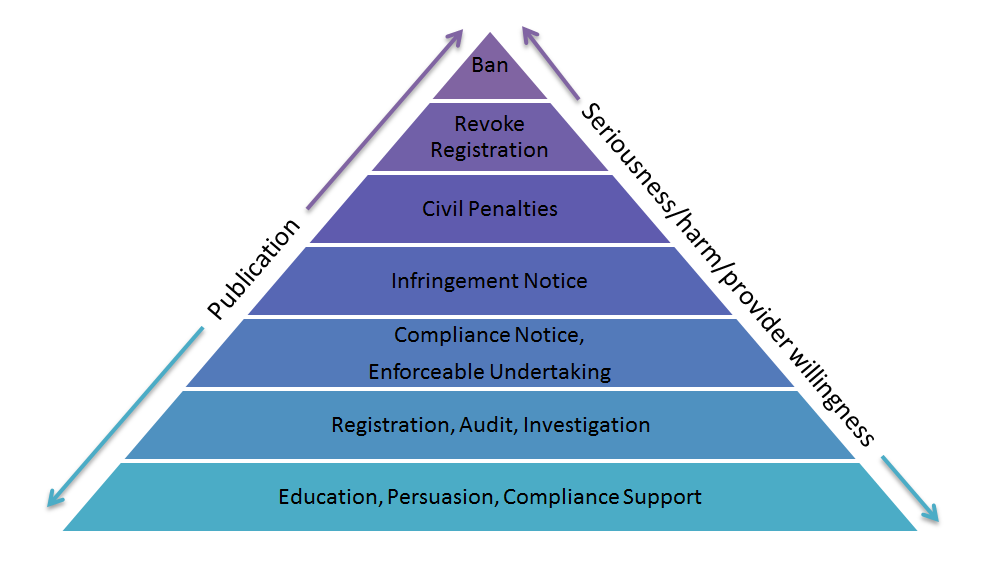
The CEO/Director oversees and reviews the compliance of Eyecare Support Worker Services Pty Ltd. and is accountable for:

* Improving compliance across all Eyecare Support Worker Services Pty Ltd. practices.
* Cultivating a compliance-conscious atmosphere through changes to appropriate demands and regular data exchange sessions on worker meeting agendas.
* Improving compliance across the business.
* Ensuring workers are aware of their compliance obligations and create an environment for compliance.

The CEO/Director oversees compliance issues, on the basis of monthly statistics and are tracked by recorded on the Compliance and Enforcement Register. This involves internal inspections and conducting external audits. At the same time, CEO/Director monitors changes to Eyecare Support Worker Services Pty Ltd. compliance requirements through regular checks, communication with relevant government agencies, checking of appropriate feedback databases, and annual internal audits for Eyecare Support Worker Services Pty Ltd. When appropriate changes are made, workers will be informed as soon as possible.

**NDIS Commission Compliance Pyramid**

The purpose of the compliance pyramid is to illustrate the possible repercussions of a compliance breach. The NDIS Commission utilise the pyramid to ensure a proportionate and responsive approach to regulation is implemented when handling breaches.

Eyecare Support Worker Services Pty Ltd. and its workers are aware and understand the possible repercussions of a severe or minor compliance breach.

Supporting Documents

Documents relevant to this policy and procedure include:

* Eyecare Support Worker Services Pty Ltd. NDIS Certificate of Registration
* Internal Review and External Audit Schedule
* Compliance Pyramid
* Feedback Forms
* Feedback Register
* Compliance and Enforcement Register.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Compliance Policy and Procedure.  I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

1.3 Records and Information Management Policy and Procedure

Policy and Procedure

This policy and procedure will provide workers and participants with the relevant information on the development and continued maintenance of documentation and records, as well as ensuring to clarify the responsibilities of the workers. This information will apply to everyone that is involved with the company; ensuring it meets all relevant legislation, regulations and standards.

The objective of this policy and procedure will ensure that all the information provided to Eyecare Support Worker Services Pty Ltd. workers, are accurate, reliable and functional, providing clear evidence of decisions and transactions, that promote business operations and formulate policies and methods. The goal is to ensure Eyecare Support Worker Services Pty Ltd. meets the requirements and expectations of the community.

|  |  |
| --- | --- |
| Information and documentation created for Eyecare Support Worker Services Pty Ltd. records and information designed or developed in all formats, including:   * Paper documents. * Emails. * Text signals. * Audio image equipment. * Business system data. | All systems used to generate, maintain and store information and records, including:   * Participant and economic administration systems. * Email correspondence. * Websites. * Social media. * Databases. |

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

|  |  |
| --- | --- |
| Information Management | Is the collection and management of information from one or more sources? |
| Information | Facts provided or learned by something or someone. |
| Records Management | A method for monitoring the production, collection, maintenance use and storage of documents; this includes procedures for how the Eyecare Support Worker Services Pty Ltd. conducts their record-keeping, as well as business details and transactions. |
| Retention and Disposal Schedules | This is the record keeping produced and maintained by Eyecare Support Worker Services Pty Ltd. as well as ensuring proper means for discarding the record appropriately. |
| Record | A record is a thing comprising of evidence about the past; it is an account kept in writing or another permanent form. |

Policy

A well-maintained records Management system supports the production of quality services to participants. Eyecare Support Worker Services Pty Ltd. is committed to the development and maintenance of data and record management methods that satisfy the needs of the company, legislative requirements and compliance standards.

Eyecare Support Worker Services Pty Ltd. information and records are resources which are vital for ongoing procedures and valuable evidence of business choices, operations and transactions. For Eyecare Support Worker Services Pty Ltd. to efficiently and effectively develop and maintain their business, data creation and maintained must follow all phases of the data life cycle. The cycle begins with the creation of the record, which is the initial development. The process then continues into storing and using; this involves the appropriate storage methods are being followed, as well as the correct means of use, including confidentiality and security. The next stage of the cycle is archiving; this is when inactive documents are stored for their required time before the final stage of the cycle is implemented. The final stage is the disposing of records, destroying correctly archived documents.

Procedures

Eyecare Support Worker Services Pty Ltd. utilises and implements the Records and Information Policy and Procedure to ensure all vital documentation and resources are stored and achieved in a safe and effective manner. At the beginning of employment, all workers are expected to undertake an induction, providing them with information in confidentiality, privacy and information management; this is underlined in Eyecare Support Worker Services Pty Ltd. Human Resources Policy and Procedure. Workers are then continuously reviewed regarding their knowledge and process of implementing data protection and information. The reviews are regular, and workers will be required to do further training if needed.

Any work-related data must remain in the Eyecare Support Worker Services Pty Ltd. unless permission is granted by the CEO/Director. Any data generated regarding workers during their employment, or obtained by workers from information development by Eyecare Support Worker Services Pty Ltd. is the property of Eyecare Support Worker Services Pty Ltd. including but not limited to:

* Equipment-based.
* Paper.
* Electronic.
* Or any other format.

**Freedom of Information**

Eyecare Support Worker Services Pty Ltd. utilises an Access to Information Request Form to allow any persons wishing to access information understand the Rights and Responsibilities behind the requirement. The CEO/Director is responsible for receiving this form and following through with approval if adequate. Eyecare Support Worker Services Pty Ltd. understands that they may be required to provide personal documentation, information or records to personnel requesting it. These persons may include:

* Participants themselves.
* Government authorities/agencies.
* Participants Representatives.
* Participants Families or Carers.

**Hard Copy Records**

It is important that hard copy documents are:

* Kept safe, maintained and inspected regularly.
* Kept free of water, mould and dampness.
* Pest management systems.
* They should be kept away from the immediate risks of sun, heat and fire.
* Restrictions implemented to decrease chances of theft, misuse or lost records.

Private information belonging to the Eyecare Support Worker Services Pty Ltd. is required to be stored in a locked compartment. Keys used for lockboxes must also be locked away and only be accessed by authorised workers when necessary. In the case that confidential records need to be moved from Eyecare Support Worker Services Pty Ltd. premises, it must be placed in a non-transparent lockable item (box, folder, briefcase).

**Electronic Records**

To ensure security with business systems and computers will be password-protected and be limited to specific ranked workers. All workers must use different usernames and passwords to ensure control and security of services.

Furthermore, workers are expected to log off/lock unattended computers and ensure the area is clean.

Continuing to ensure the security of records, Eyecare Support Worker Services Pty Ltd. will utilise protective systems for preserving and maintaining their electronic information, that satisfies relevant legislative and legal obligations.

These systems have back-up and disaster response arrangements to ensure security further. Formats that are not suitable for business records include:

* Email folders.
* Shared folders.
* Personal drives.
* External storage devices (USB, hard drive).

Eyecare Support Worker Services Pty Ltd. utilises and maintains Electronic Records depending on the type of documentation and it’s presented format. We aim to keep all documentation secure and safe from damage, harm, or misuse.

Eyecare Support Worker Services Pty Ltd. also recognises the need to maintain a strong and secure Financial Management system.

**Development of Records**

Personnel will document verbal meetings and seminars aligned with participants endorsing their company strategy. It requires guidelines to be observed, including follow-up to address the issues and provide input and responses. All Eyecare Support Worker Services Pty Ltd. workers are required to produce written reports of all business operations and decisions, including the communication and support of participants in the NDIS.

Records must be created in an appropriate format that meets the best record-keeping procedure for the information documented. If forms are required to be created, Workers should observe if any similar forms have been required before requesting assistance from a manager or the CEO/Director. Record development must include all the necessary details and must be accurate, fact-based and rational. Hard copy files should only be drawn up when necessary. Records should be created and stored digitally, wherever possible. This allows the minimisation of theft, damage, misuse etc. Where documents and file notes occur, consideration should be given ensuring to avoid replicating the same data.

**Management of Records**

For guidance on which system information should be placed on, workers can contact the CEO/Director. All documents must be stored securely and in the appropriate categories. If information is received in a digital format, then this format should be maintained. Digital documents should not be converted to a different digital format; it is essential to keep its original format.

Inactive documents are records that are not widely used or utilised for current business operations; they may need to be archived or reviewed. If they have already been archived for a specific length of time, they must be disposed of appropriately. Recognition of whether documentation needs to be archived or disposed of is the responsibility of the CEO/Director.

Archiving Electronic Records: If electronic records are not contained in an information Management system, the data must be maintained for internal or external access on a secure platform. Care must be taken when upgrading applications to ensure that all file formats and record-keeping equipment remain accessible as long as the document is needed to be preserved. Using archive facilities in the electronic information Management systems of Eyecare Support Worker Services Pty Ltd. electronic records will be archived.

Archiving Hard-copy Records: To ensure all records are kept in their retention period for the correct amount of time, they mustn’t be moved from their area until their retention time is up.

When archiving documents all extra materials, such as plastic sleeves, rubber bands, etc., must be removed from the document before being archived. All inactive documents must remain together in an archive cabinet.

Every archived cabinet must:

* Each cabinet must be numbered and stored in a safe place.
* Attach a list of the contents to the archive cabinet.
* Be stored in a locked, secure room kept from any damaging situations (e.g., moisture, fire, pests, etc.).

Eyecare Support Worker Services Pty Ltd. method of destroying Hard Copy documents is by shredding.

As information deleted on an electronic device can be restored, storage devices must be destroyed physically. If required, Eyecare Support Worker Services Pty Ltd. will contact an external company such as an IT Technician to remove or destroy any files.

**Using Records**

As described in the Privacy and Confidentiality Policy and Procedure, personnel are only to access records required to perform their duties. Workers need to secure and lock unattended computers to protect documentation.

Connection to Eyecare Support Worker Services Pty Ltd. information management systems must be accepted by the CEO/Director. Access to information systems will be evaluated periodically and may be modified, withdrawn and dismissed if the position of the worker's changes.

The CEO/Director performs annual physical and electronic access audits to ensure Eyecare Support Worker Services Pty Ltd. safely and securely stores the records. Eyecare Support Worker Services Pty Ltd. checks the workers use of documentation on a frequent basis and conducts file audits to verify that documents are reliable, complete, and guidelines are abided.

Should any passwords be known by any worker or employee leave Eyecare Support Worker Services Pty Ltd., the CEO/Director will ensure all passwords including computers, alarm codes or coded locks, are changed.

**Archiving Requirements**

Records considered to be public shall be kept for the times stated in the:

|  |  |
| --- | --- |
| WESTERN AUSTRALIA: | * Relevant Retention and Disposal Schedule (State Records Office of Western Australia) * [http://www.sro.wa.gov.au/state-recordkeeping/disposal-state-records |

* Businesses are required to establish and maintain documents for each worker from the time of initial hiring for an ongoing seven years. [Disregard if you do not have staffing arrangements]
* In most instances, the documents of the Eyecare Support Worker Services Pty Ltd. are not for public access, as they contain private data subject to State and Federal Privacy Law.
* Documents must be retained for at least seven years from the date of creation if relating to NDIS operations.
* Eyecare Support Worker Services Pty Ltd. is required to keep records for up to five years, from the date of creation for The Australian Taxation Office (ATO).
* Businesses must maintain documents from the time they were established for up to seven years for the Australian Securities Investment Commission (ASIC). [Disregard if your business structure is not registered through ASIC, usually all companies are registered via ASIC]

Supporting Documents

Documents relevant to this policy and procedure include:

* Privacy and Confidentiality Policy and Procedure
* Internal Review and External Audit Schedule
* Key Register
* Access to Information Request Form.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

By signing this document, I acknowledge that I have read and understood the Records and Information Management Policy and Procedure.  I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

1.4 Fairness, Prejudice and Workplace Harassment Policy and Procedure

Policy and Procedure

Eyecare Support Worker Services Pty Ltd. utilises the Fairness, Prejudice and Workplace Harassment policy and procedure to promote the health, safety and wellbeing of all persons related or within the company. Any workers within Eyecare Support Worker Services Pty Ltd. are required to operate in accordance with all set-out protocols to ensure fairness and equality is continuously provided.

The aim of this policy and procedure is to provide Eyecare Support Worker Services Pty Ltd. with the appropriate guidelines to ensure all workers are treated with respect, dignity and have equal opportunity regardless of other circumstances or presentations.

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| Prejudice | preconceived opinion that is not based on reason or actual experience. |
| Sexual Discrimination | When someone is treated less favourably than a person of the opposite sexwould be treated in the same or similar circumstances. |
| Ethnic Discrimination | Discrimination based upon a person’s immigration status, ancestry or cultural or country of origin and a person’s ethnicity. |
| Disability Discrimination | When you are treated less well or put at a disadvantage for the reason that relates to your disability. |
| Age Discrimination | Age discrimination in employment occurs when an employee or prospective employee is subject to unfair or different treatment in respect of his or her employment on the ground of age. |
| Fairness/equity | Impartial and just treatment or behaviour without favouritism or discrimination. |
| Sexual Harassment | Behaviour characterised by the making of unwelcome and inappropriate sexual remarks or physical advances in a workplace or other professional or social situation. |
| Workplace Harassment | Workplace harassment is the belittling or threatening behaviour directed at an individual worker or a group of workers. |

It ensures policies are put in place for efficient resolution of any matters. If Eyecare Support Worker Services Pty Ltd. does not hire workers or volunteers, this area is relevant and important to the whole corporation. In this case, comparisons to workers often extend to administrators.

This extends to all workers and meets relevant laws and regulations and standards.

Definition

Policy

Utilising various policy and procedures, such as Human Resources, Workers Code of Conduct and Feedback, Compliments and Complaints, Eyecare Support Worker Services Pty Ltd. must ensure that all workers are contributing to a safe, positive and equitable environment. Eyecare Support Worker Services Pty Ltd. will make any relevant changes in order to provide a positive work environment. Eyecare Support Worker Services Pty Ltd. will continue to develop and maintain policies and systems in place to support equal opportunities for all workers and continued development of services applicable to workers for needs such as counselling and special needs. The Eyecare Support Worker Services Pty Ltd. is an equal opportunity provider, which means they must ensure they are abiding by state and federal laws surrounding equal opportunity.

Procedure

Eyecare Support Worker Services Pty Ltd. must ensure that they are regularly monitoring and adapting their systems to meet the standards of the Equal Employment Opportunity (EEO). These can be but are not limited to workplace and education advancements, wages, end of employment policies, evaluation policies and complaint policies.

**All-encompassing Language**

Workers must ensure that when composing any documents, they must not contain any form of racism or sexist terms. All documentation must be inclusive regarding a person’s sex or race. Workers must strive to use non-binary pronouns, such as them, their and they; to limit any conflicts and to limit judgements passed on workers. Exclusion of male-dominant terms will also support a non-sexist work environment.

**Harassment**

Any form of harassment within the workplace against another worker or public participant will not be accepted. If a worker has been found responsible for any harassment issues, they may be subject to consequences regarding their employment in conjunction with Eyecare Support Worker Services Pty Ltd.Human Resources Policy and Procedure. Types of harassment include racial abuse, sexual harassment, transgender or homosexual maliciousness and slander regarding HIV/AIDS.

**Incorrect Operation**

Any violations of this policy and procedure should be communicated immediately to the CEO/Director or if not practical, then the management team. Violations will be handled critically and securely to limit consequences. If a worker believes that they have experienced some form of harassment or discrimination, after communicating to the CEO/Director they must fill out and submit an official complaint, which the CEO/Director will view in conjunction with the Disputes and Grievances Policy and Procedure. Concerning the Incident Management Policy and Procedure, the matter should be handled in a swiftly and efficiently.

**Discrimination**

Workers must not discriminate against:

Politics

Debility

Pregnancy

Skin colour, ethnicity or race

Supporting Documents

Documents applicable to this policy and procedure are:

* Disputes and Grievances Policy and Procedure
* Workers Code of Conduct.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

By signing this document, I acknowledge that I have read and understood the Fairness, Prejudice and Workplace Harassment Policy and Procedure.  I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

1.5 Disputes and Grievances Policy and Procedure

Policy and Procedure

All matters relating to complaints or disagreements from Eyecare Support Worker Services Pty Ltd. workers will have outlined steps within this policy and procedure of how to handle these matters. Workers can refer to Feedback, Complaints and Dispute Resolution Policy and Procedure to handle any complaints or disagreements. Eyecare Support Worker Services Pty Ltd. will resolve all complaints and disputes in a way that is reasonable and understandable by all workers. This policy and procedure must abide by current legislation, regulations and standards, and covers all workers.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

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| Complaint | Where a worker has made an official complaint regarding the corporation or another worker. |
| Feedback | Is the return of information based on an individual’s performance. |
| Disagreement | Conflict or dispute that may occur as a result of bigotry, intimidation and any other actions amongst workers as well as the company. |
| Sexual Harassment | Persistent behaviour, other than sexual harassment, by one worker or community of staff inappropriate, unsolicited, and considered offensive, disruptive, embarrassing, or harmful by another member of the workplace. |
| Grievance | An official statement complaining about something wrong or unfair. |
| Intimidation | Frighten or threaten someone to do get what one wants. |
| Dispute | A disagreement or argument about something. |

Policy

It is the responsibility of Eyecare Support Worker Services Pty Ltd. to maintain and continue to develop the connection between management and workers.

Workplace complaints and disagreements can occur for an array of reasons, but are not restricted to:

* Intimidation.
* Harassment or prejudice.
* Disagreements between a worker and his or her manager or supervisor or among workers/volunteers.
* Concerns linked to in-house Eyecare Support Worker Services Pty Ltd. procedures.

Any complaints and disagreements that arise within the corporation are to be managed with efficiency and discretion. This will involve all relevant parties working together, engaging in open conversation, to come to a resolution that is satisfactory for all. During the resolution process, all employee duties remain the same unless any persons may be in danger.

Procedure

Eyecare Support Worker Services Pty Ltd. will utilise the Feedback, Compliments and Complaints Policy and Procedure to ensure an updated and maintained Dispute and Grievances Policy and Procedure, suited to the workplace as well as relevant legislation. Often circumstances can occur where an individual is under the impression that an action by Eyecare Support Worker Services Pty Ltd. was taken unethically, incorrect or adversely affecting them. When, with reason, the individual claims that judgement is unreasonable, they may present a grievance in compliance with this procedure. Any complaints must be examined in an unbiased approach, and all complaints will be considered in high regard.

Eyecare Support Worker Services Pty Ltd. Management for resolution of complaints and disagreements, including reaching an agreement that takes into consideration the opinion of all involved, reduces the occurrence of differences and allows all involved to represent their disagreement or complaint in an outlined method.

There are cases in which a complaint may not be filed, and other applicable policies and procedures protect these. For instance, issues that are being handled or have been settled by external agencies, a concern of work duties regarding a member of the workplace, decisions pertaining to employers' compensation claims, and when workers issues have not been resolved. Disagreements and complaints must be treated with the utmost privacy by all concerned, and the claimant must not be mistreated.

**Officially Reporting Grievances**

If a conflict cannot be settled, a grievance should be submitted by the representative of the workers at Eyecare Support Worker Services Pty Ltd. to the CEO/Director in writing form. These reported grievances have essential information that must be included in the record. These include a record of anyone involved or who observed the incident, the decisions made with reasoning, date and time of the incident, detailed explanation of the negative impact the experience had on an individual or group, any prior made decisions in an attempt to provide a resolution, and how you wish to proceed to resolve the situation. All this information must only be submitted to the CEO/Director unless there is a conflict of interest. The grievance will then be handled by your next in charge or an independent party.

**Disagreements**

Step 4

Any matters relating to sexual harassment or discrimination are to be reported to Management at once. These matters are to be examined in conjunction with the Workplace Incident Investigation Policy and Procedure.

**Investigating Complaints/grievances**

Ensure the management of complaints holds up to equality and integrity, as it can result in strengthening or weakening the investigation of the workplace. Eyecare Support Worker Services Pty Ltd. must upkeep procedural equality by relying on a worker’s findings, and the investigation regarding workplace decisions and Eyecare Support Worker Services Pty Ltd. must defend all parties involved and their interests throughout the investigation.

CEO/Director must investigate a formal complaint once it has been lodged within five working days. If the CEO/Director has a clashing concern regarding the formal complaint, the supervisor will be appointed to oversee the investigation, if this is also not practicable or possible, an investigative committee that has been outsourced shall be selected to perform the inquiry.

The selected investigator must ensure that the accused is innocent until proven guilty with fair opportunity to respond, the matter is kept private, accused are informed of all accusations, the investigation will be conducted in a reasonable amount of time, enough evidence is procured before judgment is passed, and those involved have the option of having a support person sitting in on investigative discussions.

Interviews are to be held with all parties involved, including the individual who lodged the complaint, the individual who is being accused (a support person may attend for both the accused and the victim) and any persons that have information regarding the matter and any other relevant parties involved. The support person's responsibility is to provide moral support; they cannot respond to questions on behalf of the person they assist or give their personal views, feelings or insights. The support people must not be involved in the investigation in any other way.

Throughout the investigation, all parties will be given a chance to detail the events and explain the situation on their account. All interviews are always to be performed while upholding administrative equality and be impartial of all involved. Any interviews or concerns conducted during the investigation must be documented.

**Conclusion & Determinations**

When a disagreement or complaint may be upheld, depending on the nature and severity of the complaint, the individual who caused the altercation may be required to but is not limited to: undertaking additional training, given a written warning, apologise to the individual that filed the grievance, undertake counselling, receive a demotion, be transferred or be let go due to the resentment.

When a disagreement or complaint may not be upheld due to the absence of evidence, Eyecare Support Worker Services Pty Ltd. can recap all workers of their responsibilities regarding the Code of Conduct and Eyecare Support Worker Services Pty Ltd. Equity, and Anti-Discrimination and Workplace Harassment Policy and Procedure. Eyecare Support Worker Services Pty Ltd. can organise workers to be retrained regarding discussion and disagreement skills and resolutions and addressing conflicts that may arise between workers that have been noticed by supervisors and given the opportunity for counselling.

If the disagreement or complaint is discovered to be a frivolous complaint, Eyecare Support Worker Services Pty Ltd. may request supervisors to recognise potential problems and recommend all workers to undergo communication skills and conflict resolution. Eyecare Support Worker Services Pty Ltd. will kindly inform all workers of their expectations under the Code of Conduct and Eyecare Support Worker Services Pty Ltd. Equity, Anti-Discrimination and Workplace Harassment Policy and Procedure and provide counselling to their workers.

Based on the severity of the claims, the person that complained may be subjected to writing a formal apology document to the individual that had these accusations against them. Disciplinary actions of employment such as a documented warning, demotion, dismissal, counselling or additionally are required to partake in further education.

If a solution regarding any complaints or disagreements cannot be reached, the individual that lodged the grievance has the right to outsource the matter to an external organisation, such as the Fair Work Commission.

Workers are entitled to petition against any ruling regarding disagreements. These petitions must be submitted in writing to the CEO/Director. Workers that successfully challenge the appeal will have all aspects reconsidered for correctness. Workers who fail to appeal will have their original judgement reaffirmed for them. CEO/Director will determine the definitive conclusion.

Supporting Documents

Documents applicable to this policy and procedure are:

* Equity, Anti-Discrimination and Workplace Harassment Policy and Procedure.
* Human Resources Policy and Procedure.
* Workers Code of Conduct.
* Workplace Incident Investigation Policy and Procedure.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Disputes and Grievances Policy and Procedure.  I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

1.6 Privacy and Confidentiality Policy and Procedure

Policy and Procedure

This policy and procedure has been structured to communicate to workers correct and appropriate means for the security of confidential information, and the benefit of the company. This policy and procedure extend to all Eyecare Support Worker Services Pty Ltd. workers, and failure to abide by this will result in strict disciplinary action. This Policy and Procedure also relates to the Records and Information Management Policy and Procedure; therefore, for further information, reference the Policy and Procedure where required. Furthermore, it incorporates and utilises the policies and procedures outlined in Eyecare Support Worker Services Pty Ltd. General Privacy Policy and Procedure.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

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| Health Information | Data related to a person's medical history, including symptoms, diagnoses, procedures, and outcomes. |
| Confidentiality | The state of keeping or being kept secret or private, professionals should not share personal details about someone with others, unless that person has said they can, or it is absolutely necessary. |
| Personal Information | Any information relating to an individual. |
| Sensitive Information | Data that must be protected from unauthorized access to safeguard the privacy or security of an individual or organisation. |
| Privacy | The state of something being free from public attention. |

Policy

Eyecare Support Worker Services Pty Ltd. supports the privacy and confidentiality of their workers and participants through the utilisation of the Records and Information Management Policy and Procedure. Eyecare Support Worker Services Pty Ltd. is required to maintain the protection of workers and participants privacy continuously. Every person has the right to decide whom to share personal information. Workers remain responsible for the privacy and security provided to the participants and fellow workers. Before any information is gathered, Eyecare Support Worker Services Pty Ltd. must ensure that the information will is used correctly and appropriately.

The procedures of privacy and confidentiality communicate with the lifecycle of data as follows:

* Create a collection of all forms of participant details and any other relevant information as well as service agreements to ensure they have given both verbal and written consent.
* Store all information securely as per the Records and Information management Policy and Procedure and limit access.
* Use the information to update when applicable, disclose the information to staff members and report if necessary.
* Archive the documents securely once the participant has exited the service as per the Records and Information Management policy and procedure and limit access.
* Once the archive period is complete, dispose of documents securely as per the Records and Information Management policy and procedure.

Procedures

The CEO/Director is committed to ensuring that Eyecare Support Worker Services Pty Ltd. follows the 1988 (Cth) Privacy Act standards, as well as any other relevant government and territory laws and specifications.

Which can include but is not limited:

It is the responsibility of all Eyecare Support Worker Services Pty Ltd. workers to read and comply with the state and federal legislation concerning privacy and confidentiality, including this policy and procedure. This includes:

* Collection/Creation
* Process
* Storage
* Utilisation
* Disclosure
* Disposal.

Eyecare Support Worker Services Pty Ltd. is required to give workers appropriate training regarding their knowledge of systems in place for the confidentiality of company data; this will be done through performance reviews. If it is found that a worker does not encompass correct knowledge, extra training may be given to ensure consistency throughout Eyecare Support Worker Services Pty Ltd., with conjunction with the Human Resources Policy and Procedure. The Eyecare Support Worker Services Pty Ltd. Privacy Statement must be in the Eyecare Support Worker Services Pty Ltd. Participant Handbook.

**Personal Information**

Eyecare Support Worker Services Pty Ltd. is required to provide workers with consent forms for personal information, which will be considered respectfully, and no information will be used without consent.

Personal information includes but is not limited to:

* Photographs.
* Films.
* Recordings.

**Participant Information Collection and Consent**

Eyecare Support Worker Services Pty Ltd. will only require confidential information to determine potential participants suitability for a service and to monitor the services provided.

A participant is entitled to supply, access, update and use any personal information if necessary to ensure correct information is in the system, they may refuse to disclose some information and have the right to revoke their consent to disclose personal information.

Personal participant information that Eyecare Support Worker Services Pty Ltd. collects. Involves but is not limited to:

Before collecting personal information from participants or their advocates, Eyecare Support Worker Services Pty Ltd. workers must clarify why the information is being collected, exactly how it is being stored and used as well as why Eyecare Support Worker Services Pty Ltd. requires the information. Eyecare Support Worker Services Pty Ltd. only gathers the necessary personal information of participants for the protected and adequate provision of services. All private and confidential information must be stored safely.

Eyecare Support Worker Services Pty Ltd. implements and employs the use of Privacy Statements for participants, their family members, and advocates. The Privacy Statement is a document Eyecare Support Worker Services Pty Ltd. provides which has information on how Eyecare Support Worker Services Pty Ltd. abides by all privacy laws whist protecting participants privacy. Workers who are in direct communication with participants or their related personnel must do the following:

* Ensure they have signed their own privacy statement annually and it is kept up to date.
* Provide written information to participants if requested (such as this Policy and Procedure).
* Provide verbal information to participants if requested.
* Understand and comply with participants (or their related personnel) communicational requirements, such as overcome any language barriers.

Eyecare Support Worker Services Pty Ltd. workers will support participants if they need to gain access to an interpreter if required. Participants, their family members and advocates are accountable for ensuring the correct use of others personal information, the return of the consent form, respecting peoples wishes not to be captured on camera, and ensuring the communication of accurate information.

Following the information provided in this policy and procedure, Eyecare Support Worker Services Pty Ltd. workers must use a Consent Form to verify and clarify the information stated in this policy and procedure. This consent form indicates whether participants have allowed Eyecare Support Worker Services Pty Ltd. to hold, retain and use vital information of the participant. This information may include the following; however, is not limited to:

* Full Name.
* Nationality.
* Date of Birth.
* Preferences.
* Personal Goals.
* Medical Information.
* Referrals.
* Case/Progress Notes.

**Personal Workers Data**

**Audits**An NDIS approved quality auditor has the right to request an interview from any participant file that requires assessment. Eyecare Support Worker Services Pty Ltd. must ensure they are abiding by the standards outlined in the 2018 National Disability Insurance Scheme (Approved Quality Auditors Scheme) Guidelines. This automatically includes participants in the NDIS Practice Standards audits. However, a participant may refuse to participate in audits with a written notice directed to the CEO/Director.

**Privacy and Confidentiality**

Worker or participant personal information can only be disclosed in order to comply with legislative responsibilities such as mandatory reporting when required by law, to outside associations with the worker or participant’s consent or of the child participants, parents or guardians, with the written consent of the authorised individual, and if emergency medical treatment is required.

If an individual is in a situation where they are unsure about disclosing another’s personal information, they should communicate and discuss with the CEO/Director.

International: Eyecare Support Worker Services Pty Ltd. is required to ensure that any foreign participants do not violate any Australian Privacy Principles (APPs); this is under the Privacy Act 1988. However, this requirement will not apply if the foreign participant is dependent to legislation or binding system, in which has the power to protect the private and confidential information in an approach significantly equivalent to that delivered by the APPs.

**Storage and Access**

View Eyecare Support Worker Services Pty Ltd. Records and Information Management Policy and Procedure for additional details on exactly how Eyecare Support Worker Services Pty Ltd. systems are able to ensure privacy for storing, and protection of private data.

Both the CEO/Director and workers will only access the personal information if it is necessary to fulfil any responsibilities or services for the Eyecare Support Worker Services Pty Ltd.. All stakeholders can request access to any information regarding themselves. Any participant access or modification demands must be presented to the individual of Eyecare Support Worker Services Pty Ltd. who is responsible for monitoring the Participant's personal information. All workers have the same access to or requests for modification as participants.

For any access or correction of information, the CEO/Director should be notified immediately, within two business days. The individual responsible for the acceptance status of information will either accept or reject with reasoning as to why.

A request for access or correction may be rejected as it would have an unwarranted impact on the privacy and confidentiality of other individuals. The request is thoughtless and annoying. It may cause a dangerous threat to any individuals life or wellbeing. All participant requests for access or correction refused by the CEO/ Director must be authorised and documented in the participant's file. Any workers who have been refused access or correction requests must be approved by the CEO/ Director and recorded in the individual’s file.

**Notifiable Data Breaches Scheme**

The Notifiable Data Breaches (NDB) Scheme is a federal scheme under the Privacy Act 1988 (Cth). Eyecare Support Worker Services Pty Ltd. is required to report any incidents to the Australian Information Commissioner. A data breach happens when the private information retained by companies is damaged, or exposure to it is not permitted. A violation of the data can occur as a result of the failure of Management or security system, deliberate intent or technical failure. Additionally, damage can be done that causes significant economic harm.

**Identifying a Notifiable Data Breach**

A Notifiable Data Breach occurs when Eyecare Support Worker Services Pty Ltd. is unable to prevent the potential risk of harm through corrective measures. It also occurs when release or access to private information was not permitted, or data lost in circumstances in which unauthorised access or release is probable to be present. Release or loss is expected to affect all individuals involved with the information.

Serious damage may include damage to credibility in the form of a breach of information. Which may result in:

* Physical damage.
* Emotional damage.
* Financial damage.

Any suspected or current information breaches must be identified to the CEO/Director, who is responsible for assessing the action of Eyecare Support Worker Services Pty Ltd. and if the breach is to be registered under the NDB Scheme. It will not be considered a notifiable data breach if the CEO/ Director of Eyecare Support Worker Services Pty Ltd. responds promptly to reduce the information violation.

**Responding to a Data Breach**

Should the situation arise where any persons of Eyecare Support Worker Services Pty Ltd. believe there has been a significantly damaging data breach, the CEO/Director is responsible for the immediate investigation of the incident. If required, the CEO/Director may liaise with external organisations to minimise the opportunity of reoccurrence, theft and harm. If the data breach is considered notifiable by the CEO/Director, the Data Breach Response Team of Eyecare Support Worker Services Pty Ltd. must be advised.

The CEO/Director is responsible for:

* + Support for risk leadership, assessing danger from infringement.
  + Supporting the Human Resources Manager where the worker's actions caused the infringement; and
  + Providing media/communications knowledge and helping to communicate with impacted people and deal with media and external stakeholders.
  + Act as Project Manager, coordinating the team and supporting its participants.
  + Act as Senior Worker to introduce privacy knowledge to the team.
  + Act as Team Leader, accountable for guiding the reaction team and reporting to the CEO/ Director (unless they are the same person).
  + Legal assistance, identifying legal commitments and providing guidance.
  + Support for information and communication technology (ICT) or forensics, helping to define the cause and effect of infringement involving ICT technologies.
  + Providing information and documents Management knowledge, assisting in the review of breach-related safety and tracking checks (e.g. access, authentication, encryption, audit logs) and providing guidance on recording data breach reaction.

All implicated individuals will be informed of the breach of information as promptly as possible by the Data Breach Response Team. Eyecare Support Worker Services Pty Ltd. must continuously utilise and refer to the Data Breach Response Plan should the situation occur. This event should be documented in the Incident Register, with information on which efforts were utilised to prevent the situation from occurring again.

Should a data breach event occur, Eyecare Support Worker Services Pty Ltd. follows a methodological process to minimise the damage of the event as well as appropriate input measures to prevent future occurrence. The Data Breach Response Team or the CEO/Director is responsible for managing this incident. They must begin with controlling information violation, meaning they must put into effect appropriate measures to minimise which information may be viewed or leaked. This can be done by removing electronic files from the location of the breach into an external hard drive inaccessible to others. They then must formulate a conclusive list/record of which information was breached and discuss or implement measures to minimise any associated or correlated threats to others. For example, Eyecare Support Worker Services Pty Ltd. may have to change personal financial or business details to ensure the safety and protection of the organisation and its workers. Eyecare Support Worker Services Pty Ltd. must then evaluate the overall threat and the possible extenuating circumstances that may arise due to the breach. For example, it may be notifiable to the Australian Information Commissioner or notifiable to Management, workers or participants of Eyecare Support Worker Services Pty Ltd. Eyecare Support Worker Services Pty Ltd. must then input preventative measures to minimise the risk of reoccurrence. This may include liaising with an external organisation such as an IT company to further assistance.

**Notifiable Data Breaches Involving More Than One Entity**

The NDB Scheme acknowledges that private information is not often kept solely by one individual.

**Other Reporting Requirements**

Any breaches must be immediately reported to the NDIS Commission by the CEO/Director of Eyecare Support Worker Services Pty Ltd. Breaches of information may also affect reporting obligations beyond the Privacy Act 1988, such as:

* + Government Departments of the Federal, State or Territory.
  + Insurance providers.
  + The Australian Securities and Investment Commission (ASIC).
  + Australian Reporting and Analysis Centre (AUSTRAC).
  + Australian Tax Office (ATO).
  + Australian Prudential Regulation Authority (APRA).
  + Australian Cyber Security Centre (ACSC).
  + Australian Digital Health Agency (ADHA).
  + The financial service sector of Eyecare Support Worker Services Pty Ltd..
  + Professional and regulatory organisations.
  + The police or other law prosecution organisations.

To ensure that Eyecare Support Worker Services Pty Ltd. Cooperates completely with the Standards:

* Assess Eyecare Support Worker Services Pty Ltd. against Question 13 of the Organisation Compliance Checklist (protective information safety) of the Department of Health and Human Services. On http:/fac.dhhs.vic.gov.au/organisation-compliance-checklist you can find the checklist.
* The CEO/ Director will collaborate with the Victorian Government on the implementation of risk-based reporting mechanisms and ensure that Eyecare Support Worker Services Pty Ltd. takes reasonable steps to protect all Eyecare Support Worker Services Pty Ltd. participant records.
* The CEO/ Director will create an immediate measurement of information security
* Subscribe to the' Stay Smart Online ' website at https:/www.staysmartonline.gov.au.
* Review Eyecare Support Worker Services Pty Ltd. compliance with the Essential Eight and rectify any identified gaps
* This website helps on knowledgeable online behaviour patterns as well as how to respond to internet threats

You can find more details at https:/www.asd.gov.au/publications/protect/eight-explained.htm.

**Archiving and Disposal**

View Eyecare Support Worker Services Pty Ltd. Records and Information Management Policy and Procedure.

Supporting Documents

Documents relevant to this policy and procedure include:

* Data Breach Response Plan
* Privacy Audit Form
* Continuous Improvement Register
* Records and Information Management Policy and Procedure
* Participant Handbook
* Consent Form
* Privacy Statement
* Human Resources Policy and Procedure
* Privacy Statement
* Incident Register.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Privacy and Confidentiality Policy and Procedure.  I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

1.7 Risk Management Policy and Procedure

Policy and Procedure

By developing a successful risk analysis structure, this policy and procedure enforce the dedication of Eyecare Support Worker Services Pty Ltd. to performance, advanced and secure provision of services. This Risk Management Policy and Procedure has been designed to deliver support on risk management whilst ensuring the safety of workers, focusing on business intentions, company resources and maintaining economic reliability. This explains how risks are defined and handled to interested parties and including workers and Eyecare Support Worker Services Pty Ltd.. (Incident Management and Work Health Safety are covered in different policies and procedures).

This extends to all workers and meets relevant laws and regulations and standards.

Definition

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| --- | --- |
| Likelihood | The chances that something may occur. |
| Risk | A situation involving exposure to danger. |
| Hazard | A danger or risk. |
| Collaboration | The action of working with someone to produce something. |
| Probable | Likely to happen or be the case. |

Policy

Risk Management is a fundamental element of strategy and administration. Eyecare Support Worker Services Pty Ltd. is constructive in its risk management approach, integrates risk reduction expenditures with potential advantages and undertakes strategic preparation when vital threats are realised. Eyecare Support Worker Services Pty Ltd. handles its responsibility to control and recognise all forms of risks within the working environment such as economic, environmental, health and safety, compliance and functioning hazards with utmost honesty, integrity and all manners taken genuinely.

The principal duty of care provided by Eyecare Support Worker Services Pty Ltd. is to ensure the health and safety of all personnel and other individuals within the working environment. Eyecare Support Worker Services Pty Ltd. duty of care guaranteeing the health and safety of everyone involved, through eliminating risks as much as possible or if the risk cannot be eliminated, reducing the likelihood of risks affecting health and safety as much as possible.

Risk assessment is coordinated through all processes, and the adequate system is applied covering all aspects of NDIS assistance that is provided (management systems regarding risks reflect the corporation's size). Eyecare Support Worker Services Pty Ltd. must uphold that children always have the right to be safe and protected through the Risk Management Procedure. Eyecare Support Worker Services Pty Ltd. ensures to focus on establishing an environment that is safe for all children.

Eyecare Support Worker Services Pty Ltd. is focused on delivering an organisation which is vigilant in recognising, identifying and managing threats and integrates risk management into all aspects of its activities. Determining what may be reasonably practicable to safeguard people from harm, involves evaluating such issues such as the possibility of a risk or hazard developing and the extent of harm that could follow, and then forming an opinion as to what is appropriate at the time.

Active risk management includes:

* A commitment to health and safety from the Eyecare Support Worker Services Pty Ltd. CEO/Director and Management team.
* The participation and collaboration of Eyecare Support Worker Services Pty Ltd. workers.

Eyecare Support Worker Services Pty Ltd. CEO/ Director is liable for this organisation's Risk Management Policy and Procedure. Nonetheless, all workers are expected to act appropriately to effectively reduce risks to themselves and others, ensuring all potential risks are eliminated where possible. Threats must be recorded once detected.

CEO/Director Responsibilities –

* Encourage annual assessments and continuous improvement.
* Be sensitive, comprehensive, straightforward and reliable with their commitment to risk management.
* Provide efficient, frequent collaboration and contact with concerned interested parties.
* Help evidentiary decision making.
* Help risk management throughout all forms of functions regarding Eyecare Support Worker Services Pty Ltd..
* Promoting a constructive, risk-conscious community.
* Provide transparent responsibility, control and stewardship.
* Guarantee workers recognise their responsibility to manage risks.

Procedures

The Risk Management Process below reinforces Eyecare Support Worker Services Pty Ltd. attitude to Risk Management. It incorporates Risk Management Principles and the Risk Management Process.

Eyecare Support Worker Services Pty Ltd. Risk Management Process is detailed below:

* Recognise.
* Examine.
* Treat.
* Observe.
* Report.
* Feedback.

The goal of Eyecare Support Worker Services Pty Ltd. is to achieve better risk management activities that tend to adversely impact Eyecare Support Worker Services Pty Ltd., its roles, goals, processes, properties, workers, participants or members of the general public. The Manager and Management of Eyecare Support Worker Services Pty Ltd. seek to incorporate risk management within the business in order to guarantee that it:

* Enables constant development
* Endorses decisions based on evidence
* Outlines responsibilities, authority and ownership
* Maintains Eyecare Support Worker Services Pty Ltd. Vision and Mission
* Is efficient through communications and discussion
* Transparent and methodical procedures are always utilised
* Contemplates all aspects of the subject (both internal and external environments)
* Is entrenched with its methods, structures and processes.

Eyecare Support Worker Services Pty Ltd. CEO/ Director is accountable for demonstrating teamwork, effort and risk management involvement. Every personnel relating to Eyecare Support Worker Services Pty Ltd. must abide by and carefully follow the Falls Prevention Policy and Procedure. Individuals in their accounting positions are required to help with identifying, analysing, managing, tracking and recording hazards. Risks are to be monitored and assessed based on the potential severity, likelihood and result — such hazards with greater effects / significantly increased risk must be regulated and reviewed more consistently than others with low effects/ risk. Correspondence and interaction are critical elements of a successful Risk Management System. Eyecare Support Worker Services Pty Ltd. aims to create a dynamic and open environment where communication between personnel can occur calmly and effectively.

**Reporting**

Eyecare Support Worker Services Pty Ltd. understands their personal obligation to ensure all risks, hazards or incidents are reported. This can be completed using all Risk Assessment Forms. It can be done in conjunction with other workers, participants, families, carers, advocates etc. Eyecare Support Worker Services Pty Ltd. aims to have an open and transparent framework which allows for all hazards or risks to be managed accordingly as well as uphold their personal duty to ensure all persons are safe from harm.

Record identified risks in the Risk Register when the Risk Control Plan is complete and update the register any time there is a change. Report information about the risks and actions to Management, workers, participants and other stakeholders at monthly intervals (or when things change).

**Feedback**

Eyecare Support Worker Services Pty Ltd. is to gain feedback on the current implemented risk management process; this can be done by assessing how Eyecare Support Worker Services Pty Ltd. manages risks and gathering feedback from participants, workers and other important individuals.

Recognising risks involves finding all the objects and circumstances that may be detrimental to health. Hazards usually stem through three aspects of the process and their connection:

* Work duties and whom they are completed by.
* The supplies, properties, materials and how they are used.
* The physical working environment.

Several dangers and associated risks are well documented, and preventative measures have been well developed and embraced. In such cases, it is needless to start the second phase to assess the risk accurately.

Various possible hazards that could be faced at Eyecare Support Worker Services Pty Ltd. consist of:

* Psychosocial Effects- Bullying, stress resulting from workloads, fatigue and violence.
* Manual Procedures- Musculoskeletal injuries, soft tissue injuries, repetitive stress syndrome (RSS) causing muscular strains and pains.
* Biological Hazards- Bacteria, legionnaires disease, fungi causing hepatitis, viruses, HIV/AIDS, allergies and Q fever.
* Electrical Hazards- Burns or death resulting from electrocution, irregular heart rhythms or shock when exposed to live wires and potential ignition sources.
* Noise Exposure- Prolonged exposure to high decibel noises can result in loss or permanent loss of hearing.

**Treating Risks**

Multiple personnel of Eyecare Support Worker Services Pty Ltd. will be responsible for managing or treating any risks or hazards should they occur. Management of risks could be completed in various ways, depending on the severity of the risk, involvement, management strategies, interventions required, the complexity of the risk etc.

Eyecare Support Worker Services Pty Ltd. workers will not, under any circumstances, attempt to manage risk, should it be a danger to themselves. In this case, workers should gain further assistance and correspond with other equipped persons. Workers first point of contact is the CEO/Director.

Treatment of risks will be fully dependant on the risk or hazard itself. Any worker managing the risk or hazard must be competent and confident in their abilities to manage it. Otherwise, assistance should be retrieved.

**Organisational Risks**

Discussion with workers and their representatives in the field of health and safety is required at each step of the risk management process. This is more than likely to recognise certain hazards and prefer successful risk management by building on the experience, awareness, and suggestions of its workers.

Every Manager and the CEO/ Director is accountable for the human identification and treatment of organisational hazards. The CEO/Director is responsible for directing a thorough and conclusive annual risk assessment. This assessment will aim to analyse and evaluate Eyecare Support Worker Services Pty Ltd. operation of all aspects of risks.

The Management of Eyecare Support Worker Services Pty Ltd. is responsible for evaluating the risk management activities of the corporation, as well as the continuing development, application, analysis and refinement of the risk management model involving Eyecare Support Worker Services Pty Ltd. These include:

* Determining the likelihood of an incident transpiring. Likelihood can be projected from the following, has the incident ever occurred prior, what is the frequency of the task being performed and in what proximity are individuals to the hazard.
* Grading the likelihood can range from will occur, common, possibly, uncommon and rare.

Assessing how a hazard could harm individuals. Recognising a point where events begin to fail and reflect on the situation “What may happen if I do this, could it affect anyone or myself?” Every possible scenario that could cause Management and workers must expect harm, they should contemplate:

* Occasional or irregular circumstances, considering the normal process of how tasks are completed.
* The precautionary measures that are already in place and their effectiveness for all types of hazards.
* Taking into consideration cleaning and maintenance, as well as any unexpected failures or breakdowns of health and safety measures.
* In what method are tasks carried out, instead of depending on formal documents.
* Categorising any consequences that could follow from minor, moderate, major or devastating.

Management is responsible for determining the tolerance for risk of the Eyecare Support Worker Services Pty Ltd., thereby allowing the creation of methods that reduce the possibility of danger that is appropriate to the Eyecare Support Worker Services Pty Ltd. This continues to let Management:

* Guarantee workers comprehend all risk management obligations.
* Promoting a positive environment of risk management inside their area of responsibility.
* Supporting the application of risk management in all fields of Eyecare Support Worker Services Pty Ltd. activities.
* Establish a risk index which defines different limits for the impact specification for all individuals and worker’s health and safety, business intentions, company disruptions, economic influence and resource Management, maintenance and environmental and reputation and persona.
* Create, execute and supervise Risk Management Policies and Risk Management services regarding individual and worker health and safety, business intentions, company disruptions, economic influence and resource Management, maintenance and environmental and reputation and persona.

The CEO/ Director is essential to ensure proper insurance provisions for all individuals and services involved with operations in Eyecare Support Worker Services Pty Ltd.. See the Financial Management Policy and Procedure of Eyecare Support Worker Services Pty Ltd. for more information. As part of its policy for all workplace events, Eyecare Support Worker Services Pty Ltd. includes risk management, promoting awareness of risks and addressing any potential hazards identified.

**Participant Risk Assessments**

Eyecare Support Worker Services Pty Ltd. implements the use of Risk Assessments for participants to fundamentally determine any possibly arising risks that may occur during the care or service provision. Eyecare Support Worker Services Pty Ltd. Manager is responsible for a Participant Risk Assessment. This will be undertaken during the initial consultation. Eyecare Support Worker Services Pty Ltd. Manager is also responsible for conducting a formal review on each assessment form each time a Care Plan or Support Plan is reviewed. These reviews should happen in conjunction with participants, families, workers, carers, representatives etc. There are different forms of Risk Assessments Eyecare Support Worker Services Pty Ltd. utilizes. This includes the following:

* Client Risk Assessment Form: this risk assessment form details information directly related to participants. It incorporates a participant’s challenging behavior review as well as management. This document is more of a brief evaluation of the participant, which allows Eyecare Support Worker Services Pty Ltd. to gain an understanding of which risks they may encounter. It allows workers to gain an understanding and formulate a plan to manage any challenging or general behaviors.
* Client Environment/Home Risk Assessment: this risk assessment form, details information directly related to the upkeep and safety of a participant’s home. It allows workers to gain a fundamental understanding of any potential hazards or dangers they may face or what the participants may face in every-day life. By understanding this, it provides an opportunity for Eyecare Support Worker Services Pty Ltd. to make any necessary adjustments or input any precautionary measures to ensure health and safety for all. At home, risk assessments must be completed for individuals that receive the assistance that is provided in their own residence.
* Risk Assessment Template: this template can be utilised by all persons of Eyecare Support Worker Services Pty Ltd. Pty Ltd when a new risk or hazard has been noticed. Any person of Eyecare Support Worker Services Pty Ltd. Pty Ltd should utilise this form as the first point of reference. This template can be utilised for Eyecare Support Worker Services Pty Ltd. Pty Ltd as well as for participants. It gives way for workers to implement protective strategies and to ensure the risk/hazard is managed or minimised in the safest possible way.
* Detailed Risk Assessment and Summary: this risk assessment form should be utilised after the Risk Assessment Template is filled out to provide a detailed overview of the risk/hazard. It evaluates contributing factors and ensures Eyecare Support Worker Services Pty Ltd. Pty Ltd notifies any appropriate personnel of the risk/hazard.

**Risks to Participants**

Eyecare Support Worker Services Pty Ltd. Pty Ltd has an important role in endorsing individuals in day-to-day risk management. All personnel must understand and adhere to the following concepts while supporting people.

**Probable Harm**

Please keep in mind while assisting individuals in navigating events or scenarios:

* Current understanding of the capability of the individual to perform similar activities securely.
* Established information about an individual's understanding as to what hazards could mean as well as how to prevent them.
* Established awareness of the hazards associated in the operation as well as whether an individual should handle it themselves.
* Learned from appropriate evaluations or records on both the capabilities and competencies of the individual.

**Types of Risks to Participants**

Participants always have risks presented to them within day-to-day life; it is Eyecare Support Worker Services Pty Ltd. Pty Ltd role to identify and manage these risks. Risks can include, however, is not limited to:

* Lifting, supporting and transferring participants
* Using equipment such as wheelchairs and hoists
* Work or life-related stress
* Abuse, violence and self-harm
* Bullying, discrimination and harassment
* Slips, trips and falls
* Effects from disability
* Medication risks
* Sexual assault
* Environmental risks
* Communication misunderstandings.

**Accomplishing Sufficient Actions to Prevent Harm**

Recognise the directions of behaviour that involve the minimum constraint on an individual’s freedom. When protecting people from injuries or hurt, it is never reasonable to restrict or violate their freedom and rights. Guarantee that the least significant and fewest freedoms of the individual are affected when sacrificing an individual's freedoms in order to eliminate harm. Help ensure the independence of very few individuals as possible is affected, too. The imposing of restrictions on people not caused by the issue is not acceptable.

**Encouraging Individuals to Confront Hazards in Safety**

Hazards are elements of present state but are an important tool among all individuals to know, understand and improve risk management abilities. Eyecare Support Worker Services Pty Ltd. Pty Ltd must function wherever possible to motivate individuals to take full control of situations which include life-threatening potential risks, and to take greater responsibility for them. Personnel must consciously offer an opportunity and support the individual in handling their specific risks whilst avoiding injuries.

**Protecting Others from Harm**

When it comes to controlling the health of individuals, Eyecare Support Worker Services Pty Ltd. Pty Ltd maintains a caring duty to others, along with members of the public who could be affected by the actions of an individual assisted by Eyecare Support Worker Services Pty Ltd. Knowing the larger implications of an individual’s actions, and not how such judgments may affect the individual, is significantly important.

**Risks to Workers**

Workers of Eyecare Support Worker Services Pty Ltd. Pty Ltd have a personal obligation to ensure they continuously aim to minimise any risks or potential hazards. This refers to workers remaining vigilant with participants and themselves.

In order to promote health and safety, Eyecare Support Worker Services Pty Ltd. Pty Ltd will ensure that all new workers/employees undergo orientation and induction training. This allows workers to thoroughly understand the correct protocols behind risk assessment, risk management, risk analysis and risk minimisation. Eyecare Support Worker Services Pty Ltd. Pty Ltd encourages its workers to disclose every hazard and health and safety issues immediately, with an approach to managing risks before an incident occurs. Eyecare Support Worker Services Pty Ltd. Pty Ltd Workers will follow the guidelines and procedures of health, which they will do more efficiently when they are involved in implementing such systems, knowing their function and how they function properly. When Eyecare Support Worker Services Pty Ltd. Pty Ltd has a Health and Safety committee meeting, the committee will also be active in the risk management process.

All workers are expected to be compliant and assertive when encountering risks or hazards. Correct protocols must be adhered to in order to ensure harm minimisation is always highly regarded. Risk reduction training will be provided in the initial orientation to nee workers; however, Eyecare Support Worker Services Pty Ltd. Pty Ltd will ensure skills are kept up to date by providing regular reviews and refresher training sessions. Regular group discussions and supervisory sessions give Managers and workers the ideal opportunity to study the art of person-oriented risk management.

References

* AS/NZS 31000:2009 Risk Management Principles and Guidelines.
* Human Services Standards– Risk Management.

Supporting Documents

Documents relevant to this policy and procedure include:

* Risk Register
* Risk Management
* Risk Management Policy and Procedure
* Participant Risk Assessment
* Falls Prevention Policy and Procedure
* Home Risk Assessment
* Continuous Improvement Register
* Continuous Improvement Plan
* Work Health and Safety Policy and Procedure
* Continuous Improvement Policy and Procedure
* Client Risk Assessment Form
* Client Environment/Home Risk Assessment
* Risk Assessment Template
* Detailed Risk Assessment and Summary.

Eyecare Support Worker Services Pty Ltd. Pty Ltd can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. Pty Ltd may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Risk Management Policy and Procedure.  I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. Pty Ltd can change or update the policy at any time.

1.8 Continuous Improvement Policy and Procedure

Policy and Procedure

This Policy and Procedure has been created to ensure that workers are trained and taught in Continuous Improvement, provide first-class service in accordance with appropriate standards and legislative criteria. Eyecare Support Worker Services Pty Ltd. Pty Ltd aims to offer excellent services which is possible through an integrated Quality Management System based on the continuous process of evaluation, review and implementation. Eyecare Support Worker Services Pty Ltd. Pty Ltd aims for Quality Improvement by regular strategy, process and implementation analysis and audits. Continuous Improvement presents a straightforward direction throughout all areas of Eyecare Support Worker Services Pty Ltd. Pty Ltd, leading workers to think progressively and strive to work at their best, with continuous development.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

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| Continuous Improvement | The process of making regular small changes and improvements to the products, services etc., of a company, as problems or changes occur, rather than fewer large changes. |
| Evaluation | To determine the significance, worth, or condition of, usually by careful appraisal and study. |
| Review | A formal assessment of something with the intention of instituting change if necessary |
| implementation | The process of putting a decision or plan into effect. |

Policy

Eyecare Support Worker Services Pty Ltd. Pty Ltd supports professional growth and assists our stakeholders in promoting and implementing sustainable solutions that meet participant’s needs and maintain quality in best practice facilities. This policy provides Eyecare Support Worker Services Pty Ltd. with an awareness of issues that require attention to improve the overall efficiency of the company. Eyecare Support Worker Services Pty Ltd. is committed to delivering quality service, and to promoting innovation culture and continuous improvement, through best practices in service, management and strategic planning.

Worker Responsibilities –

All workers will receive:

* Required training.
* Necessary training.
* Continuous improvement meetings.

All Eyecare Support Worker Services Pty Ltd. workers should strive to expand their knowledge base regarding the Eyecare Support Worker Services Pty Ltd. policies and procedures, ensuring they completely understand them and can effectively implement them; whilst being aware of possible adaptions that may need to be made. When implementing the policy and procedures they must analyse whether it is suitable for the intended purpose, workers are entitled to make recommendations regarding company policy and procedures for improvements.

Eyecare Support Worker Services Pty Ltd. Pty Ltd understands their requirement to continuously operate in accordance with the Internal Review and External Audit Schedule. It is the responsibility of the CEO/Director to ensure the organisation is continuously compliant and operates by following all set-out requirements.

Those involved in reviews/audits:

* Participants.
* Participant families, carers and advocates.
* Workers.

Workers will receive the necessary training to ensure they can evaluate and analyse areas for continuous improvement. The CEO/Director is responsible for an ongoing review of continuous improvement during every meeting.

Procedures

This policy, in conjunction with both the Records and Information Management and the Feedback, Compliments and Complaints Policy and Procedure holds a structure for ensuring the continuous improvement and development of Eyecare Support Worker Services Pty Ltd. Eyecare Support Worker Services Pty Ltd. Pty Ltd reviews will involve the workers, participants and any other stakeholder. To guarantee up to date policies and procedures, they will be formally reviewed at a minimum once a year. It affiliates with the NDIS Practice Standards and is continuously updated and reviewed to comply with new and upcoming standards. Eyecare Support Worker Services Pty Ltd. Pty Ltd also understands their responsibility as providers to not only comply with the NDIS Practice Standards but to comply with all other set out rules, regulations, laws, legislations related to their operation, care provision and service provision.

**Documentation**

The areas found in need of improvement will be recorded by management in the Register of Continuous Improvement, which is continuously updated as matters change. The register entries will incorporate the date, any improvements that can be made, whoever is responsible for the implementation of the improvement, the completion date, and review of how the improvement was implemented and the outcome.

At a minimum, reports will be made quarterly to ensure efficient tracking of improvements, monitoring the Continuous Improvement plans.

Registers involved:

* Feedback, complaints and dispute resolution processes involving participants, workers or key stakeholders as recorded in Eyecare Support Worker Services Pty Ltd. Pty Ltd Complaints Register.
* The Risk Register.
* The Incident Register.

Systems involved:

* Eyecare Support Worker Services Pty Ltd. Pty Ltd utilises a variety of systems to assist in the successful and compliant operation of the organisation.
* Financial Systems for all aspects of Financials and Accounting.
* Business Systems for all aspects of Business, Workers and Management.
* Participant Systems for all aspects of participant information, planning, service provision, medical provision, care requirements etc.

Other involvements:

* Audit Information: results, feedback and reviews of internal and external audits will be reviewed to ensure Continuous Improvement.
* Strategic and Operational Planning: ensuring compliance and successful operation in accordance with the laid-out plans and objectives in the Strategic and Operational Plan.
* Strategic and operational planning.
* Incident and Risk Evaluation: evaluate and analyse any recorded incidents and evident risks that have been brought to attention in order to input harm minimisation strategies.
* Worker Evaluation: Evaluate the Performance Reviews and KPI’s of workers and Management. This opportunity is designed to find improvements and provide positive recognition.
* Training Evaluation: Evaluate the conducted training or developmental regimes and analyse their efficiency and effectiveness. It also provides an opportunity for future improvement.
* Complaints and Feedback Evaluation: Evaluate and analyse any recorded complaints, compliments and feedback provided. This allows for improvements to be implemented as well as provide an appraisal to specific workers.
* Eyecare Support Worker Services Pty Ltd. Pty Ltd operation and upholding standards of the set-out Vision Statement.
* Eyecare Support Worker Services Pty Ltd. Pty Ltd operation and upholding standards of the set-out Mission Statement.
* Eyecare Support Worker Services Pty Ltd. Pty Ltd operation and upholding standards of the set-out Strategic and Operational Plan.
* Eyecare Support Worker Services Pty Ltd. Pty Ltd operation and upholding standards of the set-out and relevant NDIS Standards.

Supporting Documents

Relevant documents relating to this policy and procedure:

* Compliance & Compliance Register
* All Policies and Procedures
* Continuous Improvement Register
* QMS Document Review Schedule
* Incident & Risk Register
* Schedule 2 Internal Review and External Audit Schedule
* Work Health and Safety Improvement Register
* All Eyecare Support Worker Services Pty Ltd. Pty Ltd policies and procedures
* Internal Review and External Audit Schedule

Eyecare Support Worker Services Pty Ltd. Pty Ltd can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every three years in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. Pty Ltd may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Continuous Improvement Policy and Procedure.  I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. Pty Ltd can change or update the policy at any time.

1.9 Financial Management Policy and Procedure

Policy and Procedure

The outlined Financial Management Policy and Procedure sets out how Eyecare Support Worker Services Pty Ltd. Pty Ltd maintains sound Financial Management within the organisation. It supports the provision of services and activities for participants as well as provides Eyecare Support Worker Services Pty Ltd. Pty Ltd with the appropriate guidelines to manage the organisation’s financials. This ranges from reports, data analysis, payment etc.

This policy and procedure aim to ensure funds, financials and financial data is managed securely and responsibly. Eyecare Support Worker Services Pty Ltd. Pty Ltd understands that all means of financials must be recorded, documented, and implemented in the most appropriate manner depending on the individual requirements. Financials can range from reports, statements, receipts, superannuation, pay’s, insurance, and correct record keeping.

Eyecare Support Worker Services Pty Ltd. Pty Ltd always aims to operate by following the NDIS Standards, legislation, rules and regulations set forth regarding sound Financial Management.

Eyecare Support Worker Services Pty Ltd. Pty Ltd acknowledges that requirements need to be followed, adhered to and implemented. These requirements include, however, is not limited to:

* Management of all Financial Aspects
* Auditing and Reporting
* Accounting for the organisation as well as workers
* Insurances
* Financial Administration
* Sound Control and Review Techniques.

Eyecare Support Worker Services Pty Ltd. Pty Ltd ensures all workers implement strict protocols within the organisation in order to minimise the opportunity of misuse, theft, fraud, or exploitation.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

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| Insurance | an arrangement by which a company or the state undertakes to provide a guarantee of compensation for specified loss, damage, illness, or death in return for payment of a specified premium. |
| Asset | an item of property owned by a person or company, regarded as having value and available to meet debts, commitments, or legacies. |
| Transactions | an instance of buying or selling something. |
| Expenditure | an amount of money spent. |
| Budget | an estimate of income and expenditure for a set period of time. |
| Petty Cash Float | payments are generally handled by a petty cash system whereby an amount of 'Float' is fixed. This is the maximum amount of cash that can be held at any time. |

Policy

The Financial Policy aims to ensure Eyecare Support Worker Services Pty Ltd. Pty Ltd is contributing to correct Financial Management beneficial to both the participants and the organisation. It sets out the protocol all personnel of Eyecare Support Worker Services Pty Ltd. Pty Ltd must abide by and adhere to. It incorporates accordance with the Australian Accounting Standards as well as the regulation set out by the NDIS. Eyecare Support Worker Services Pty Ltd. Pty Ltd employs the use of Service Agreements to ensure all of the participants required Financial Management strategies are set out clearly and incorporated when providing care and service provision.

Eyecare Support Worker Services Pty Ltd. Pty Ltd implements the use of a Preferred Suppliers List when purchasing items, objects or goods used for specific requirements in care and service provision. Eyecare Support Worker Services Pty Ltd. Pty Ltd understands the requirement to obtain any invoices and receipts for these purchases. Eyecare Support Worker Services Pty Ltd. Pty Ltd also understands that any purchases made by Eyecare Support Worker Services Pty Ltd. Pty Ltd allow the goods, items, objects, assets, or services purchased, remain and belong to Eyecare Support Worker Services Pty Ltd. However, Eyecare Support Worker Services Pty Ltd. Pty Ltd understands that there may be extenuating circumstances in reference to owning purchases. Therefore, Eyecare Support Worker Services Pty Ltd. Pty Ltd will adjust and operate accordingly.

Eyecare Support Worker Services Pty Ltd. Pty Ltd is responsible for ensuring full cooperation and operation in accordance with each individual participant’s set out funds. This means Eyecare Support Worker Services Pty Ltd. Pty Ltd will follow, adhere to, and abide by the most current NDIS Price Guide. Eyecare Support Worker Services Pty Ltd. Pty Ltd will also comply with the most current NDIS Terms of Business for Registered Providers.

Eyecare Support Worker Services Pty Ltd. Pty Ltd recognises the individuality of each participants package and will operate in accordance with their requirements. This will include ensuring each participant is managed individually within the NDIS guidelines laid out for each participant. This includes the following:

* Self-Managed Participants: Eyecare Support Worker Services Pty Ltd. Pty Ltd understands that self-managed participants are responsible for managing their own funds according to their requirement for specific service provision. Eyecare Support Worker Services Pty Ltd. will therefore invoice the participant directly in this case, ensuring to obtain all records of invoices and receipts for payment and payment received.
* Plan-Managed Participants: Eyecare Support Worker Services Pty Ltd. Pty Ltd understands that plan-managed participants employ an accounting agency or a bookkeeper service who are registered as an NDIS Provider to manage their funds. Therefore, Eyecare Support Worker Services Pty Ltd. Pty Ltd will invoice the participants nominated plan-manager directly to receive payment for service provision provided. Eyecare Support Worker Services Pty Ltd. Pty Ltd will ensure to obtain all records of invoices and receipts for payment and payment received.
* Agency-Managed Participants: Eyecare Support Worker Services Pty Ltd. Pty Ltd understands that agency-managed participants have their funds managed directly by the NDIS. Therefore, Eyecare Support Worker Services Pty Ltd. Pty Ltd will invoice the NDIS to receive payment for the service provision provided. This will occur through PRODA. Eyecare Support Worker Services Pty Ltd. Pty Ltd will again ensure to obtain all records of invoices and receipts for payment and payment received.

Eyecare Support Worker Services Pty Ltd. Pty Ltd understands the responsibility of operating in accordance with the Australian Accounting Standards when managing Eyecare Support Worker Services Pty Ltd. Pty Ltd financials. Therefore, Eyecare Support Worker Services Pty Ltd. ensures purchases and payments to workers of Eyecare Support Worker Services Pty Ltd. Pty Ltd are made in accordance with the set-out rules, regulations and standards.

Eyecare Support Worker Services Pty Ltd. Pty Ltd implements and utilises a Financial Management System to record, track and retain all financial records accurately. Eyecare Support Worker Services Pty Ltd. Pty Ltd Management personnel will have access to this system; however, if any persons wish to purchase any goods, services, items or assets, this must be approved by the CEO/Director. Consent must be obtained, and all transaction records/receipts must be obtained.

Eyecare Support Worker Services Pty Ltd. Pty Ltd also implements the use of various Registers such as the Asset Register to maintain accurate and up to date records of purchases, especially those of a substantially large amount.

This extends to all workers and meets relevant laws and regulations and standards.

Procedure

The Management, along with the CEO/Director, will continuously utilise appropriate Financial Management/Accounting software. This is implemented in order to support Eyecare Support Worker Services Pty Ltd. Pty Ltd aim to maintain up to date and correct financial records. The system will include all transactions, receipts, invoices etc. It is the responsibility of the Management of Eyecare Support Worker Services Pty Ltd. Pty Ltd as well as the CEO/Director to ensure this system is implemented, utilised maintained and reviewed where necessary.

The financial system utilised by Eyecare Support Worker Services Pty Ltd. Pty Ltd is Xero. Eyecare Support Worker Services Pty Ltd. Pty Ltd Management and CEO/Director will ensure each of the following aspects of Financial Management is maintained at the highest accordance:

* Receipts
* Transactions
* Expenditure
* Budgets
* Bank Accounts
* Debit/Business Cards
* Invoices
* Payroll
* Financial Reports.

The CEO/Director and any nominated/delegated Manager of Eyecare Support Worker Services Pty Ltd. will have access to Eyecare Support Worker Services Pty Ltd. Pty Ltd online banking system and Financial Management System. These persons will need to abide strictly by the Privacy and Confidentiality Policies and Procedures in order to minimise any opportunity for theft, damage, fraud or misuse. These persons are responsible for ensuring any usernames, passwords, logins and information is kept private and confidential at all times. Failure to follow this procedure will result in serious disciplinary action and consequences.

Eyecare Support Worker Services Pty Ltd. Pty Ltd bank accounts are reconciled periodically.

Each purchase must be settled in Eyecare Support Worker Services Pty Ltd. Pty Ltd Financial Management System. Receipts for each expense must be supplied to the CEO/ Director as proof of purchase.

Eyecare Support Worker Services Pty Ltd. Pty Ltd must delegate appropriate resources, including a financial officer or Manager who will:

* Manage Eyecare Support Worker Services Pty Ltd. Pty Ltd Financial Management System.
* Ensure payroll is completed in accordance with worker contracts and set-out standards.
* Ensure continuous compliance with all relevant rules, regulations, standards and legislation related to Financial operation or management.
* Determine budgets Eyecare Support Worker Services Pty Ltd. Pty Ltd may utilise.
* Ensure correct and accurate operation of PRODA when invoicing for service provision.
* Ensure a petty cash float of $250 is maintained and retained in a safe and accessible manner.
* Receive and maintain any hard copy receipts.
* Provide any staff or workers with reimbursements if they have paid for a work-related expense out of pocket.
* Liaise with the CEO/Director for any large payments or transactions. For purchases, seek approval from the CEO/Director for payments over $250.

The CEO/Director is directly responsible for making sure the procedures are in order and that funds are available to pay for:

* Maintenance
* Sick leave
* accumulated annual leave rights
* Long service leave
* Unforeseen costs
* Education
* Development
* Expansion
* Training
* Worker costs such as wages and salaries
* Equipment
* Other required assets.

**Bank Accounts and Money**

As required by the Financial Management System, all money Eyecare Support Worker Services Pty Ltd. received must be documented. A Register of Bank Accounts will be maintained for the entire business. This will contain bank details such as open and closed account dates, the interest rates and fees, all credit/debit cardholders and expiry dates in accordance with Eyecare Support Worker Services Pty Ltd. Pty Ltd financial delegations the signatory for bank accounts.

The Financial Controller will maintain a Contingency Bank Account for the organisation, reconciled monthly, to provide cash interest and to deposit:

* Worker’s accruals.
* Surplus funds.
* Long service leave.
* Sick leave.
* Accumulated annual leave entitlements.
* Assets replacement and repair funds.
* Education and training funds.
* Maintenance funds.

**Insurance**

The CEO/Director will be responsible for organising and paying for insurance for Eyecare Support Worker Services Pty Ltd.. Pty Ltd It will also need to be maintained and up to date. Insurance will have onboard is as follows:

* Public Liability
* Professional Indemnity
* Workers Compensation.

The CEO/Director will retain personal insurance records in compliance with the Information and Records Management Policy and Procedure. It is their responsibility to ensure the due date pays insurance and receipts and transactions are maintained.

**Expenditure**

Eyecare Support Worker Services Pty Ltd. Pty Ltd Financial Controller will not allow everyday business expenses to become debts. All debts incurred by Eyecare Support Worker Services Pty Ltd. will be settled in a timely manner.

Management will authorise and make reimbursement payments for worker’s job expenses. Workers must provide receipts for all expenditure to the Financial Controller. Management must approve spending on amounts above $50 prior to sale, spending not previously supported must be submitted with a description of why the payment was made without authorisation.

**Payroll**

Workers who are paid based on the number of hours they work must submit a timesheet to the CEO/Director by the Friday before payroll is processed. The CEO/Director will process payroll weekly.

**Assets**

Information of all assets held by Eyecare Support Worker Services Pty Ltd. Pty Ltd are reported in the Asset Register and contains the dates and details of assets acquired, locations, sale and the disposal sale proceed, lost, destroyed or damaged assets and the cost to repair or replace.

All assets, in accordance with the Australian Accounting Standards, will be documented.

**Budget Processes**

As required by Professional Standards, each financial year, management must assign an independent auditor to audit the accounts of Eyecare Support Worker Services Pty Ltd. Management will ensure that previous year’s financials are documented, archived and labelled.

For each financial year, the CEO/Director prepares annual itemised budgets for Eyecare Support Worker Services Pty Ltd. Budget development accounts for income and expenditure from the current and previous years, any known changes to funding provisions and expected changes in costs.

Based on the funding available, the CEO/Director must consult with the Financial Controller and, as necessary, the professional auditor to set regular itemised budgets for the services under his or her supervision. The proposal will be built based on an overview of income and expenditure from the current and previous years, considering any documented adjustments to funding arrangements.

Summary budgets will be put forward to Management for discussion by February annually. Final budgets will be finalised, by no later than July of the financial year.

The CEO/Director, in consultation with an independent accountant, will conduct a Financial Reconciliation annually and prepare a Financial Management Report, which will include:

* Profit & Loss year to date.
* Balance Sheet for the year to date.
* General Ledger for the year to date.
* Budget vs. Actual spending for the year to date.

The Independent Accountant and Management of Eyecare Support Worker Services Pty Ltd. Pty Ltd shall collectively ensure that all relevant documentation and reports needed by the auditor, are made available in a timely manner and are correct and complete before the presentation.

The Financial Report will form the foundation for submitting to funding bodies of the financial statements required. These will be prepared by the CEO/Director and Financial Controller and, where necessary, must be endorsed by an independent accountant before submission.

Many specific areas of Financial Management, such as Asset Management and Payroll, will be handled in compliance with the general policies and procedures of Eyecare Support Worker Services Pty Ltd. Pty Ltd for these fields. The CEO/Director will approve annual budgets for each financial year no later than July of that financial year.

**Internal Reporting**

Every financial year the CEO/Director appoints a competent auditor to audit the finances of Eyecare Support Worker Services Pty Ltd. Eyecare Support Worker Services Pty Ltd. Pty Ltd Accountant and CEO/Director verify that all relevant paperwork and documentation that the auditor needs are available to them in a timely manner and are accurate and complete when addressed. The CEO/Director must ensure that the financials of the prior year are registered, archived and marked in each new financial year, the CEO/Director files financial reports quarterly. The CEO/Director shall prepare financial statements for delivery to funding agencies at times set out in funding contracts.

**External Reporting**

The CEO/Director is accountable for the following:

* Addressing Eyecare Support Worker Services Pty Ltd. Pty Ltd accounts in coordination with the authorised accountant at the end of each financial year.
* Reporting Superannuation and PAYG tax withholding amounts to the ATO.
* Superannuation must be paid to the correct super funds within the timeframe required.
* PAYG amounts must be paid to the ATO by their due date.
* If Eyecare Support Worker Services Pty Ltd. is unable to make any of these payments within the given time frame, the CEO/Director must contact the company and make them aware.
* Submitting Business Activity Statements to the ATO within the given time frame [this is only relevant to GST registered business.]

For example, Xero has Single Touch Payroll (STP) functionality that allows Eyecare Support Worker Services Pty Ltd. Pty Ltd to report tax and super information for all workers to the ATO as payroll is processed.

<https://www.ato.gov.au/business/single-touch-payroll/>

**Service Agreements**

Service Agreements must include the declaration of prices by Eyecare Support Worker Services Pty Ltd. prior to the provision of services, which involves all payments along with detailed information and services provided. For more details on what the Service Agreement should provide, see Eyecare Support Worker Services Pty Ltd. Pty Ltd Assessment Planning and Review Policy and Procedure.

To allow NDIS participants and formalise the services Eyecare Support Worker Services Pty Ltd. Pty Ltd offers, an NDIS Service Agreement will be utilised. Service agreements must conform with the price conditions, rules and GST implementation requirements of the A New Tax System (Goods and Service Tax) Act 1999. Fees charged will not exceed those set by the NDIA for price control.

Participants have a preference as to what level of control they have over their finances, and that is expressed in their Eyecare Support Worker Services Pty Ltd. Pty Ltd Agreement. Service agreements provide individual participants with the services Eyecare Support Worker Services Pty Ltd. Pty Ltd sets out. Workers will work with all participants and supporters to establish Service Agreements, which must be signed by the participant before delivery of the service can commence.

While assisting, workers are required to report all fees and charges to participants and include this information in the Service Agreements. Throughout its invoicing and registration procedures, Eyecare Support Worker Services Pty Ltd. Pty Ltd will guarantee that participants are consistently and reliably provided with the facility details and the amount paid for those services.

Participants have access to Eyecare Support Worker Services Pty Ltd. Pty Ltd feedback, compliments and complaints processes, to raise concerns about the financial management of their supports without fear of retribution.

**Financial Management under the NDIS**

In order to ensure Financial Management is conducted appropriately and accurately, Eyecare Support Worker Services Pty Ltd. Pty Ltd will continuously comply with the following guidelines:

* NDIS Act 2013 (Cth) and equivalent
* Australian Equivalents to International Financial Reporting Standards (AIFRS)
* NDIS Provider Registration Guide to Suitability
* NDIS most current and up to date Price Guide
* NDIS Terms of Business for Registered Providers.

The CEO/Director will ensure Eyecare Support Worker Services Pty Ltd. Pty Ltd meets the following NDIS requirement standards:

* Create and establish pricing structures for the services of Eyecare Support Worker Services Pty Ltd.
* That aligns with the price controls and quoting requirements in place for NDIS supports, in accordance with the State / Territory NDIS Price Guide
* The NDIS Supported Independent Living Pack Training Guide and FAQ and related templates, where relevant.
* Maintain full and reliable accounting and financial records of NDIS participants' services Pty Ltd, including details of all service agreements.
* Retain for a period of no less than 5 years from the date of issue all financial records and accounts relating to NDIS service provision.
* Regular updates of statements and financial records allowing the National Disability Insurance Agency (NDIA) to routinely and reliably determine the amount, form and length of the assistance received.

The CEO/Director will keep full and reliable reports and financial records of the support provided to NDIS participants, along with records of all service agreements. The financial records related to the provision of NDIS resources shall report the amount, form and length of the supplied assistance. The preservation of all documents shall also comply with all relevant statutes, legislation and laws. Eyecare Support Worker Services Pty Ltd. Pty Ltd is prohibited to seek payment prior to the delivery of the support, charge cancellation fees, except for circumstanced outlines in the NDIS Price Guide and prohibited to add support fees such as any additional fees or surcharges. Participants who self-manage their NDIS funding may be able to negotiate pricing for supports independently to the NDIS Price Guide.

**Goods and Services Tax**

Under the Goods and Services Tax, Eyecare Support Worker Services Pty Ltd. Pty Ltd will not be charged GST as it falls under the National Disability Insurance Scheme Supports Determination 2017.

**Recordkeeping**

Eyecare Support Worker Services Pty Ltd. Pty Ltd follows and abides by strict Recordkeeping protocols. These are highlighted through Eyecare Support Worker Services Pty Ltd. Pty Ltd Information and Record Keeping Policy and Procedure. Eyecare Support Worker Services Pty Ltd. Pty Ltd understands that they must abide by all rules, regulations and standards regarding Information and Record Keeping, such as NDIA’s Provider Payment Assurance Service. It is the responsibility of the CEO/Director as well as any Financial Officer or Manager to ensure compliance with recordkeeping at all times. See the Information and Record Keeping Policy and Procedure for further information. As a reference point, the documentation should be retained and archived for a minimum of 7 years. Hard and soft copies should be safe and kept free from damage, harm, misuse, or corruption.

**Payment**

The CEO/Director will be solely responsible for ensuring that payments are processed and received. Eyecare Support Worker Services Pty Ltd. understands that participants will have their funds managed differently, and therefore, Eyecare Support Worker Services Pty Ltd. will adjust accordingly.

* Self-Managed Participants: Eyecare Support Worker Services Pty Ltd. Pty Ltd understands that self-managed participants are responsible for managing their own funds according to their requirement for specific service provision. Eyecare Support Worker Services Pty Ltd. will therefore invoice the participant directly in this case, ensuring to obtain all records of invoices and receipts for payment and payment received.
* Plan-Managed Participants: Eyecare Support Worker Services Pty Ltd. Pty Ltd understands that plan-managed participants employ an accounting agency or a bookkeeper service who are registered as an NDIS Provider to manage their funds. Therefore, Eyecare Support Worker Services Pty Ltd. Pty Ltd will invoice the participants nominated plan-manager directly to receive payment for service provision provided. Eyecare Support Worker Services Pty Ltd. Pty Ltd will ensure to obtain all records of invoices and receipts for payment and payment received.
* Agency-Managed Participants: Eyecare Support Worker Services Pty Ltd. Pty Ltd understands that agency-managed participants have their funds managed directly by the NDIS. Therefore, Eyecare Support Worker Services Pty Ltd. will invoice the NDIS to receive payment for the service provision provided. This will occur through PRODA. Eyecare Support Worker Services Pty Ltd. Pty Ltd will again ensure to obtain all records of invoices and receipts for payment and payment received.

No further fees will be added to the cost of the supports provided, including:

* Credit card surcharges.
* GAP fees.
* Late payment fees.
* Cancellation fees.

If there is no funding, for fees to be charged for services performed, Eyecare Support Worker Services Pty Ltd. Pty Ltd will charge the participant for service fees. Requests must be approved and submitted to the CEO/Director prior to the day payment requests are processed. Accounts are calculated every week and due to be paid fortnightly. Fees may be paid directly to administration workers at Eyecare Support Worker Services Pty Ltd. Pty Ltd or by:

* EFTPOS.
* Online.
* Direct bank transfer.
* Cheque.
* Credit card.
* Eyecare Support Worker Services Pty Ltd. Pty Ltd will not accept cash payments.

Receipts will be given at the time of the transaction, and on participants or related personnel’s request, reprints can be made. For the supports given, statements of the services provided will be released at the beginning of each quarter via mail or email. Payment invoices must be provided to the correct person/association within 60 days of the service/care provision provided.

Should participant’s funds be managed by the NDIS/NDIA and Eyecare Support Worker Services Pty Ltd. Pty Ltd has encountered a problem with payment requests, Eyecare Support Worker Services Pty Ltd. Pty Ltd should refer to the NDIA’s provider toolkit at [www.ndis.gov.au](http://www.ndis.gov.au/) or phone the Agency on 1800 800 110.

Invoice requests must be authorised and submitted to the CEO/Director by the day before invoices are processed. Invoices will be processed fortnightly. Participants who self- manage their funding will be invoiced by the CEO/Director once supports have been delivered. The CEO/Director will deliver participants statements weekly to provide them with the summaries of supports and fees charged for those services.

**Fraud, Misuse, Corruption and Allegations**

Every effort shall be made to cooperate as quickly as possible with any concerns or allegations of fraud or corruption. Reports received will be treated in confidence and directed to Management. All Eyecare Support Worker Services Pty Ltd. Pty Ltd personnel must do an employment screening process as part of fraud and corruption prevention activities. See Eyecare Support Worker Services Pty Ltd. Pty Ltd Human Resources Policy and Procedure.

Eyecare Support Worker Services Pty Ltd. Pty Ltd Management must educate workers about fraudulent practices, including:

* Identifying potential fraud.
* How to report fraud.
* Make well known fraudulent practices within Eyecare Support Worker Services Pty Ltd. will not be tolerated.

CEO/Director is responsible for ensuring that all personnel are educated and recognise what fraudulent activities are, and how fraud can be detected and recorded.

Where a manager, worker, participant or other stakeholder identifies an instance of suspected fraud or corruption, an initial report must be made by the CEO/ Director. Upon the request of the NDIS Commission, a copy of these records shall be provided.

If it is discovered that criminal offences may have been perpetrated during the investigation, a report will be made to the Police. To guarantee that a criminal investigation is not compromised, permission may need to be obtained from the Police. Eyecare Support Worker Services Pty Ltd. Pty Ltd is required to inform the individual of allegations of misconduct, commence a penalising inquiry, provide material to the worker or their representative for procedural fairness reasons and interview witnesses to support an inquiry.

The initial report prepared by the CEO/Director includes the following:

* The incident will be documented.
* The description of the report.
* The time report was received.
* Remedial Action Plan.

All reports of fraud or corruption must be dealt with in confidence and referred to the CEO/ Director. In investigating incidents of suspected fraud, Managers and workers must ensure that any subsequent investigation does not affect their inquiries. If in question, do not inquire further and notify the government agency responsible for NDIS.

Confidentiality is important in protecting innocent individuals’ reputations. These situations must be dealt with on the grounds of a need-to-know basis. To ensure that those accused of fraud are not notified, thereby reducing the possibility of a cover-up or loss of critical information.

All workplace disciplinary or harassment inquiries involving workers resulting from an accusation of fraud or corruption must be performed in compliance with the Human Resources Policy and Procedure of Eyecare Support Worker Services Pty Ltd..

Supporting Documents

Documents relevant to this policy and procedure include:

* Service Agreement
* Insurances Register
* Asset Register
* Privacy and Confidentiality Policy and Procedure
* Human Resources Policy and Procedure.

Eyecare Support Worker Services Pty Ltd. Pty Ltd can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. Pty Ltd may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Financial Management Policy and Procedure I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. could change or update the policy at any time.

1.10 Staffing Policy and Procedure

Policy and Procedure

The Staffing Policy and Procedure has been implemented and utilised throughout Eyecare Support Worker Services Pty Ltd. Pty Ltd, to ensure that the correct, appropriate and adequate personnel deliver the finest care and services to all participants.

Eyecare Support Worker Services Pty Ltd. Pty Ltd aims to provide the required training, and ensures all personnel are qualified and competent to deliver care and services to individuals.

It is the responsibility of Eyecare Support Worker Services Pty Ltd. Pty Ltd Human Resources Manager (HR) to adhere to all requests of Leave and Flexible Work arrangements submitted by workers, where deemed appropriate. They are also responsible for maintaining training throughout Eyecare Support Worker Services Pty Ltd. Pty Ltd and informing all personnel of the current regulations.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

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| Roster | A list or plan showing turns of duty or leave for individuals or groups in an organisation. |
| Delegate | A person sent or authorised to represent others, in particular an elected representative sent to a conference. |
| Flexible Working Arrangements | A flexible working arrangement involves a **change in the way an employee works,** such as a change to the employee’s ordinary hours of work, place of work or contract of employment. |

Policy

Eyecare Support Worker Services Pty Ltd. Pty Ltd adopts the Staffing Policy, to enable all care and services are delivered by skilled and qualified personnel. Eyecare Support Worker Services Pty Ltd. Pty Ltd understands the importance of providing education and training, in which correctly reflects the appropriate protocols and guidelines of Eyecare Support Worker Services Pty Ltd.

All workers will receive rosters to outline the duties and services that are expected to be carried out to participants. Eyecare Support Worker Services Pty Ltd. Pty Ltd Human Resources Manager, will be the first point of contact if an individual is unable to attend to their designated shift or is requesting for any type of leave.

Any worker of Eyecare Support Worker Services Pty Ltd. Pty Ltd who has failed to follow any of the regulations presented to them of Eyecare Support Worker Services Pty Ltd. will receive disciplinary action.

Worker Responsibilities –

* To notify the HR Manager or delegate if a change in availability has occurred.
* Ensure all shifts are completed by the assigned person unless there is a change of circumstances.
* To attend all education and training programs.
* To apply all new and existing skills when delivering care and services.
* To notify or request for additional training if feel necessary.
* Ensure the correct amount of notice was given when requesting leave.

Manager Responsibilities –

* Create and distribute all rosters in a timely manner.
* Amend rosters and changes in the availability of workers when made aware.
* Ensure all shifts are distributed fair and evenly between workers.

Procedure

The Staffing Procedure is utilised within Eyecare Support Worker Services Pty Ltd. Pty Ltd, to ensure all service and care to participants are carried out with integrity and quality. Eyecare Support Worker Services Pty Ltd. Pty Ltd acknowledges the importance of recruiting personnel with previous skills and experiences. Although, having prior knowledge to deliver care and services is ideal, Eyecare Support Worker Services Pty Ltd. Pty Ltd strives to offer adequate training and education programs to help further skills. Eyecare Support Worker Services Pty Ltd. Pty Ltd will only allow personnel who are competent in relevant fields, will be able to conduct any care and services to participants.

**Worker Shifts and Rosters**

Eyecare Support Worker Services Pty Ltd. Pty Ltd will provide equal opportunity for all personnel, to allow an equal sharing of shifts and duties, that are in accordance with the availability. The roster may be modified to ensure all participants care and services are adhered to.

Workers are entitled to make changes to their current availability. They are also enabled to make adjustments to the roster; however, this may be upon request and is approved by the Human Resources Manager.

Eyecare Support Worker Services Pty Ltd. Pty Ltd Human Resources Manager will be responsible for creating, distributing and maintaining the roster of all personnel. They will advise workers on ways in which they are able to access their personally assigned roster. It is essential that each roster created, is both visible and accessible to the worker, and the Human Resources Manager.

In the circumstance a worker is unable to attend a shift, the HR Manager or delegate must be notified a minimum two hours prior to the shift. This is to ensure that an alternative individual is contacted and will be able to perform the necessary care and services to the participant.

It is the responsibility of the worker to make alternative arrangements if they are notifying Eyecare Support Worker Services Pty Ltd. Pty Ltd multiple days prior. If there is no success in seeking to find an individual to cover a shift, then they are to seek the help of the HR Manager. If the authorised personnel find that the reasoning for the individual who is requesting not to attend a shift is inappropriate, then it the discretion of the HR Manager to reject the change in shift.

If a worker has become unavailable and is absent from their designated shift, then an alternate person with equivalent or greater skills and qualifications will be contacted. This is to ensure that all participants of Eyecare Support Worker Services Pty Ltd. are still receiving adequate and quality care and services as deserved.

**Requests for Changes to Working Arrangements**

Change to an individual’s personal circumstance may result in their request for Flexible Work Arrangements. Flexible working arrangements are the set and agreed working hours a person is entitled to when possessing full or part-time employment for the previous 12 months. An individual who is seeking to amend their agreed working contract may be due to parental responsibilities (maternal/ paternal leave), change in health and well-being, experiencing from mental or family violence issues.

Workers are able to submit a request for Flexible Work Arrangements to their Human Resources Manager or other authorised personnel, if they are experiencing changes in their personal life, that impacts their commitment to Eyecare Support Worker Services Pty Ltd..

When completing a request form, they must specify and include the following information and provided to Eyecare Support Worker Services Pty Ltd. Pty Ltd HR Manager:

* The reasoning in which the individual is requesting a change to their existing work arrangements.
* The current hours and term of employment the individual possess’ at the time, as well as the new distinguished hours they were aiming to obtain.
* If there are any new location of work (such as working from home) if relevant.

Once an application for a request of flexible working arrangements has been submitted, Eyecare Support Worker Services Pty Ltd. Pty Ltd authorised personnel is expected to provide an answer within 21 days of the request. The authorised personnel will then review and discuss the request with Eyecare Support Worker Services Pty Ltd. Pty Ltd CEO/ Director. They will then in which examine all possibilities and outcomes that this may cause to the operations of Eyecare Support Worker Services Pty Ltd. It is essential that both the CEO/ Director and authorised personnel review the application fairly and is not discriminating against that individual if a conflict of interest has occurred. Once the outcome of the request has been determined, then the authorised personnel who received the request will contact the individual through a written and verbal form. If the application was denied, then it must be explained to that individual the reasoning behind not being accepted.

**Overtime Hours**

All workers of Eyecare Support Worker Services Pty Ltd. are entitled to overtime rates in accordance with their employment contract. Each working arrangement listed below, outline the eligibility of receiving overtime rates.

* Full – Time Workers: Will receive the additional number of hours they worked, that was out of their ordinary set hours, as stated and agreed upon in their contract.
* Part-Time Worker: Are entitled overtime rates if they have exceeded the optimal amount of regular working hours. However, if they have worked greater than their agreed hours, but less than a full – time workers hours, they will not be granted the overtime rates.
* Casual Workers: Are entitled to overtime rates when completing hours that are greater than their scheduled shift.

Eyecare Support Worker Services Pty Ltd. Pty Ltd authorised personnel or HR Manager will be responsible for permitting all overtime of all workers. If overtime was not authorised to an individual, then the workers mustn't proceed to work the additional hours.

Any individual who conducts any shift work that is more than 4 hours, is entitled to take a break. In terms of workers who are doing overtime shifts, then 20-minute paid break every 4 hours will be granted.

In the event a person is required to work as a last-minute request, then they must receive a minimum of 2 hours of work. If Eyecare Support Worker Services Pty Ltd. Pty Ltd fails to abide by this protocol and does not offer the 2 hours’ worth of work to that individual, they will then receive 2 hours of paid overtime.

**Unapproved Request for Changes to Working Arrangements**

While Eyecare Support Worker Services Pty Ltd. aims to provide fair and equal opportunity for all request change of their workers, applications may be denied for various factors. Eyecare Support Worker Services Pty Ltd. Pty Ltd CEO/ Director and HR Manager or Delegate, will decide the outcome of all requests. The refusal of the request will be clearly communicated with the applicant. The following indicates the reasoning Eyecare Support Worker Services Pty Ltd. Pty Ltd authorised personnel may deny a request; however, it is not limited to:

* Unavailable vacancies to enable the change of working arrangements.
* Poor performance of an individual.
* The new arrangements would cause an effect on Eyecare Support Worker Services Pty Ltd. Pty Ltd financial situation.
* Have not given sufficient amount of time to amend current working arrangements.
* Create a significant impact on other workers at Eyecare Support Worker Services Pty Ltd.

**Types of Leave**

Like any individual who possesses a form of employment, they are entitled to leave, in accordance with their contract. There are many different types of leave that a worker is eligible and entitled to. These forms of Leave include:

* Annual Leave.
* Sick Leave.
* Leave Without Pay.
* Study Leave.
* Long Service Leave.
* Maternity/ Paternity Leave.
* Compassionate Leave.

**Appeal of a Denied Request**

In the event a person has been denied an application for a request to flexible working arrangements, then a letter must be created and submitted by the unsuccessful applicant. This will occur if the individual does not believe that the outcome of their request was reasonable and unfair. A letter must be presented to Eyecare Support Worker Services Pty Ltd. Pty Ltd CEO/ Director and the Human Resources Manager, however an initial decision of allowing an appeal will be based on the CEO/ Directors discretion.

Fair Work – Under the Fair Work Act 2009 (Cth), an infringement of standards and regulations will be present if the conditions mentioned above, have not been adhered to. Workers may be expected to advise and prepare for legal involvement if they been adhered to. Workers may be expected and advise to prepare for involvement if they passionately believe that their application was not considered appropriate or believes they have been discriminated against, with reasonable evidence or supporting facts as to why. Individuals who may have an enquiry regarding the information on worker benefits or disputes have the opportunity to contact Fair Work to assist them.

* Contacting the Fair Work Ombudsman on 13 13 94.
* Fair Work Website - <https://www.fairwork.gov.au/contact-us/online-enquiries>

Personnel that have become successful after appealing their initial application for flexible work arrangements will then provide the time in which they wish to proceed with the new working arrangements.

**Shortage of Workers**

Eyecare Support Worker Services Pty Ltd. Pty Ltd Human Resources Manager or Delegate possess the duty and authorisation of extending and reducing scheduled work hours, as where it is necessary. If a worker is required to extend their initial work hours, then they are only permitted to work a total of 12 hours. However, Eyecare Support Worker Services Pty Ltd. Pty Ltd understands the physical and mental impact that working long shifts may obtain. Eyecare Support Worker Services Pty Ltd. Pty Ltd will ensure to consider the factors of fatigue and safety issues for working the necessary extended hours. Additional breaks will be assigned to those working prolonged shift work. However, in some circumstance’s workers may be required to conduct a shorter shift. Examples of these circumstances are injury or illness, natural disasters or severe weather.

Supporting Documents

Documents relevant to this policy and procedure include:

* Emergency Planning Policy and Procedure
* Human Resources Policy and Procedure
* Leave Request Form
* Flexible Working Arrangement Request
* Roster Requests and Shift Changes.

Eyecare Support Worker Services Pty Ltd. Pty Ltd can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. Pty Ltd may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Staffing Policy and Procedure.  I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. Pty Ltd can change or update the policy at any time.

1.11 Conflict of Interest Policy and Procedure

Policy and Procedure

Eyecare Support Worker Services Pty Ltd. utilises this policy and procedure to determine the correct protocols to manage any situations of conflict, should they arise. It identifies Eyecare Support Worker Services Pty Ltd. Pty Ltd focus and commitment in the honest and sensible management of conflicts of interests.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

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| Conflict of Interest | A situation in which a person is in a position to derive personal benefit from actions or decisions made in their official capacity. |
| Due Diligence | Reasonable steps were taken by a person to avoid committing a tort or offence. |
| Disclosure | The action of making new or secret information known. |

Policy

Eyecare Support Worker Services Pty Ltd. Pty Ltd utilises the Conflict-of-Interest Policy as a strong reference point in aims to ensure Eyecare Support Worker Services Pty Ltd. Pty Ltd is taking appropriate measures to minimise the occurrence of Conflicts.

The Conflict-of-Interest Policy specifies how Eyecare Support Worker Services Pty Ltd. Pty Ltd will operate through truthfulness, accountability and honesty. Eyecare Support Worker Services Pty Ltd. Pty Ltd strives to develop and implement the correct standards and protocols, to ensure there are no potential risks of conflict of interest between relevant parties.

Where deemed necessary, disclosure of information for suspected or established conflicts of interest, will be monitored and dealt with.

This is to ensure that all care, services and operations of Eyecare Support Worker Services Pty Ltd. are kept at optimal quality and does not become affected.

Procedures

The Conflict-of-Interest Procedure should be adhered to by all personnel when making decisions that impact both themselves, and all other relevant parties. It outlines the considerations an individual must take into when situated at Eyecare Support Worker Services Pty Ltd. Pty Ltd, as well as performing all care and services.

Eyecare Support Worker Services Pty Ltd. Pty Ltd adopts certain measurements to prevent any potential internal issues that may surface throughout the duration of operations.

Should the situation arise where there is a conflict of interest, it must be escalated to the CEO/Director for management. However, if the conflict of interest is minor, the CEO/Director may delegate a member of the Management Team to find a resolution. Conflicts of interest must be registered and tracked in Eyecare Support Worker Services Pty Ltd. Pty Ltd Risk Register.

If the conflict is unavoidable, workers are required to disclose it to the CEO/Director as soon as they are informed of it. Workers who are uncertain if there is a conflict of concern should seek guidance from either the CEO/Director or delegate. All workers must avoid getting involved in any situations that conflict with Eyecare Support Worker Services Pty Ltd. Pty Ltd duties and the participants they support.

Where an individual is required to make a decision, then workers should consider many aspects that could impact themselves or another. They should take into consideration If friends or families rendered a revenue in the future if they are involved in a matter. It is also important to consider how others may interpret their participation; concerns may be voiced by any persons related to Eyecare Support Worker Services Pty Ltd. For example, if a worker believes the participant is not of sound mind and unable to make personal decisions based on their health and support, an advocate may be utilised for further examination.

Also, they should contemplate if they have any professional or private concerns in issues that could conflict or be interpreted as conflicting with their duties.

Workers shall not accept any cash gifts, incentives or grants that may interfere with their willingness or preparation to behave in the participants’ best interests. Neither will they, either instantly or implicitly, take the opportunity of their circumstance to gain a personal benefit or benefit to another person or goods.

**Further Supports and Care**

Where Support Coordination is required for the deliverance of services to a participant, then an obvious separation needs to be established between Eyecare Support Worker Services Pty Ltd. Pty Ltd personnel, and the workers of the Support Coordination organisation. Eyecare Support Worker Services Pty Ltd. Pty Ltd Governance Policy and Procedure should be utilised as a reference for maintaining the expected separation. If a participant requires several services, then they should be offered the option as to whether they may need to utilise various providers.

Eyecare Support Worker Services Pty Ltd. Pty Ltd will establish and enforce strategies that will be utilised as a guide for participants, in the event conflict of interest has surfaced and needs to be dealt with. Where a participant has encountered conflict of interest while receiving care and services of personnel, then they will wish to select another organisation. It is essential that the participants choice of going elsewhere, when a conflict of interest arises, then their choice must be respected.

Eyecare Support Worker Services Pty Ltd. Pty Ltd has adopted various methods and tactics when a dispute has become present. Where a situation with NDIS participants and Plan Management experience disputes of any kind, there are strategies in place to resolve the occurring issue. As stated in Eyecare Support Worker Services Pty Ltd. Pty Ltd Governance Policy and Procedure, an established separation must be implemented and monitored between the Support Coordination personnel and participants.

It is significantly essential that all participants funding and expenses are being monitored and utilised correctly. Eyecare Support Worker Services Pty Ltd. Pty Ltd will adhere to the Financial Management Policy and Procedure to ensure the monetary aspect of a participant, is being handled accordingly. The individual funding of a participant that Eyecare Support Worker Services Pty Ltd. Pty Ltd utilises when delivering care and services must be in accordance with the initial intent. All funding and expenses must be recorded and accounted for and must reflect each transaction made.

**Supported Independent Living (SIL)**

Participants who are requiring services of Supported Independent Living must be offered various alternatives, to enable the correct suppliers have been appointed to them when delivering care and services. Like all people who make decisions, participants choice of care assistance needs to be respected, and their care requirements must be adhered to. Where SIL has been delivered and provided to participants in Eyecare Support Worker Services Pty Ltd. Pty Ltd premises, all personnel must be taught to ensure all understand the principles regarding conflict of interest, and the strategies utilised to deal with it.

**Specialized Disability Accommodation (SDA)**

Workers are expected to help participants in identifying the difference between Special Disability Accommodation and other NDIS providers. Where participants reside in Eyecare Support Worker Services Pty Ltd. for SDA purposes, options must be given to those for utility functioning and must reflect and adhere to their facility rights.

Under some circumstances, Eyecare Support Worker Services Pty Ltd. Pty Ltd may provide both care and services of SDA and NDIS to the same individual. If this situation is present for a participant of Eyecare Support Worker Services Pty Ltd. Pty Ltd, then workers must state and create awareness that they are receiving both SDA and NDIS services. Strategies for dealing with conflict of interest should be thoroughly explained and ensure that they understand.

**Considerations of NDIS**

All conflicts about issues that may influence whether assistance is being provided, workers will disclose to all appropriate stakeholders or prospective participants. It includes conflicts of interest in financial, corporate or private affairs, and any business concerns that Eyecare Support Worker Services Pty Ltd. Pty Ltd has with other organisations.

Eyecare Support Worker Services Pty Ltd. Pty Ltd will ensure that all relevant personnel are made aware and possess the understanding of conflicts of interests. Relevant personnel are to consider those who are participants, their families, chosen representatives and advocates.

There are many different methods for informing personnel on information regarding conflict of interest. Information that needs to be taught should be delivered through simple forms of documentation that is easy to understand.

Eyecare Support Worker Services Pty Ltd. Pty Ltd should utilise forms of documentation such as handbooks or manuals, pamphlets, brochures, digital advertisements, pictures and diagrams.

It is important that Eyecare Support Worker Services Pty Ltd. Pty Ltd also accommodate for those with language barriers or just simply do not use English as their language of choice. As well as written documentation being given to assist with the understanding of conflict of interests, verbal sessions may be required.

All workers of Eyecare Support Worker Services Pty Ltd. Pty Ltd mustn't input their opinion, thoughts and judgement to participants as this could affect their initial choice control. Advice is permitted; however, it must not come from a negative intention. Guidance and details on assistance options given to Eyecare Support Worker Services Pty Ltd. Pty Ltd must be reliable, clear, and relevant. All participants must be treated similarly, and favourable treatment should not be given.

Eyecare Support Worker Services Pty Ltd. Pty Ltd personnel should offer guidance and support that is in accordance with participants needs and requests where Support Coordination or Plan Management is provided. It essential that Eyecare Support Worker Services Pty Ltd. Pty Ltd and workers are supplying the correct and accurate information. The information should be precise when informing relevant personnel of the intellectual and performance ability, capability and credentials a worker of Eyecare Support Worker Services Pty Ltd. Pty Ltd retains. Secondly, due diligence is an essential component when Support Coordination and Plan Management is required.

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| Evidence given to help the decision making of respondents may include: | * Classifications of cost for different support possibilities. |
| * Feedback from individuals on the assistance they have attained. |
| * Risks and benefits of different services. |
| * Documents and records. |

Supporting Documents

Documents relevant to this policy and procedure include:

* Risk Register.
* Governance Policy and Procedure.
* Financial Management Policy and Procedure.

Eyecare Support Worker Services Pty Ltd. Pty Ltd can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. Pty Ltd may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Conflict-of-Interest Policy and Procedure.  I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. Pty Ltd can change or update the policy at any time.

1.12 Strategic and Operational Planning Policy and Procedure

Policy and Procedure

Eyecare Support Worker Services Pty Ltd. Pty Ltd utilises the Strategic and Operational Policy and Procedure to assist when developing and implementing the Strategic and Operational Plan.

This Policy and Procedure will describe how Eyecare Support Worker Services Pty Ltd. Pty Ltd CEO/Director should create, manage and accomplish the businesses strategic and organisational targets, focused on a consistent approach towards change. Its plan should be displayed for all workers, participants and others to understand the continual goals set out within Eyecare Support Worker Services Pty Ltd. Pty Ltd and how this will be achieved over the planned time.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

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| Stakeholders | A stakeholder is a party that has an interest in a company and can either affect or be affected by the business. The primary stakeholders in a typical corporation are its investors, employees, customers and suppliers. |
| Strategic | Relating to the identification of long-term or overall aims and interests and the means of achieving them. |
| Operational | In or ready for use. |

Policy

Eyecare Support Worker Services Pty Ltd. Pty Ltd understands that workers need to be working toward common goals; this focus is driven by implementing (minimum) a 3-5-year plan which is reviewed at least yearly by the CEO/Director. This plan sets out the goals and plans of the organisation in a way that is understandable by all. It must be developed by involving workers, participants and other stakeholders while ensuring it is still the responsibility of the CEO/Director to develop.

The Operational Plan (frequently reviewed) is made in collaboration of the Strategic Plan while being a more short-term goal setting plan (up to 1 year) to give the business a short-term plan to be successful with the businesses strategic plan ultimately.

Procedure

**Planning of Strategic and Operational Plans**

Operational plans are created by Eyecare Support Worker Services Pty Ltd. Pty Ltd through the collaboration of their strategic plans to continually balance each year’s targets for Eyecare Support Worker Services Pty Ltd. Pty Ltd while making a clear route to achieving the long-term strategic plan goals. Eyecare Support Worker Services Pty Ltd. Pty Ltd ensures that both Strategic and Operational development considers requirements such as legislation, guidelines, administrative requests, participant needs, worker needs, hazards and NDIS requirements. Eyecare Support Worker Service Pty Ltd s creates strategic plans to identify, visualise and build towards significant outcomes of the business while consistently adapting to changes along the way. These outcomes are generally assessment-based, which are mainly around supports, resources, staffing and requirements, which is how Eyecare Support Worker Services Pty Ltd. Pty Ltd develops the plan. This plan is made with a shelf life of a minimum of 3 years, but quite often 5-10 years pre-planned.

**Reviewing Created Plans**

Once Eyecare Support Worker Services Pty Ltd. Pty Ltd have established a Strategic and Operational Plan, they will be reviewed and examined consistently. The principal reason for frequent review of the plans is to ensure all additional comments and notes have been sought after. Individuals can make the notes of Eyecare Support Worker Services Pty Ltd. or other relevant stakeholders.

Once a Strategic and Operational Plan has been created, Eyecare Support Worker Services Pty Ltd. Pty Ltd must ensure that it is reflecting the correct happenings of Eyecare Support Worker Services Pty Ltd. Pty Ltd, in that present time. The plan should be updated at least once a year, or in the event, a significant change has occurred, that affected the normal operations of Eyecare Support Worker Services Pty Ltd. Pty Ltd Although the initial plan should be reviewed frequently, the Strategic and Operation Plan should be updated, and a separate plan will be developed that will be utilised for the next three years, once the initial plan has expired.

In order to understand the competency of not only workers of Eyecare Support Worker Services Pty Ltd. Pty Ltd, but the effectiveness of Eyecare Support Worker Services Pty Ltd. Pty Ltd operations, mandatory training programs will be established. It is the responsibility of Eyecare Support Worker Services Pty Ltd. Pty Ltd to conduct a compulsory training regime for all workers annually. It will incorporate developmental activities, observe competency and service delivery. This is also done to assist in the detection of the financial and strategic urgencies of Eyecare Support Worker Services Pty Ltd. This will ensure that quality care and services are maintained, and participants are receiving optimal care.

A quarterly report will be made as a review of the Strategic and Operational Plan. This report will include aspects of information sourced from the Quality Improvement Plan. This will ensure that all progress of Eyecare Support Worker Services Pty Ltd. Pty Ltd objectives or potential enhancements are noted and understood. To ensure understanding, this can be read in conjunction with Eyecare Support Worker Services Pty Ltd. Pty Ltd Continuous Improvement Policy and Procedure.

Supporting Documents

Documents relevant to this policy and procedure include:

* Strategic and Operational Plan.
* Quality Improvement Plan.
* Continuous Improvement Policy and Procedure.

Eyecare Support Worker Services Pty Ltd. Pty Ltd can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. Pty Ltd may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

By signing this document, I acknowledge that I have read and understood the Strategic and Operational Planning Policy and Procedure I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. Pty Ltd could change or update the policy at any time.

1.13 Succession Planning Policy and Procedure

Policy and Procedure

The Succession Planning Policy and Procedure are utilised throughout Eyecare Support Worker Services Pty Ltd. Pty Ltd to enable effective and efficient operations. Eyecare Support Worker Services Pty Ltd. Pty Ltd will establish many protocols and measurements in which all relevant personnel must adhere to, to ensure Eyecare Support Worker Services Pty Ltd. Pty Ltd objectives, goals, care and services are at optimal quality and are being met. If an individual’s position has been made absent, then Eyecare Support Worker Services Pty Ltd. Pty Ltd will create a Succession Plan in order to continue to carry out the required care, services and operations of Eyecare Support Worker Services Pty Ltd.

This extends to all workers and meets relevant laws and regulations and standards.

Definition

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| Authority | The power or right to give orders, make decisions and enforce obedience. |
| Delegate | Entrust (a task or responsibility) to another person, typically one who is less senior than oneself. |
| Pension Plan | A pension plan is a **retirement plan** that requires an employer to make contributions to a pool of funds set aside for a worker's future benefit. The pool of funds is invested on the employee's behalf, and the earnings on the investments generate income to the worker upon retirement. |
| Personnel | People employed in an organisation or engaged in an organised undertaking such as military service. |

Policy

The Succession Planning Policy outlines how Eyecare Support Worker Services Pty Ltd. Pty Ltd will establish an organised and efficient plan; in the event, a worker’s position was to become relinquished.

Eyecare Support Worker Services Pty Ltd. Pty Ltd Strategic and Operational Plan should be utilised when establishing a Succession Plan. It outlines the present and future goals and objectives that Eyecare Support Worker Services Pty Ltd. Pty Ltd strives to achieve over a fixed term. It also incorporates a plan in which should be created when a position has become available.

Procedure

Eyecare Support Worker Services Pty Ltd. Pty Ltd understands the importance of finding strategies and ambitions to maintain optimal skills and qualifications of all relevant personnel, as well as delivering the most quality care and services to participants.

Preparing and enforcement of a succession plan is part of the overall strategy of building a sustainable workplace that provides opportunities to increase the internal skills range of Eyecare Support Worker Services Pty Ltd.

Eyecare Support Worker Services Pty Ltd. Pty Ltd must be prepared if important workers leave the organisation.

The CEO/Director will establish and periodically review a Succession Plan for all relevant workers to build a secure workplace for Eyecare Support Worker Services Pty Ltd.. The Succession Plan should be done in sequential order to ensure all areas are covered and attended to. The first step when organising a succession plan would be to find and analyse Eyecare Support Worker Services Pty Ltd. Pty Ltd principle roles and set of skills currently in place. Consideration should be taken into account of significant positions, ranges or capabilities and requirements of the organisation. Then the CEO/ Director and authorised personnel will identify high potential workers ready to take on vital roles. Once all have been identified of the potential candidates and required capabilities to replace absent personnel, services and initiatives are developed and introduced that will support potential workers.

The Succession Plan that is established by Eyecare Support Worker Services Pty Ltd. Pty Ltd authorised personnel must be in accordance and reflect the Strategic and Operation Plan. As well as utilising the above guidelines of information on Succession Planning, it should also include the established succession plans for key worker roles, as well as high prospective workers within the company. Age ratios of available retirement plans and key performance reviews of the workers are also important to be noted. There should be information regarding the variations in abilities and opportunities of coaching to help high potential workers.

When identifying main roles when generating a succession plan, it is important that detecting all aspects of positions for each of Eyecare Support Worker Services Pty Ltd. Pty Ltd areas of work, where planned replacement action is needed. This should not be utilised as an established plan to assign alternative personnel for each available role. This should also specify the timeframe in which the individual is expected to become permanently absent from their role. A handbook should be present to use as a guide when describing the prospect of an individual terminating their employment. This may also incorporate potential pension agreements, plans, or any other relevant details that have been collected by that individual through the duration of their employment.

After identifying the main roles that are required, then the next action of the succession plan would recognise potential candidates to fulfil the required position of Eyecare Support Worker Services Pty Ltd. Firstly, the CEO/ Director should take into consideration prospective candidates who can fill the position in a range of time frames. (Instantly, and within the duration of one to three years). Then depending on the identified prospective candidates, decide the type and extent of the development or balanced recruiting activity needed*.* If there are no substitutes, internal recruitment may be appropriate. If accessibility to applicants is minimal, a separate recruitment replacement approach should be developed for the job.When prospective workers require substantial growth, an improved development system should be formed in conjunction with the individual performance growth review*.* When a wide range of short- and long-term replacements are found then, no measures may be needed. Workforce and development strategies will be established to support Eyecare Support Worker Services Pty Ltd. Pty Ltd strategic goals and asset choices, and ensure that future hiring arrangements are effective and implemented.

Once both identifications of main roles and potential candidates have been depicted, then the next stage of the succession planning process is to establish strategies for development; creating teaching management and technical skills for the individual who will pursue the required position. The required mentoring and coaching will be implemented to that individual to ensure they are ready to take on the role. Lastly, providing additional skills, self-confidence building tasks and arranged on the job training for the selected personnel.

**Delegated Authority in the Absence of Key Members**

Eyecare Support Worker Services Pty Ltd. is required to have delegated authority to particular members in the absence of key personnel. The members who are given the authority must be suitably qualified and have the capacity for the role given to them. If this cannot be obtained ‘In-House’, Eyecare Support Worker Services Pty Ltd. can outsource a suitable third-party if required. This should be further detailed in a succession plan.

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| Current Key Personnel |
| Anita Connolly - CEO/ director |
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**Development and Performance Review**

The Performance and Development Review should include individual development schemes. Care must be taken to ensure that possible successors are not required to be appointed to a main role. It will follow the normal competitive and merit-based hiring and promotion procedures.

As part of the Succession Planning, Eyecare Support Worker Services Pty Ltd. Pty Ltd offers equal opportunities for all workers and fosters gender equal opportunity. The CEO/Director formally reviews and changes the Succession Plan every financial year or moments of significant and unexpected change.

Supporting Documents

Documents relevant to this policy and procedure include:

* Human Resources Policy and Procedures (Recruitment).
* Succession Plan.
* Strategic and Operation Plan.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. Pty Ltd may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Succession Planning Policy and Procedure I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. Pty Ltd can change or update the policy at any time.

1.14 Infection Control Policy and Procedure

Policy and Procedure

The Infection Control Policy and Procedure are implemented throughout Eyecare Support Worker Services Pty Ltd. Pty Ltd, to ensure all potential risks of disease and infections are eliminated from all relevant personnel and participants.

Eyecare Support Worker Services Pty Ltd. Pty Ltd will establish and utilise various protocols and measurements to minimise the possibility of infectious diseases circulating within Eyecare Support Worker Services Pty Ltd. Pty Ltd that may affect participants, workers and visitors.

Eyecare Support Worker Services Pty Ltd. Pty Ltd strives to provide an adequate facility, in which all individuals are safe, healthy and content. The Infection Control Policy and Procedure should be read in concurrence with Eyecare Support Worker Services Pty Ltd. Pty Ltd Occupational Health and Safety Policy and Procedure.

This extends to all workers and meets the relevant laws and regulations and standards.

Definitions

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| Infection | The process of infecting or the state of being infected. |
| Notifiable Disease | Notifiable disease, **any of various health conditions that upon detection are required to be reported to public health authorities.** For certain diseases, namely those of an infectious nature, mandatory disease reporting plays a critical role in preventing and controlling the spread of disease in populations. |
| Airborne | Transported by air. |
| Hygiene | Conditions or practices conducive to maintaining health and preventing disease, especially through cleanliness. |
| Transmission | The action or process of transmitting something or the state of being transmitted. |

Policy

Eyecare Support Worker Services Pty Ltd. Pty Ltd acknowledges that establishing measurements to reduce any form of potential risks is significant. The Infection Control Policy specifies how Eyecare Support Worker Services Pty Ltd. Pty Ltd controls situations of infection and provides an understanding of the main aspects.

Droplet, airborne and bloodborne are significant ways of virus transmission and contamination. Transmission of infections may also occur using materials such as contaminated food, water, medicines and products, or with appliances and equipment. That is why efficient infection control is crucial to delivering excellent assistance for participants and a safe working atmosphere for Eyecare Support Worker Services Pty Ltd. Pty Ltd workers and visitors.

It is considered that there are three principal components of infection. The first component being that infection control assist in the prevention of contagious organisms being transmitted and manages infections if they arise. The second component is an infectious virus. An infectious virus are biological agents which can trigger their host's disease or illness. The final component of infection is an infectious disease. Infectious diseases are caused by pathogenic microorganisms, such as fungi, parasites and bacteria. How an infectious disease can be transmitted from one individual to another is through touching and bodily fluid transmission.

Workers Responsibilities –

Workers of Eyecare Support Worker Services Pty Ltd. Pty Ltd are to adhere, comply and implement the standards and protocols of the Infection Control Policy and Procedure. They are also responsible for ensuring that participants are utilising disposable tissues were deemed necessary. They should ensure that all surfaces and areas are monitored and frequently attended to and cleaned.

Management Responsibilities –

Management maintains accordance with the Infection Control Policy and Procedures, establishes and implements infection control services, and guarantees successful implementation and enforcement to policy. Management will utilise Eyecare Support Worker Services Pty Ltd. Pty Ltd Continuous Improvement Plan annually to review and assess the performance of Eyecare Support Worker Services Pty Ltd.

CEO/Director Responsibilities –

It is the CEO/ Director’s responsibility to implement the Infection Control policy and procedure and guarantee that all participants comply with the policy.

Procedure

Eyecare Support Worker Services Pty Ltd. Pty Ltd adopts the Infection Control Procedure to ensure that all elements of infection are eliminated within Eyecare Support Worker Services Pty Ltd.

All the correct protocols must be adhered to by all personnel. The health, safety and well-being of Eyecare Support Worker Services Pty Ltd. Pty Ltd participants, workers and volunteers are a priority. It is significant if any worker of Eyecare Support Worker Services Pty Ltd. Pty Ltd becomes absent when suffering from sickness and disease.

Eyecare Support Worker Services Pty Ltd. Pty Ltd is also required to remain vigilant to any diseases, as many diseases or infections are Notifiable diseases. Any found Notifiable diseases are required to be disclosed and mentioned to the Health Department.

As a precaution, any worker, Manager or volunteer of Eyecare Support Worker Services Pty Ltd. Pty Ltd with a notifiable disease shall not undertake work until their doctor advises them that it is safe to do so. If any staff/worker, members or CEO/Director have any infectious viruses/diseases (such as the flu or common cold) is required to remove themselves from the workplace until they have been examined and cleared by a doctor.

This means they are required to provide an electronic and hard copy of a medical/doctors certificate to the CEO/Director before commencing employment.

**Standard Provisions**

Many various standard provisions should be adhered to regarding infection control. All of Eyecare Support Worker Services Pty Ltd. Pty Ltd personnel must be following the standard provisions that are established to minimise any potential risk of infection or disease. It is significantly important that all workers utilise and implement the standard provisions in the event they have come into contact with blood or body fluids. Workers must maintain the hygiene, sanitation and cleanliness of all surfaces and areas of Eyecare Support Worker Services Pty Ltd. This is to ensure that all areas that will be utilised by any individual are not at risk of infection or disease.

It is expected that the workers of Eyecare Support Worker Services Pty Ltd. Pty Ltd, must wear Personal Protective Clothing and Equipment (PPE). PPE is equipment or clothing that will protect the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, gown or apron, facemasks and enclosed footwear. It also includes respiratory protective equipment (RPE).

Where workers are conducting duties and tasks such as cleaning equipment, managing chemicals and foods that may have potentially become contaminated with body fluid, then PPE should be maintained. The form of PPE Disposable latex gloves should be utilised when performing the mentioned above tasks.

In the circumstance where a participant is displaying signs and symptoms of respiratory infection, it is significantly important that all personnel adhered to respiratory hygiene and cough etiquette. Various aspects are involved when handling situations of respiratory infections. The first measurement that should be taken is to ensure that all participants are utilising a disposable tissue. It is important to ensure that the disposable tissue is utilised as single-use only and to be disposed of immediately after use. By only allowing participants to only use a single disposable tissue, will assist in the control of spreading respiratory infections. In the event a participant is unable to access a disposable tissue when needing to sneeze or cough, then they must do so with their inner elbow. This will ensure that any airborne saliva or other body fluids have not contaminated the environment. As well as ensuring that tissues are utilised when sneezing and coughing, hand hygiene must be taught to participants as an additional method of infection control. Eyecare Support Worker Services Pty Ltd. Pty Ltd workers are to create awareness and understanding to participants of these measures, that should be adhered to when controlling potential or present respiratory infections.

Where a participant is experiencing present or potential infectious disease, then Eyecare Support Worker Services Pty Ltd. Pty Ltd workers must ensure they are complying with the correct and relevant standard provisions. It is important that they adhere to the standard provisions when they have come into contact with bodily substances, used equipment and supplies. Items such as bed linen and contaminated surfaces must be thoroughly sanitised and cleaned after every use. Workers of Eyecare Support Worker Services Pty Ltd. Pty Ltd are expected to maintain their hand hygiene frequently and must perform a 30-second hand wash. A 30-second hand wash must be conducted when a worker has come into contact with:

* a participant
* before and after they have eaten
* after utilising the restroom
* using gloves of any kind.

**Participant Centred Approaches & Good Practices**

Eyecare Support Worker Services Pty Ltd. Pty Ltd promotes participant encouragement for participation within infection control. This is done by multiple steps which include:

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|  | Eyecare Support Worker Services Pty Ltd. Pty Ltd offers participants with opportunities to recognise and discuss risks which allows participants to use feedback through the services feedback, compliments and complaint procedures. |
|  | Eyecare Support Worker Services Pty Ltd. Pty Ltd will advise participants about the protocols for safeguarding their privacy and confidentiality |
|  | Eyecare Support Worker Services Pty Ltd. Pty Ltd will inform participants about Eyecare Support Worker Services Pty Ltd. Pty Ltd methods of infection control and advise participants to report their health or risk condition where there is a possible source of infection. |
|  | Eyecare Support Worker Services Pty Ltd. Pty Ltd will provide educational content using a range of flyers, posters and informative videos on prevention and control of infections. |
|  | Eyecare Support Worker Services Pty Ltd. Pty Ltd must consider participant feedback when implementing policies and services. |

When conducting any routine surface cleaning of Eyecare Support Worker Services Pty Ltd. Pty Ltd, certain protocols are established. The first measure of routine surface cleaning is to ensure that surfaces are thoroughly cleaned and have disinfectant applied, before and after they are used and when they are noticeably dirty. The flooring of Eyecare Support Worker Services Pty Ltd. Pty Ltd should be cleaned daily or as required with a vacuum cleaner/mop. It is essential that all leaks and spills should be immediately attended and dealt with, and have been provided with the appropriate signage, to ensure there is no risk of slip, trips or falls.

Eyecare Support Worker Services Pty Ltd. Pty Ltd acknowledges that other factors should be taken into consideration when controlling infections. Although physical transmission between people is deemed to be the primary way in which an individual may become affected by infection or disease, environmental surfaces contribute a minor role. It is significantly important that all surface and areas of Eyecare Support Worker Services Pty Ltd. Pty Ltd are thoroughly and constantly being attended to. By maintaining a clean and hygienic environment, it will support the minimisation of spreading infection or disease. When conducting the task of routine cleaning, it is recommended that warm water and washing detergent is utilised. Where a worker is required to conduct cleaning tasks on surfaces, then a disinfectant is to be used and must be in accordance with the manufacturer’s instructions. Another measurement to reduce risks of infection throughout surfaces is to wash all mops and buckets with detergent. Once they have been cleaned, they must be thoroughly cleaned and dried and are stored away. It is encouraged that Eyecare Support Worker Services Pty Ltd. Pty Ltd establishes and implements a maintenance and cleaning schedule, to ensure all areas and surfaces are attended to and are thoroughly cleaned.

**Documentation**

Like all incidents and occurrences that may arise concerning infection and infection control, it must be made aware to authorised personnel of Eyecare Support Worker Services Pty Ltd. Eyecare Support Worker Services Pty Ltd. Pty Ltd will be required to document and retain any incidents abiding with the Incident Management Policy and Procedure. All infections will be reported and recorded to authorised personnel who will ensure all workers are made aware. This is to ensure that all workers, participants and other relevant personnel are taking the correct measurements when dealing with the situation and remain healthy and safe where possible.

Supporting Documents

Documents relevant to this policy and procedure include:

* Incident Management Policy and Procedure
* Occupational Health and Safety Improvement Register
* Occupational Health and Safety Policy and Procedure

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Infection Control Policy and Procedure.  I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

1.15 Safety and Security Policy and Procedure

Policy and Procedure

Eyecare Support Worker Services Pty Ltd. utilises the Safety and Security Policy and Procedure to ensure all appropriate mechanisms are implemented in order to ensure health, safety, security and wellness of all workers, participants, visitors etc. The objective of this policy and procedure is to ensure the safety obligations that Eyecare Support Worker Services Pty Ltd. must deliver for all workers and interested parties, whilst providing a safe and protected career and support developmental structure. By Eyecare Support Worker Services Pty Ltd. ensuring safety and security within its operation, it will allow for comfortability and safety to be held of the highest value for all persons.

This policy and procedures will abide by all standards, applicable laws and legislations, it should be developed in conjunction with Work Health and Safety (WHS) of the Eyecare Support Worker Services Pty Ltd.. This policy and procedure must apply to all workers.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

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| Safety | The condition of being protected from or unlikely to cause danger, risk, or injury. |
| Security | The state of being free from danger or threat. |
| Premises | A house or building, together with its land and outbuildings, occupied by a business or considered in an official context. |
| Facilities | A place, amenity, or piece of equipment provided for a particular purpose. |

Policy

Workers are expected to uphold standards of this policy to guarantee all precautions are taken regarding the protection of external personnel, workers, participants and personal belongings. The Eyecare Support Worker Services Pty Ltd. retains the protection and security of workers and visitors through a wide range of security measures connected to the premises. The security and safety of all workers and guests are accomplished in combination with existing legislations along with work health and safety standards set by Eyecare Support Worker Services Pty Ltd.. The office premises will be secured constantly, to prevent trespassing. Workers and other interested parties must be able to access all systems within Eyecare Support Worker Services Pty Ltd. in a reliable and protected manner at any given time; these areas are always to be maintained.

Procedures

**Workers of Eyecare Support Worker Services Pty Ltd.**

Inductions will provide workers with equipment and information on how to enter Eyecare Support Worker Services Pty Ltd .buildings and grounds, as part of orientation and training programs. Workers will be able to access Eyecare Support Worker Services Pty Ltd. facilities and car park through the means of a general key supplied to authorized workers. If keys are misplaced or stolen, these incidents must be reported to the CEO/Director immediately. Workers will be able to access office areas through the means of a general key.

These office areas are accessible by pedestrian walkways for workers, typically located at the front of the premises. The last worker exiting Eyecare Support Worker Services Pty Ltd. facilities each day will turn off all the office lights then lock all door and windows. The CEO/Director will approve all entries regarding after-hours/weekend work; this process must be approved prior to work commencing. Access for office will be secured after 6.00 pm, each time they arrive/leave the office.

In addition to the guidelines above all workers will be provided with the information regarding, first to enter and last to leave Eyecare Support Worker Services Pty Ltd. facilities, security codes and how to handle security devices.

**Entry and Departure from Premises**

Eyecare Support Worker Services Pty Ltd. headquarters is situated 74/189 Adelaide Terrace, Perth 6004.

Any workers who are the final remaining to leave Eyecare Support Worker Services Pty Ltd. must ensure that all windows, or any other accessible entry, are closed and locked. If in the event an individual is unable to lock entrances as they did not possess a key at the time, then it is their responsibility to contact the CEO/ Director to notify them of their circumstance.

**Parking**

Workers will always be encouraged to lock their vehicles when becoming absent from it. This is to ensure the safety of personal belongings while undertaking shifts, as Eyecare Support Worker Services Pty Ltd. is not liable for stolen property. This should also include locking any other forms of vehicles such as motorbikes, bicycles and scooters.

Extensive street parking is accessible straight outside the construction for visitors and workers.

**Personal Facilities**

All people who enter Eyecare Support Worker Services Pty Ltd. will be granted access to clean and adequate personal facilities. Personal facilities incorporate the utilisation of sanitary toilet, washing and eating amenities, drinkable water, and a safe and protected location to store personal belongings.

Eyecare Support Worker Services Pty Ltd. will make all personnel aware of the location in which they can store their personal belongings.

**Damages/ Theft of Facilities or Personal Belongings**

In a situation where personal belongings (including workers, guests and any other affected parties) or Eyecare Support Worker Services Pty Ltd. facilities have been, stolen or damages have occurred, workers must report to the CEO/Director immediately who will take the appropriate steps; including calling authorities or communicating with applicable insurance companies. Workers must have a means of keeping personal belongings safe and secured. Workers can keep their valuables safe, by using lockable storage system to keep all their personal belongings secured. It is also the responsibility of all personnel to ensure their vehicles are locked at all times when becoming unattended.

**Visitors**

Visitors wishing to enter Eyecare Support Worker Services Pty Ltd .grounds must book an appointment prior then knock on the time of their arrival. All visitors must sign-in on the visitor register and sign out upon entering and exiting; the visitor will always need to be accompanied.

**Ventilation and Lighting**

It is essential that Eyecare Support Worker Services Pty Ltd. installs and utilises many lights throughout the premises. This is to ensure that all movements are done so without the risks of falls or injury. It is also significant that Eyecare Support Worker Services Pty Ltd. has installed optimal ventilation throughout the facility. This involves the installation of correct doors, windows, heating and air conditioning.

**Working Environments**

Eyecare Support Worker Services Pty Ltd. strives to create an adequate working environment for both participants and workers. This is to ensure comfortability and efficiency when delivering care and services. Eyecare Support Worker Services Pty Ltd. personnel will be trained in house cleaning protocols to ensure the corrects standards are being met.

A clean work environment must be maintained consistently, to ensure the health and well-being of both participant and worker are being adhered to. It is also important that all floors are kept tidy, to ensure the risk of falls, trips and injury are eliminated. Floors must be maintained to minimize any potential obstacles, in the event an emergency occurs and an individual needs to be attended to immediately.

**Requirements of Premises**

Electricity-operated doors and barriers must-have safety features to prevent individuals from being struck or trapped. This will be suitably signed to advise about possible dangers. Stairways must have appropriate upper and lower rails, with at least one handrail on each side to be considered safe for use. Walkways and corridors are to have no obstructions or obstacles placed in them at any given time and must be labelled when needed. Persons requiring mobile assistance (e.g. wheelchair/ mobility scooter or other such items) that wish to access facilities must always have the adequate entry and exit points. All entry and exit points are to comply with Australian Standards, including signage, being clearly light and having anti-slip measures in place where needed.

**Floors and Other Surfaces**

Having the correct installation of floors is essential in maintaining the safety of all personnel. Significantly, all floors that are situated in Eyecare Support Worker Services Pty Ltd. are eliminated of risks such as falls, trips and injury. By installing handrails on the walls will assist individuals who are travelling. It is also important that the floors are levelled, with no tripping hazards are present such as cracks in tiles, steps and unleveled floors. It is encouraged that carpets, mats or rugs are installed or utilised when performing tasks that require optimal movements.

**General Maintenance**

The Manager or the CEO/Director of Eyecare Support Worker Services Pty Ltd. is solely responsible for the oversight and management of General Maintenance within Eyecare Support Worker Services Pty Ltd.facilities. This includes the following, however, is not limited to:

* Performing or delegating cleaning tasks or duties.
* Conducting reviews and examinations on the current presentation of facilities.
* Utilising Risk Assessment Forms and Workplace Inspection Checklists accurately. The following includes all sections which require examination; adequate ventilation, chemical storage, storage facilities, firefighting equipment, furniture, evacuation points, floor covers and lighting.
* Sub-contracting or hiring an external organisation to perform maintenance tasks.
* Ensure workers are competent and trained in recognizing risks and hazards that need to be attended to.

All examinations must meet the standard of the Eyecare Support Worker Services Pty Ltd.Internal Review and External Audit Schedule. A maintenance record must be kept on Eyecare Support Worker Services Pty Ltd.premises. After a review of the six-monthly examination checklist, the Manager will provide immediate action required to ensure that any improper condition or threat found is resolved. When a maintenance issue causing an immediate danger is identified, workers will alert their [CEO/Director or delegate] and eliminate the hazard where possible. The CEO/Director will contact the appropriately qualified technician if any maintenance issue requires immediate attention.

The recommended repair guide will either be an important Word Document or exercise book it must document the issue raised, action taken, submitted by and the date. Larger corporations may have maintenance reporting issues that can be processed online. All Risk Management Plans, fire safety, construction/machinery maintenance and security structure Risk Management Plans are the responsibility of CEO/Director to establish. Refer to Eyecare Support Worker Services Pty Ltd. Policy and Procedure on Emergency Planning for guidance.

Workers can notify a director or senior worker of a maintenance/repair problem in person or via email, Eyecare Support Worker Services Pty Ltd. will keep track of the repairs using their Maintenance Register.

**Noise Control**

A consistent and appropriate level of noise must be maintained frequently throughout Eyecare Support Worker Services Pty Ltd., to ensure the comfort of all related personnel. The Standards Association of Australia has established a guide in which Eyecare Support Worker Services Pty Ltd.internal and external volume must not exceed. As stated, the noise level of Eyecare Support Worker Services Pty Ltd. should be maintained at all times. According to the guidelines, an optimal volume capacity level is at 140 dB(C).

Eyecare Support Worker Services Pty Ltd. will strive to maintain all noise levels below 50 dB(A) when the working environment is at a stable and minimum activity. When care and services are at an optimal, and there is a high pace of activities and tasks that need to be completed, then it is appropriate for Eyecare Support Worker Services Pty Ltd. to possess a noise level at 70 dB (A). However, Eyecare Support Worker Services Pty Ltd. will frequently and actively aim to maintain all volume levels at a minimum. If noise creates distress, the CEO/Director should be reported to by workers, attendees and other stakeholders, and alternatives for reducing noise/ where providing PPE can be identified.

For workers, Eyecare Support Worker Services Pty Ltd. ensures all workers are away from the damaging effects of high pollution noise. Eyecare Support Worker Services Pty Ltd. and its workers refrain from the use of headphones or earphones during shift times, which can negatively impact a person’s hearing function.

**Emergencies and Emergency Drills**

Should Eyecare Support Worker Services Pty Ltd. be required to perform an evacuation, emergency or fire drill, workers will assist all individuals to evacuation points by safe and secure methods. Any emergency procedures and exercises will be supervised by the Eyecare Support Worker Services Pty Ltd.allocated fire warden. All individuals and workers must comply with all instructions throughout this process. For more information regarding emergency events/planning, refer to Eyecare Support Worker Services Pty Ltd.Emergency Planning Policy and Procedure. This allows all workers to establish correct procedures should a serious event occur.

Inductions

Inductions will provide workers with necessary training and education that provides information on how to enter Eyecare Support Worker Services Pty Ltd.establishment and grounds.

Supporting Documents

Documents relevant to this policy and procedure include:

* Workplace Incident Management Policy and Procedure.
* Workplace Inspection Checklist.
* Participant Incident Management Policy and Procedure.
* Participant Risk Assessment.
* Risk Register.
* Maintenance Book.
* Key Register.
* Home Risk Assessment.
* Incident Management Policy and Procedure.
* Work Health and Safety Improvement Register.
* Work Health and Safety Policy and Procedure.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Safety and Security Policy and Procedure.  I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

1.16 Return to Work Policy and Procedure

Policy and Procedure

The Return to Work Policy and Procedure specifies the correct and adequate protocols, in which all personnel of Eyecare Support Worker Services Pty Ltd. must adhere to when returning to work.

This Policy and Procedure will only apply to the individuals who have sustained or suffered injuries or illnesses resulting from actions carried out by a worker, in conjunction with the venture and service of Eyecare Support Worker Services Pty Ltd..

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

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| Sustainable | Continuing for an extended period or without interruption. |
| Injury | An instance of being injured. |
| Duty of Care | A moral or legal obligation to ensure the safety or well-being of others. |

Policy

Eyecare Support Worker Services Pty Ltd. strives to assist and comfort all relevant personnel and their participants. Where deemed appropriate, Eyecare Support Worker Services Pty Ltd. is committed to aiding workers who have fallen sick or have sustained injuries while conducting tasks and duties of Eyecare Support Worker Services Pty Ltd.. Eyecare Support Worker Services Pty Ltd. will assess the needs of the injured or ill employee by establishing, implementing and monitoring the return to work service through consulting with the employee, the appointed doctor, the relevant staff and the compensation insurance provider for our workers.

Eyecare Support Worker Services Pty Ltd. priority and duty of care are to ensure that all participants, workers, volunteers and other relevant personnel are safe from all potential injuries and illnesses where applicable. Where a worker is returning to work from a sustained injury or illness, Eyecare Support Worker Services Pty Ltd. will commit in the assistance of resuming their care and services.

The first aspect that must be completed for Eyecare Support Worker Services Pty Ltd. to provide job compensation insurance details, including the procedures and which certified occupational recovery service can be employed and if an additional medical examination is needed to return to work. It is the responsibility of Eyecare Support Worker Services Pty Ltd. to provide an appropriate alternative of work duties, as this becomes an important part of the rehabilitation development. If however, an individual is unable to complete the newly found duties assigned to them and is creating a negative impact, then they must not be made terminated from Eyecare Support Worker Services Pty Ltd..

It is significantly important that Eyecare Support Worker Services Pty Ltd. is not to terminate a worker if they have become unable to perform work-related task and services, within a time period of six months of sustaining the injury or illness. Eyecare Support Worker Services Pty Ltd. CEO/ Director or authorised personnel must create and review an Accident Management Plan of the affected individual. The reason for establishing an Accident Management Plan is to ensure all the required and necessary medical treatment is continuously applied to upon the time in which the injury was obtained.

Eyecare Support Worker Services Pty Ltd. Management is solely responsible for providing workers with relevant information regarding injuries and returning to work protocols.

Procedure

Eyecare Support Worker Services Pty Ltd. implements the Return-to-Work Procedure to ensure the correct measurements are taken, as well as the appropriate actions are made when allowing an individual to revisit previous duties.

**Workers Re-Commencing Work**

Eyecare Support Worker Services Pty Ltd. will assist workers who are medically unable to return to their pre-injury tasks by exploring alternative work in Eyecare Support Worker Services Pty Ltd.. By fulfilling duties that could potentially further injure workers, this is harmful and dangerous to the worker. Therefore Eyecare Support Worker Services Pty Ltd. utilises an alternative approach of duties to ensure workers do not make their injuries worse or sustain ongoing and permanent damage.

Eyecare Support Worker Services Pty Ltd. Management will arrange an appropriate person to explain to the injured worker the return to work process.Should the situation arise where the injured worker has sustained damaging injuries, and they are unable to commence work with Eyecare Support Worker Services Pty Ltd. for a prolonged amount of time, Eyecare Support Worker Services Pty Ltd. Management will assist them in alternative processes and opportunities such as Work Cover.

A Return to Work Plan will be established and will specify the correct actions that will be made for that individual to presume the duties of Eyecare Support Worker Services Pty Ltd.. The Return-to-Work Plan will include opportunities for alternative duties, tasks and potentially altered hours. The plan will be endorsed by a doctor that was or a relevant rehabilitation provider.

**Settlements of Conflicts**

There may be circumstances in which the affected individual is experiencing difficulties with their new arranged duties or is not in agreeance with their assigned Return to Work Plan. In the event this situation is present, then Eyecare Support Worker Services Pty Ltd. is committed to assisting the injured individual, as well as their chosen representative. This is to ensure that all disagreements and differences of opinions are attended to and are resolved. If however, the surfacing issues are unable to be resolved, then it will be encouraged to seek advice and assistance from the doctor of that individual, rehabilitation services and insurance agents.

**Tasks and Duties**

Where a worker is unable to resume previous tasks and duties, then alternative arrangements will be determined. The CEO/ Director and/or authorised personnel will be the only individual who can arrange suitable alternative tasks. Once these duties have been established, a Return to Work Plan will be created for that individual.

Although the Return to Work Plan will be created by Eyecare Support Worker Services Pty Ltd. CEO/ Director or authorised personnel, the actions must be in accordance with the medical advice and evidence of the doctor of that individual.

Many aspects should be considered when appointing suitable duties to the retuning worker who was previously injured. Altered or specific duties, tasks and activities should include differed hours in which the individual was not performing initially, as well as conducting different tasks and duties of Eyecare Support Worker Services Pty Ltd.. Upon consulting with all relevant parties, these responsibilities will be defined and stated in writing and frequently checked.

**Injury, Incident and Accident Management**

Where a worker has sustained injuries, Eyecare Support Worker Services Pty Ltd. must be immediately notified. Management must ensure that, as soon as possible, the wounded person gets medical treatment.

The incident will be recorded and documented and stored in Eyecare Support Worker Services Pty Ltd.files. It is the responsibility of Eyecare Support Worker Services Pty Ltd.authorised personnel to consult with the specialist appointed by the injured employee who is responsible for managing the injury appropriately. They will then ensure that the injury is reported to the relevant state body such as Worksafe, within a duration of 48 hours of the incident.

Supporting Documents

* Eyecare Support Worker Services Pty Ltd. Human Resources Policy and Procedure
* Eyecare Support Worker Services Pty Ltd. Work Health and Safety Policy and Procedure
* Eyecare Support Worker Services Pty Ltd. Workers Code of Conduct
* Eyecare Support Worker Services Pty Ltd. Fairness, Prejudice and Workplace Harassment Policy and Procedure

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers annually.

All service planning, delivery and evaluation activities will include workers, participant and other stakeholders and their feedback.

Eyecare Support Worker Services Pty Ltd. Continuous Improvement Plan will be used to record, and monitor the progress of any improvements identified and where relevant feed into Eyecare Support Worker Services Pty Ltd.'s service planning and delivery processes.

I acknowledge that I have read and understood the Return to Work Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

1.17 Fire Safety and Emergency Policy and Procedure

Policy and Procedure

Eyecare Support Worker Services Pty Ltd. adopts the Fire Safety and Emergency Policy and Procedure to ensure that in the event of an emergency, all participants, workers, volunteers, and any other related personnel remain safe. If for any reason a fire, emergency or disruption of any kind occurs, all personnel and participants have an adequate understanding of how to evacuate from Eyecare Support Worker Services Pty Ltd.premises safely. For further information, Eyecare Support Worker Services Pty Ltd. may refer to the Work Health and Safety Policy and Procedure.

Eyecare Support Worker Services Pty Ltd. will create, establish and maintain evacuation and emergency plans. All emergency measures are organised and circulated, with equipped emergency alert methods in all relevant buildings. To ensure that all personnel have an adequate understanding of how to respond to potential fire and emergencies, Eyecare Support Worker Services Pty Ltd. will organise an external body to provide the training and knowledge.

Definitions

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| Emergency | A serious, unexpected, and often dangerous situation requiring immediate action. |
| Evacuation | The action of evacuating a person or a place. |

Policy

It is the responsibility of Eyecare Support Worker Services Pty Ltd. to establish emergency plans and measures. Eyecare Support Worker Services Pty Ltd. adopts the Fire Safety and Emergency Policy and Procedure to ensure that in the event of an emergency, all related personnel have adequate understanding and training on the actions that are required to evacuate and manage the situation safely. All workers, participants and other related parties will all possess the understanding of Eyecare Support Worker Services Pty Ltd. emergency plans and measures. It is also a requirement of all workers to be competent and have a strong comprehension of Eyecare Support Worker Services Pty Ltd. emergency plans. Additional training for workers will be conducted to create awareness on protocols to assist in the minimisation of workplace incidents and accidents.

Eyecare Support Worker Services Pty Ltd. is committed to ensuring that all personnel receiving, utilising and entering Eyecare Support Worker Services Pty Ltd. and its facilities, are sufficiently protected from all forms of fire and emergency hazards. This involves covering all aspects of Eyecare Support Worker Services Pty Ltd. premises, facilities and organisational planning.

Services provided to provide personal care; counselling and support services to persons living in the community have a vital contribution to make in an individual’s safety and welfare. Eyecare Support Worker Services Pty Ltd. would help individuals by facilitating major emergency readiness to strengthen individual protection and responsiveness. It is the responsibility of Eyecare Support Worker Services Pty Ltd. to ensure the safety and wellbeing of all relevant parties including participants, workers and volunteers. An essential aspect of ensuring safety to all is the protection of all potential fire and emergency risks. Eyecare Support Worker Services Pty Ltd. will comply with the relevant legislation and statutory provisions of fire safety.

Workers Responsibilities –

* Assisting with fully independent individuals in establishing their specific personal emergency service.
* Convey the emergency plan to appropriate participants.
* Such as involved parties, relatives and local service providers, guarantee that all knowledge about the applicant, such as contact information of the person involved and next of kin, is current and readily available.
* When service provision is delayed, provide alternative options for individuals involved as a component of assistance preparation
* Are to notify any relocations and facility terminations due to emergencies to the participants and their relatives where applicable.

When key aspects of the individual's Assistance System updates, personal emergency measures should also be assessed and adjusted frequently.

Procedure

The Fire Safety and Emergency Procedure outlines the specifications that are required when managing all aspects of Fire Safety and Emergency. Eyecare Support Worker Services Pty Ltd. adopts and implements various protocols to ensure the safety and welfare of all participants, workers, volunteers and other related personnel. Eyecare Support Worker Services Pty Ltd. will ensure that all personnel are aware of the measurements required to minimise the risk of incidents, fire safety and emergency.

**Emergency Plan**

The Emergency Plan will be created and implemented by Eyecare Support Worker Services Pty Ltd. CEO/ Director. The established Emergency Plan must be clearly visible throughout Eyecare Support Worker Services Pty Ltd. facilities. The Emergency Plan will be easily accessible for all personnel and will remain in Eyecare Support Worker Services Pty Ltd. premises.

The Emergency Plan must include all aspects of ensuring the safety of potential hazards and emergencies. The first aspect that should be included in the plan is the form of response that is required in the event of severe weather, flooding, fires and any natural disaster. It must also inform readers of the response to all chemical incidents and how they can be managed safely. Secondly, the contact information of all personnel who possess a key role when managing emergencies and fires. These key personnel include first aid officers, fire emergency services and fire wardens. Local emergency services such as the police, ambulances, fire brigades, hospitals, emergency rooms and also prison centres should also be visibly displayed for all personnel. Next, definitions of systems for notifying individuals in the workplace to emergencies or potential emergencies, such as alarms or warnings (at the office of Eyecare Support Worker Services Pty Ltd.) and contacting impacted individuals or their guardians. A detailed diagram regarding medical aid locations, firefighting gear, emergency exits, evacuation procedures (along with measures to help each individual with affected sight, hearing, or functionality) and emergency assembly locations. Additional information regarding all established emergency procedures should be included, along with the expected time in which emergency drills will be performed.

**Management of Emergencies**

Eyecare Support Worker Services Pty Ltd. will establish and implement an Emergency Plan, as well as an Evacuation Plan. Both of these plans are created by the CEO/Director and will be conducted annually.

When both an Emergency Plan and an Evacuation Plan are created, there should be considerations that are put into place. One of them being that the CEO/Director should prepare for all aspects of potential emergencies and hazards. These may include, however, are not limited to fires, severe weather and storms, natural disasters and displacement and extended service disruption of Eyecare Support Worker Services Pty Ltd.. The CEO/Director must establish theses plans based on all scenarios, to ensure that actions are made for these situations. Where it is deemed appropriate, Eyecare Support Worker Services Pty Ltd. is committed to conducting a trial and practice for emergency plans and drills, at least every six months.

**Fire Safety**

It is the responsibility of Eyecare Support Worker Services Pty Ltd. CEO/Director to ensure that all of the appropriate fire equipment is maintained, installed throughout the premises and utilised facilities. It is significantly important that all fire equipment remain easily and readily accessible to all personnel. Eyecare Support Worker Services Pty Ltd. must comply with the Australian Standards of fire safety.

Fire extinguishers are to be installed and carefully positioned throughout Eyecare Support Worker Services Pty Ltd.. A requirement for obtaining a fire extinguisher within Eyecare Support Worker Services Pty Ltd. is to ensure that it has been installed and is not placed near a heat source. Access to the fire extinguisher must have a clearance of a 1 metre. Eyecare Support Worker Services Pty Ltd. must regularly maintain the fire extinguishers placed within its premises and ensure that replacements are actioned when necessary.

Eyecare Support Worker Services Pty Ltd. is committed to conducting fire safety-based training, at least every six months, and is in accordance with the Fire Emergency Plan established by Eyecare Support Worker Services Pty Ltd.. It is the responsibility of CEO/ Director or authorised personnel, to ensure that all fire safety that Eyecare Support Worker Services Pty Ltd. possess are installed according to the relevant Australian Standards. In training, workers will be competent of how to utilise fire equipment appropriately, correctly and safely. They are expected to implement their training in the event an emergency was to occur. Extinguishers are to be frequently monitored, reviewed and tested. It is also important to ensure that all assigned emergency exits are made aware to all personnel and remain unlocked throughout the duration of the operation. The emergency exits must be free from all obstacles, unlocked and are continuously lit.

If Eyecare Support Worker Services Pty Ltd.population of workers exceed the amount of 30, then it is the responsibility of Eyecare Support Worker Services Pty Ltd.CEO/Director, to appoint a delegate. This delegate will obtain the position of a Fire Safety Advisor, attending an annual 3-year training program of Fire Safety. This training program will act as a refresher for all workers at Eyecare Support Worker Services Pty Ltd.. They will revisit all basic training and knowledge at the 3-year training program.

In the circumstances, a participant is receiving Eyecare Support Worker Services Pty Ltd.support and service via their own premises, it is the responsibility of the participant to ensure they possess fire safety knowledge and procedures of their own. If they do not have an understanding of fire safety, it is encouraged for workers that are attending to the participant tutors them about the subject. This is to ensure that the participants have an understanding of what to do if a fire or emergency occurs, and strive to maintain health, safety and wellbeing.

**Severe Weather**

As mentioned above, the Emergency Plan should consider the potential risks of severe weather. Severe weather covers all aspects of extreme temperature (hot and cold) as well as severe storms. As participants are the most vulnerable to severe weather and temperatures, identified plans must be created for workers who are delivering care and services.

Workers should be aware of the support requirements of managing participants in severe heat temperature and heatwaves. Workers should identify participants who are at the most risk of being affected to the severe heat. This is to ensure that all workers who may be providing services to that particular participant are made aware of the considerations that should be met in the severe weather. Protocols should be established and displayed on the Emergency Plan and inform workers on the ways in which they are able to assist them in the affected time. Information relating to identifying symptoms and signs of dehydration should be included. It is also essential that the Emergency Plan entails the actions required if in the situation a participant has become affected by the heat.

In the event, the temperature exceeds 28 degrees Celsius while delivering care and services to participants; workers must be providing additional precautions than normal. Workers should encourage participants to maintain their fluids and should encourage them to drink water frequently. If a participant is not in agreeance with intaking frequent water, then they must be constantly encouraged. Where possible, workers should accompany participants to remain in a cool and air-conditioned facility for as long as possible. This is to ensure they are not exposed to the heat for a large amount of time. Recommended facilities for assisting participants to remain indoors are location such as shopping centres, community centres and libraries. On days that are over 28 degrees Celsius, it is highly recommended for participants to wear light coloured clothes and try to refrain from clothing that is black or equivalent. This is due to the sun absorbing darker colours while being exposed and results in creating additional heat. Loose-fitting clothes are also highly recommended on hot days. When a participant gets sun exposure, sun protection such as sunscreen, a hat and sunglasses are recommended to be worn throughout the duration of exposure. If a situation occurs that an excursion of any form was planned on a hot day, then Eyecare Support Worker Services Pty Ltd. should consider the risk of conducting the activity. This is to ensure that all participants are safe and are at no risk of heatstroke or illness caused by long exposure to the sun. It is significantly encouraged and recommended that the participants do not consume caffeine and alcohol. As caffeine and alcohol affect the hydration of an individual when intaking both substances, by consuming both of these whiles being exposed to the sun will cause dehydration to participants. Another consideration that will be taken into account is to ensure that where applicable, all window coverings are utilised to block out both the sun and the heat. If there is no accessible form of air conditioning, then workers should utilise wet towels to maintain coolness and body temperature of the participant. A foot bath is also recommended; however, workers must ensure that the temperature is cool, as this will lower the temperature a participant may be feeling from the hot day.

It is essential that not only the participants are being attended to in severe heat exposure, but also the workers themselves. Eyecare Support Worker Services Pty Ltd. is committed to ensuring and maintain the safety, health and wellbeing of its workers. Workers will be encouraged to follow and comply with the same safety precautions of severe weather, as they do to participants.

**Power Outage**

There may be potential instances where the power of Eyecare Support Worker Services Pty Ltd. has failed. There could be various reasons for this, including severe weather, fire, or damage to the power connection. Eyecare Support Worker Services Pty Ltd. should consider the situation of a power outage and ensure it is established on the Emergency Plan. Electrical failures may be sudden and widespread. Therefore Eyecare Support Worker Services Pty Ltd. will implement certain methods to sustain continuous services where applicable. A strategy for this is to ensure that adequate access to various objects that will assist if a power shortage were to occur. By maintaining frequent access to a charged mobile phone is an important aspect of assisting with a power failure. This will enable absent personnel to be contacted and notified of the situation. It is recommended that a battery-controlled object such as a torch is also a good source of light. Eyecare Support Worker Services Pty Ltd. must ensure at all times there is easily accessible drinking water that obtains the capacity of three days. Additional information should be placed onto the Emergency Plan; these are solutions regarding conserving medical and food supplies (e.g. access to other food preparation methods including individuals that require certain nutritional foods, guarantee food safety, being able to have access to medicines which may be affected due to power outages and sufficient stockpiled non-perishable goods).

**Knowledge and Preparation**

Eyecare Support Worker Services Pty Ltd. acknowledges the importance of ensuring all related personnel are competent to fire safety and emergency measures. It is the responsibility of Eyecare Support Worker Services Pty Ltd. management to ensure that an established and implemented protocol of knowledge and preparation is practised and maintained. It is important that a current fire risk audit of fewer than 5 years, it maintained and displayed. A Fire Safety Handbook should be attached, or easily accessible for all personnel. By creating and sense of knowledge and preparation for all persons within Eyecare Support Worker Services Pty Ltd., it ensures that all make safe actions in the event of an emergency. The implementation of knowledge and preparation will encompass aspects of vital things that should be considered when developing the plan. The first aspect is to include an established and utilised Emergency Plan. Fire Safety Procedures and Systems should be recognised and identified, as well as currently situated first aid kits in Eyecare Support Worker Services Pty Ltd.. It is essential that a contact list is created and should include the contact details of participants, workers, emergency services and the next of kin of all personnel. Identified evacuation training and programs should be displayed, and a list of authorised workers who are able to conduct these training sessions.

**Investigation of Vital Eyecare Support Worker Services Pty Ltd. Areas**

As the sole basis of establishing various emergency plans and protocols to ensure the safety of participants and workers, it is also important to consider the knowledge, readiness and preparation of Eyecare Support Worker Services Pty Ltd.. By establishing the emergency readiness of Eyecare Support Worker Services Pty Ltd., it is also focused on improving the operational flexibility by recognising critical business areas needed to maintain delivering essential services in emergency circumstances. A range of various risk assessments will be conducted on Eyecare Support Worker Services Pty Ltd., that will assist in the identification of the probability of care and services continuing, and the result in which it was to recover and manage future circumstances. A Business Continuity Plan will be specifically created for Eyecare Support Worker Services Pty Ltd. and will assist in the completion of the Emergency Plan.

Eyecare Support Worker Services Pty Ltd. critical areas of operation should be identified and regularly review by authorised personnel. The first aspect that should be included in the analysis is the recognised area of improvement. It should have a detailed description of the attributes of Eyecare Support Worker Services Pty Ltd. operation that would impact if that becomes unavailable. This may be certain personnel, documents and forms, policy and procedures, implemented systems, or even sub-brokered contractors or suppliers. If for any reason, one of the attributes becomes absent, then a plan should be made around if that situation were to occur. It should have a detailed outlined of the possible impact it would have to Eyecare Support Worker Services Pty Ltd. and the stability of its operations. Once both of these factors have been established and acknowledged, a protection strategy should be implemented. A list describing the current prevention strategies of these situations that Eyecare Support Worker Services Pty Ltd. has in place should be made. An establishment should be made in recognising improving certain areas of Eyecare Support Worker Services Pty Ltd. this may be providing training to individuals on additional skills and knowledge.

**Ensuring Participants are Prepared and Understand Protocols**

If an unfortunate event was to impact Eyecare Support Worker Services Pty Ltd. as a result of a fire, emergency or disaster, then all must be prepared to relocate, temporary cease of services or change/alter services or location. It is essential that Eyecare Support Worker Services Pty Ltd. is actively establishing protocols to ensure participants can continuously receive care and services under these circumstances. It is important to ensure that all participants are clearly communicated to when a situation occurs and creating awareness of alternative facilities if Eyecare Support Worker Services Pty Ltd. was to become affected.

Individuals receiving assistance from their personal residence must be guided to create genuine emergency measures which cover various aspects of emergencies and individual requirements. For resources provided to an individual at their residence (either leased or purchased by that of the individual), Eyecare Support Worker Services Pty Ltd. requires them to be responsible for their own fire protection and to guarantee that the house complies with all necessary construction codes, rules and legislation.

Eyecare Support Worker Services Pty Ltd. is committed to encouraging participants who are receiving care and services in their own home to establish a Personal Emergency Plan or in the least, a set-out guide on which actions to take. Workers will assist in the planning process with participants and their chosen personnel. Their Personal Emergency Plan will cover all aspects of possible emergencies and will establish specific protocols in case any situation was to occur. Both participants and workers need to consider all the possible characteristics of fire and emergency safety. The first consideration should be the care and health requirements of a participant. The specific available and required transportation of the participant should also be listed. The location and surrounding suburbs, environment, resources and vegetation should be identified, as all aspects should be considered. The last consideration that should be taken into account when creating a Personal Emergency Plan is to clearly display the contact details of all relevant emergency services and resources.

**Emergency Evacuation Plans**

Eyecare Support Worker Services Pty Ltd. will display printed versions of their established Emergency and Evacuation Plan on internal walls within premises. All related information is to be easily accessible to all workers and participants. All emergency exit and procedures are to be also displayed, and exit signs are to be constantly illuminated.

Eyecare Support Worker Services Pty Ltd. will conduct fire safety and emergency training programs for all personnel annually. During these training programs, all established and implemented emergency and evacuation protocols and procedures will be the principal component. All aspects of fire safety and emergency must be covered in the duration of Eyecare Support Worker Services Pty Ltd. training programs. Eyecare Support Worker Services Pty Ltd. will utilise different scenarios of emergency, that will be relevant to different drills that are conducted. As fire safety and emergency is an incredibly significant topic that needs to be made aware to all personnel, Eyecare Support Worker Services Pty Ltd. will possess an attendance record. This attendance record will be utilised to record all individuals who have attended and to identify those who were absent. Eyecare Support Worker Services Pty Ltd. recognises fire and emergency safety as an important training program that cannot be missed. If a worker has been unable to attend many of the training programs, then additional lessons will be supplied. The attendance record will be maintained and stored in Eyecare Support Worker Services Pty Ltd. documentation and record systems.

Eyecare Support Worker Services Pty Ltd. CEO/Director will appoint authorised personnel to develop and frequently review Emergency Evacuation Plans. These plans will include the established emergency exit, location and evacuation areas. Eyecare Support Worker Services Pty Ltd. encourages feedback from any personnel who may bring positive concepts into current emergency and evacuation procedures. If there are any amendments made to Eyecare Support Worker Services Pty Ltd. current Emergency Evacuation Plan, all personnel will need to be made aware, and ensure the required measurements are taken.

**Receiving Severe Emergency Information**

There may be a possibility that Eyecare Support Worker Services Pty Ltd., unfortunately, experiences an emergency of some type. It is important that Eyecare Support Worker Services Pty Ltd. collect accurate and sufficient information on the current conditions of the emergency. Eyecare Support Worker Services Pty Ltd. should utilise entrusting sources such as television, radio, weather forecast sites and channels. Eyecare Support Worker Services Pty Ltd. should refer to their state emergency apps for quick and effective updates.

To participants who are considered more vulnerable, authorised personnel of Eyecare Support Worker Services Pty Ltd. must contact emergency services to attend to that individual.

Supporting Documents

Documents relevant to this policy and procedure include:

* Workplace Incident Management Policy and Procedure
* Work Health and Safety Policy and Procedure
* Participant Incident Management Policy and Procedure
* Emergency Evacuation Plans [if relevant]
* Emergency Plan
* Business Continuity Plans

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers annually.

All service planning, delivery and evaluation activities will include workers, participant and other stakeholders and their feedback.

Eyecare Support Worker Services Pty Ltd. Continuous Improvement Plan will be used to record, and monitor the progress of any improvements identified and where relevant feed into Eyecare Support Worker Services Pty Ltd.'s service planning and delivery processes.

I acknowledge that I have read and understood the Fire Safety and Emergency Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

1.18 Electrical Safety Policy and Procedure

Policy and Procedure

This policy and procedure are utilised by Eyecare Support Worker Services Pty Ltd. in order to ensure that workers and other personnel are safe and free from harm. This will include electrical safety and other requirements for Eyecare Support Worker Services Pty Ltd. staff, participants and visitors. Furthermore, for the safety of Management, staff, participants and visitor’s will be relevantly compliant with Occupational Health and Safety Act 2004 and the Electrical Safety Act 1998.

This policy will elaborate on important structures to ensure the maintenance and usage of electrical facilities and equipment are met with Eyecare Support Worker Services Pty Ltd.. This will include safety methods for staff who are permitted to complete assigned work correctly by following guidelines stated within this Policy and Procedure.

Lastly, this information should be related to the Occupational Health and Safety Policy and Procedure of Eyecare Support Worker Services Pty Ltd.. The information provided will expand into such electrical equipment and systems used within the premises of Eyecare Support Worker Services Pty Ltd. inclusive of all management, staff, participants and visitors.

Overall, this Policy covers important information that is required and allows to evaluate with the compliance of safety, laws and regulations necessary for all Eyecare Support Worker Services Pty Ltd. staff, participants or visitors who are using electrical devices for and or owned by Eyecare Support Worker Services Pty Ltd.. This will enhance safety and limit risks to all individuals.

Definitions

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| --- | --- |
| Authorised Person | An individual appointed to engage in Electrical Work by the Director. The individual appointed to duties as such must obtain current and relevant documentation in electrical qualification. |
| Electrical Equipment | Includes any type of electrical equipment which is machine powered by electricity. This includes equipment such as material, fitting, insulator, cable, conductors and appliances. |
| Electrical Installation | A collection of electrical equipment, which is continuously linked electrically together, and which can be provided with electricity from the operations of an electrical source authority or from a generating supply. |
| Premises | A building, site or house owned, rented and occupied by Eyecare Support Worker Services Pty Ltd. to supply services. |
| Participants | Those who receive funding from the NDIS and require using services from their funds. |

Policy

It is vigilant that all type of electrical work completed at Eyecare Support Worker Services Pty Ltd. must be trained and licenced by the Electrical Construction’s as requested by CEO/Director. Unauthorised staff are not to engage in any type of electrical work under any circumstance.

Worker Responsibilities –

* Ensuring to avoid any contact with electrical issues that will harm the safety or staff.
* If any issues/faults arise, participants must be notified to avoid any type of electrical fault to avoid harm.
* Any type of fault/electrical safety concerns/issues must be notified immediately.

Management Responsibilities –

* Ensuring all staff are being guided to take onboard guidelines when any electrical issues/faults/problems have occurred.
* Management will ensure to assess that this policy is being assessed annually. This will include Improvement Plans will need to take place consistently to avoid any issues in the future.
* Management must comply with obtaining key personnel to manage all safety issues that arise. Key personnel’s can be those who are licenced/qualified electrician. Under no circumstance will the Eyecare Support Worker Services Pty Ltd. allow unauthorised staff to complete such work.

CEO/Director Responsibilities -

* It is vigilant that the CEO/Director is ensuring that participants, friends, carers, families, staff, Managers, and advocates are implementing and ensuring to be compliant with their responsibilities.
* Overall responsibilities of others must be overlooked regularly to avoid any harm to staff, participants or any others who may receive harm to any type of electrical faults that were not looked at.

Procedure

Eyecare Support Worker Services Pty Ltd. utilises this procedure to ensure all individuals that are related to the business are using the correct safety measures and protocols to avoid any danger or harm to themselves and others. All workers must take on board information obtained from the Electrical Safety in order to keep safe at all times.

**Installation and Removal of Electrical Equipment**

* Fully licenced or qualified electrician must complete any assignment on Eyecare Support Worker Services Pty Ltd. premises assigned to do so by the CEO/Director. Under no circumstance should any other individual do so, particularly without the CEO/directors approval.
* To avoid future harm, all changing of light bulbs must be completed by a fully registered, well-trained contractor or a qualified electrician to avoid any type of electric shock or falling due to height reasons.

**Inspection and Testing**

It may require at times a licensed electrical inspector may inspect for faulty wiring as well as to ensure codes and standards are following compliance. This will enable any improvements deemed necessary if need be. This will avoid any dangerous risks. Any discrepancies found in major construction jobs must ensure an independent and qualified electrical inspector has undertaken the measures of evaluation. Self-certification is not an option to undertake this process.

If any type of discrepancy has been found within the installation, it will not be put forth to service until rectified. Two things must be taken on board; the Electrical Safety has been put forth, including the installation being inspected if necessary. Secondly, the installation will need to be tested, and the electrical contractor has been verified to any particular change made to rectify issues and staying compliant in accordance with AS3000. Provided that there will be no future harm to other installations.

**New & Second-Hand Equipment.**

All relevant movement completed must be documented. Any type of entry to service new electrical products must be documented in the Maintenance and Management Registry and tagged to ensure others can notice that equipment has been checked and new to use, this will need to include the date and time it was completed. Any new electrical product does not require testing prior usage. However, this will not mean that it should not be checked for minor issues that have relevance to it if in any case there is damage to the new electrical product. If the electrical product has been purchased as second hand, they must be tested and tagged before usage on Eyecare Support Worker Services Pty Ltd. premises.

Regardless of the circumstance of the electrical products, all must be tested and tagged by Eyecare Support Worker Services Pty Ltd. before use. Any appliances taken by contractors, participants, staff or visitors from home to use at Eyecare Support Worker Services Pty Ltd. must also be tested and tagged, whether it is owned or rented by Eyecare Support Worker Services Pty Ltd..

Belongings such as laptops are not compulsory for testing and tagging. However, it is recommended to do so for participants, visitors, and all staff by a certified approved person. The cost will be the sole duty of the owner of laptops and not be paid by the Eyecare Support Worker Services Pty Ltd..

**Residual Current Devices (RCDS)**

Electric shock can occur when an individual is exposed to any type of electrical equipment components that are energised. Under no circumstance should any individual be handling energised conductors whether its internal and external parts of the electrical equipment or Conductors

Safety switches (also known a RCDS) must be installed and maintained at all times. Such accidents occur when RCDS have not been checked, maintained and installed properly. Considering RCDS will help minimise any type of electric shocks, it is not to assume that there will be protection at all times. It does not provide complete protection.

RCDS will not isolate a supply of electricity if an individual contact both active and neutral conductors when handling malfunctioning plugs or electrical equipment. This will then cause the electricity to flow through the body, the only way this won’t occur is if there is an existing flow to the earth.

New installation regarding electrical work must ensure installation has been applied within the RCDS switchboard. Under no circumstance should there be any type of isolation in a supply of electricity, if an individual has either contact on active or neutral when handling types of plugs. Such as malfunctioning plugs or any other type of electrical equipment, which may result in electricity that may flow within the body.

RCDS enables a decrease of fire from both electrical wiring and any type of electrical equipment; however, if it is an older electrical installation that is in progress, the protection is vital. Preventing type of electrical leakage is important and should be regarded highly.

The Inspecting and The Testing of RCDS: It is important to note that all devices within the Eyecare Support Worker Services Pty Ltd. premises are functioning correctly. Eyecare Support Worker Services Pty Ltd. CEO/Director must appoint a qualified individual to complete frequent tests, ensuring all devices are being checked upon. All relevant testing must be documented accordingly to ensure the maintenance has been applied and recorded for when the next appointed time of relevant testing is required or otherwise found ejected. All devices must be checked and maintained throughout the Eyecare Support Worker Services Pty Ltd., this includes non-portable RCDS.

Non-portable RCDS: The way the non-portable RCDS are installed are either within/on the switchboard or fixed socket outlet.

Crucial that:

* Any fixed RCDS will only be installed by the relevant experienced/trained electrician who is contracted and employed by the division of both facilities and services.
* It is critical that the Minimum Level Design and Construction Specifications for any new systems must be installed within the switchboard once the RCDS is installed.

Portable RCDS: Portable RCDS are prone to be moved either within the building/facility or to another location completely. When movement has been made, it is important to be aware that damage to the condition of the power supply cord and/or equipment may occur.

Below are what can be used if these issues occur and should use RCDS:

* Hand-held electrical equipment:
  + Electric Knives
  + Drills
  + Saws
  + Hairdryers
* Electrical equipment:
* Lawnmowers
* Floor Polisher
* Vacuums
* Examples of any type of electrical equipment shifted between jobs and have caused any type of damage to the equipment:
  + Concrete Mixers
  + Welders
  + Extension cords

The use of RCDS in high risk environments/workplaces where the use of electrical equipment is being used, and exposed equipment’s/must limit its expected service life as well as the surroundings that may include its exposure:

* Dust
* Vibration
* Moisture
* Heat
* Harsh Chemicals.
* Equipment Damage

Appropriate RCDS will be in use to reduce any electrical danger that may be involved with the electrical supply to plug in electrical devices.

It is required for Management to enable steps to be applied on jobs the qualified/trained electrical installation contractor is testing job portable RCDS in relation with AS 3760:2010. This will enable and comply that the systems are operating both efficiently and effectively. In any circumstance an RCDS is found faulty it must be removed from the facility and replaced immediately. It is required that a test record undertake and maintained on the device until checked or filtered out.

**Hire Equipment**

If needing to hire any type of equipment, the individual must ensure they take measures for the relevant inspection and testing has been made prior to the use of the equipment. The individual must uphold this responsibility. The company of which hires equipment to Eyecare Support Worker Services Pty Ltd. must ensure all relevant checks have been completed. This will include testing and inspections throughout the hiring process.

**Testing, Tagging and Repairing Electrical Equipment**

Any form of electrical; equipment used within the Eyecare Support Worker Services Pty Ltd. must be checked, marked and evaluated in relation to the specifications of AS AS/NZS 3760:2010, in compliance with the service safety inspection and testing of electrical equipment and the Occupational Health and Safety Act (2004). Any equipment that is to be used for work must be checked prior to using them. In relation to any equipment that is not in use or relevant in use after the date of service must enable an identification tag indicating that the tagging is required and must be completed prior use.

Only a qualified electrician or completion in Vocational Education and Training providers who have been approved can complete test and tag all required equipment. Under no circumstance can an unauthorised individual complete this task.

All electrical appliances must be inspected and tested prior to the return to service/after each time being repaired or service. This is due to the fact that it may have had compromised the appliances electrical safety from the manufacture that shows intervals suitable for different types of equipment. All electrical appliance must have been inspected as well as tested at intervals not beyond set out by AS3760:2010. Two weeks at the most is accepted.

Testing of Test Equipment:All relevant tests must be equipped and suitable for any tests that are commencing. The following instructions must take place.

Tall type of testing equipment must validate:

* In good working condition, no faults under any circumstance.
* Faults such as insulation failure or breakage are not acceptable and should not be used.
* Must be Clean
* Must action any type that regards to the condition of the insulation on leads, probes and clips of test equipment.
* Must be ideal for any type of voltages which may present on the equipment being tested under fault conditions.

For accuracy and safety reasons, the following devices must be frequently tested:

* Multi-meter testers.
* RCD Performance testers.
* Earth loop impedance testers.
* Voltage testers.
* Insulations resistance testers.

Any testing equipment, including test probes used, must be chosen carefully for there to be no risks, such as accidental short circuits between live conductors and earth conductors. Under no circumstances should any testing equipment be used by workers. By ensuring equipment is carefully chosen will ensure fewer risks for individuals testing.

Once an individual is using the equipment, there should not be any risks. This will include taking measures such as covering test equipment terminals and all test sockets on measuring devices. There should be no connection between inadvertent contact with any live conductors as such. Any appropriate test leads and testing devices must contain fuse safety. Testing any equipment within flammable areas must be acknowledged with a mark. Testing equipment must be identified whether a live source should take place to verify to ensure it is working. This should take place before and after the test takes place.

**Unsafe Electrical Equipment at the Workplace**

The CEO/Director will enable any type of unsafe Electrical Equipment once found disconnected from the electrical supply. Once Electrical Equipment has found to be disconnected, it shall not be reconnected until further notice that the discrepancy has been rectified or completely removed from use within premises. The CEO/Director of Eyecare Support Worker Services Pty Ltd. needs will ensure that any electrical equipment considered/known unsafe is to be disconnected immediately from its supply of electricity. Once disconnection is made, it will not be reconnected until repaired or tested and has been proven to be safe for further use. If in an incident that the equipment is found unable to fix, it must be taken off-premises. In any case of unsafe Electrical Equipment found, it must be labelled for to others to notice and taken out of service.

All such incidents must be documented and reported/notified to management immediately if in any case, it is even of the suspect must still be notified to management. Such suspects include: electrical equipment is electrically hazardous in the workplace, or that are unexpected circumstances, such as floods make the use of electrical equipment unsafe in a workplace environment. If any type of hazard has been noticed and Incident Report must be filled immediately. All relevant information must be documented within the incident report for further, and appropriate investigations can be complete.

**Managing Electrical Risks in the Workplace**

In any case of installation or removal of electrical equipment necessary, it is critical that the work-related hazards must be taken under consideration. Suitable action/course must be implemented to reduce the extent.

**Certificates of Electrical Safety**

A Certificate of Electrical Safety is a documentation that is required to be compliant when electrical work is being performed. If a job is required to be completed, the assigned electrician must ensure they have their certificate of Electrical Safety available to continue work for or at Eyecare Support Worker Services Pty Ltd. premises. Under no circumstance will Eyecare Support Worker Services Pty Ltd. accept unauthorised workers to complete such assignments.

**Ensuring the safe use of portable Electrical Equipment**

It is crucial that when using portable Electrical Equipment measures are taken into consideration. Portable Electrical Equipment is at high risk as it is prone to be moved often and often plugged in and out of electric sockets. Due to the constant movement that is involved, it is required only to use portable Electrical Equipment that is mentioned within this procedure.

No individual should be found using any tool/leads in or near water or damp conditions. If in any circumstance you have been notified otherwise that the equipment has been approved that it can.

Electrical leads must be well presented and not found in the way examples such as the floor or sharp edges. Leads stand otherwise cable hangers must be enforced within the Eyecare Support Worker Services Pty Ltd. premises to avoid any type of danger. It is important that all new equipment is being looked at prior to use within the Eyecare Support Worker Services Pty Ltd. premises as damage can occur during important to the premises.

**Risk Management, Hazards, and Incident Reporting**

Regarding electrical safety, it is crucial for Eyecare Support Worker Services Pty Ltd. to ensure correct compliance with this policy and procedure in conjunction with the Risk Management Policy and Procedure. This relates to any health or safety hazards that are associated with any electrical equipment being used by Eyecare Support Worker Services Pty Ltd.. Furthermore, any incidents must be documented using an Incident Report, in conjunction with the Incident Management Policy and Procedure. Most electrical shocks constitute a notifiable incident and must be dealt with inappropriately with Eyecare Support Worker Services Pty Ltd.Incident Management Policy and Procedure.

**Unsafe portable Electrical Equipment at the workplace**

The CEO/Director will guarantee that any unsafe Electrical Equipment at the workplace is disconnected or locked out from its electricity supply. Once disconnected, it is not reconnected until it is repaired/tested and found to be safe, is replaced or otherwise permanently removed from use.

It is required that any unsafe Electrical Equipment which may need testing repairing or a replacement must include warning labels on products, so others do not mistakenly use it. The warning label should include such information as that it has been taken out for service for safety reasons. This will indicate that there have been issues that have arisen and is possibly in the process of repair and cannot be used until rectified.

All incidents must be reported, and arrangements must be made to ensure that the Director has been advised of. If a worker believes that portable Electrical Equipment within the workplace is electrically unsafe or that unexpected conditions, this will include such things as flooding, render the use of portable Electrical Equipment in a work area unsafe.

Supporting Documents

Documents that have relevance to this policy and procedure include:

* Incident Management Policy and Procedure
* Occupational Health and Safety Improvement Register
* Occupational Health and Safety Policy and Procedure.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to improve the efficiency of its operation. This entire policy must be checked every year in conjunction with participants who use the service, their families, caregivers and workers. This will enable less likelihood of risks.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Electrical Safety Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

1.19 Human Resources Policy and Procedure

Policy and Procedure

The goal of this policy and procedure is to demonstrate the reliable, clear, and appropriate human resource practices of Eyecare Support Worker Services Pty Ltd.. It will set out the recruitment and selection of workers, Management, and exit procedures for Eyecare Support Worker Services Pty Ltd..

For further reference and information, Eyecare Support Worker Services Pty Ltd. should refer to the Staffing Policy and Procedure. It applies to all to all Eyecare Support Worker Services Pty Ltd. workers who deliver disability-specific services and supports within Eyecare Support Worker Services Pty Ltd. upon initiation of the employment of additional workers to the organisations.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

|  |  |
| --- | --- |
| Reliable | Consistently good in quality or performance; able to be trusted. |
| Redundancy | The state of being not or no longer needed or useful. |
| Declaration | A formal or explicit statement or announcement. |
| Conviction | A formal declaration by the verdict of a jury or the decision of a judge in a court of law that someone is guilty of a criminal offence. |
| Indictable offence | More serious criminal charges are called indictable offences. An indictable offence is an offence where the defendant has the right to trial by jury. Major indictable offences must be heard in the District Court or the Supreme Court. |
| Precluding offences | A person has a precluding offence if either of the following is on their Police Check Certificate: a conviction for murder or sexual assault; or. a conviction of, and sentenced to imprisonment for, any other form of assault |
| Spiritual Support | Spiritual support in the nursing interventions classification, a nursing intervention defined as assisting the patient in feeling balanced and connection with a greater power. |
| Multidisciplinary | Combining or involving several academic disciplines or professional specialisations in an approach to a topic or problem |
| Statutory Declaration | A prescribed declaration made under statutory authority, which may in certain cases be substituted for a statement on oath. |
| Obligation | An act or course of action to which a person is morally or legally bound, a duty or commitment. |
| Misconduct | Unacceptable or improper behaviour, especially by an employee or professional person. |

Policy

Taking into consideration the qualifications and experiences of Eyecare Support Worker Services Pty Ltd. workers, to meet legislative, policy and service standards, Eyecare Support Worker Services Pty Ltd. will hire enough specialists and support workers. All workers of Eyecare Support Worker Services Pty Ltd. will maintain a clear Police Record Check, and if working with children a Working with Children Check.

Eyecare Support Worker Services Pty Ltd. is devoted to creating a diverse and talented workplace that has the capability to provide high-quality essential services to all participants.

Worker Responsibilities –

* Maintain current licences and qualifications required for the role they are undertaking.
* Provide references prior to recruitment.
* Provide current national police check.
* Provide Statutory Declaration.
* Provide feedback about the recruitment process.
* Following Eyecare Support Worker Services Pty Ltd. policy for resigning.
* Follow all Eyecare Support Worker Services Pty Ltd .policy and procedures.

Management Responsibilities -

* Provided clear instructions and training as required by management.
* Assess the Eyecare Support Worker Services Pty Ltd. ‘s performance annually against Continuous Improvement Plan.
* Ensure all workers have relevant mandatory checks.
* Ensure all workers have relevant qualifications.
* Develop selection criteria for different job roles.
* Advertise hiring and respond to enquiries.
* Organise recruitment.

CEO/Director Responsibilities –

* Ensuring the Human Resources Policy and Procedure is being followed.
* Conduct reviews.
* Manage stakeholders.

Procedure

**Recruitment Requirements**

* Aboriginal Health Worker - Certificate IV in Aboriginal/Torres Strait Islander Primary Health Care Practice, or equivalent.
* Accountant / Bookkeeper - Membership with CAANZ, CPA, IPA, ICB, ABAL, ACCA, CBK, ATMA or AAT.
* Architect - Registration with the Architects Registration Board or equivalent.
* Art Therapist - Membership with Australia New Zealand Arts Therapy Association.
* Audiologist - Accreditation with Audiology Australia, or member of ACAUD.
* Audiometrist - Membership with the Hearing Aid Audiometrist Society of Australia, or Audiometrist member of ACAUD.
* Build Inspector/Works Assessor - Registration with the Building Authority.
* Builder - Registration with the Building Authority.
* Building Surveyor - Registration with the Building Authority.
* Building Work Project Manager - Registration with the Building Authority.
* Building Work Supervisor - Registration with the Building Authority.
* Carpenter - Registration with the Building Authority.
* Counsellor - Membership with the Australian Counselling Association.
* Developmental Educator - Full member of Developmental Educators Australia Inc.
* Dietitian - Membership with the Dietitians Association of Australia.
* Disability Support Worker: Certificate III, IV, Diploma or Advanced Diploma in Disability Services, or another relevant qualification.
* Electrician - Registration with Energy Safe, or equivalent.
* Engineer - Chartered Professional Membership with Engineers Australia.
* Exercise Physiologist - Membership with Exercise and Sports Science Australia.
* Interpreter / Translator - Professional or Paraprofessional accreditation with the National Accreditation Authority for Translators and Interpreters Ltd.
* Mechanic.
* Music Therapist - Active registration as a “music Therapist” with the Australian Music Therapy Association.
* Occupational Therapist - Registration with the Australian Health Practitioner Registration Agency (AHPRA).
* Orthoptist - Membership with the Australian Orthotic Prosthetic Association, or state/territory equivalent.
* Orthoptist - Registration with the Australian Orthoptic Board.
* Pedorthist - Registration with the Australian Register of Pedorthists.
* Personal Trainer - Certificate III, IV or Diploma in Fitness, or another relevant qualification.
* Physiotherapist - Registration with the Australian Health Practitioner Registration Agency (AHPRA).
* Plumber - Registration with the Building Authority.
* Podiatrist - Registration with the Australian Health Practitioner Registration Agency (AHPRA).
* Prosthetist - Membership with the Australian Orthotic Prosthetic Association, or state/territory equivalent.
* Psychologist - Registration with the Australian Health Practitioner Registration Agency (AHPRA); and
* Registered Nurse - Registration with the Australian Health Practitioner Registration Agency (AHPRA)
* Rehabilitation Counsellor - Membership with the Australian Society of Rehabilitation Counsellors Inc.
* Rehabilitation Engineer - Chartered Professional Membership with Engineers Australia.
* Social Worker - Membership with the Australian Association of Social Workers.
* Speech Pathologist - Practicing membership with Speech Pathology Australia.
* Teacher - Registration with the Institute of Teaching, or equivalent.
* Tiler - Registration with the Building Authority; and
* Welfare Worker - Membership with the Australian Community Workers Association or equivalent.

**Student Placements**

The applicable state Standardised Student Induction Protocol requires students to have an appropriate police check issued within three years prior to commencement of placement and not earlier than six months prior to course commencement. A police check is mandatory for students older than 18; police checks are not needed if the student is under 17.

Students who have lived overseas for 12 months or longer in the last 10 years are excluded from the usual requirement. However, the student must complete a statutory declaration stating that the police do not convict them for any act committed in Australia or any other country in the past or for any offence proven guilty, committed in Australia or any other country.

**Worker Orientation Module**

All workers (including business CEO/Directors) are required to complete the worker orientation module requested by the NDIS Commission; this can be completed at

<https://www.ndiscommission.gov.au/workers/training-course>

You will see a green box that says access the module then on the right-hand side there is two options click the first one which is NDIS worker orientation module**.**Which will take you to the modules you need to watch, once you have finished you will receive a certificate.

**Mandatory Checks**

A screenshot of a cell phone

Description automatically generated

According to employment contracts, all workers are required to inform management of any criminal offence they have been charged with. The worker must reveal any formal disciplinary measures that a current or former worker may take against them. This includes any allegations of inappropriate or unprofessional behaviour, by any court or tribunal of any kind the worker has been exposed to by an employer, law enforcement agency or any institution of justice, in Australia or any other country.

**International Police Checks**

When hiring new workers in Australia, it is critical to perform official, secure national police checks on individuals. However, the results of those checks do not include criminal history outside Australia. Candidates bring new knowledge and skills because of international work experience, but they may have engaged in reportable criminal activity.

An international police check fills in the blanks, giving employers confidence needed to make smart HR decisions. Workers will be required to present an International Police check if they were residing overseas for more than 12 months. For a criminal record check, potential workers will need to contact the appropriate Overseas Police Force. An international Police Check will not be required if the individual was a minor when they were overseas. Depending on the country of origin, they may not authorise permission to release the details of the person in question. If it is not possible to acquire the police check, Eyecare Support Worker Services Pty Ltd. needs to then document and keep a record of the reason why their international police check wasn’t provided. As a last resort, workers can acquire a statutory declaration, inclusive of two witnesses’, for the witnesses’ to be valid they must have or of had a personal relationship with the worker whilst they were overseas.

WorkPro makes this possible with fast and secure international police checks for employers. Order, track and manage them online from the WorkPro dashboard, with smart notifications to keep businesses in control of their hiring process.

**National Police Check**

Outcomes:

* No previous offences- position may be confirmed
* Previous offences- the individual cannot then simply get the position.

Applicants with a category A offence have limitations, they include, required written approval from the Director of the Office of Professional Practice and the Divisional Deputy Secretary of the Department of Human Services. They may not work directly with participants, abiding by the Child Protection Handbook.

In the remaining situations, the Management of the Eyecare Support Worker Services Pty Ltd. must supervise the selection process to determine the suitability of the applicant for jobs or placement. This includes confirming that:

If Eyecare Support Worker Services Pty Ltd. chooses not to employ the applicant with a police record, management must notify the unsuccessful applicant of the decision, the reasons why and provide the unsuccessful applicant with the opportunity to address the outcome and advise the participant of the opportunity to review the decision.

**Working with Children Check and Other Checks**

Management of Eyecare Support Worker Services Pty Ltd. must guarantee that workers or volunteers given a Negative Notice do not perform child-related work and that the status of all workers requiring a Working with Children Check is frequently checked. Workers and volunteers are required to notify Eyecare Support Worker Services Pty Ltd. if they have been given an Interim/Negative notice within seven days of receiving it.

All potential workers must verify their identity by supplying photo ID and a copy of qualifications.

Where a qualification is needed for the job role, the original qualification must be copied, approved as a true copy of the original and dated by the delegate and then returned to the individual. If the qualification and its legitimacy are in question, management will approach the issuing institution directly to check that the qualification has been completed and granted to the applicant on the date stated.

**Storage of Documentation and Confidentiality**

Any Eyecare Support Worker Services Pty Ltd. information gathered must be handled with the highest standard of confidentiality and security in compliance with the relevant legislation requirement. Eyecare Support Worker Services Pty Ltd. must ensure compliance with Records and Information Management and Privacy and Confidentiality policies and procedures.

**Induction**

It is required that all new workers, partake in an induction before they commence engagement with participants. The following information outlines the areas Eyecare Support Worker Services Pty Ltd. is required to educate all workers around.

**Workers Management and Retention**

Regarding the ongoing management of workers, Eyecare Support Worker Services Pty Ltd.management is responsible for providing ongoing training and development of workers, as well as encouraging a cooperative workplace, promoting workers and volunteers to take responsibility and use initiative. Management is responsible for the mentoring and performance reviews of Eyecare Support Worker Services Pty Ltd. workers.

The following organisational policies and procedures promote the success and development of workers:

* Code of Conduct.
* Continuous Improvement.
* Disputes and Grievances.
* Equity, Anti-Discrimination and Workplace Harassment.
* Financial Management.
* Human Resources.
* Occupational Health and Safety.

**Performance Assessment and Appraisal**

Performance reviews will be carried out on an annual basis for all workers; it will assess the ability of workers to fulfil their role, recognise and implement the policies and procedures of Eyecare Support Worker Services Pty Ltd. and present an incentive for future professional targets to be set. Workers will be informed two weeks before the date and time of their performance review by the CEO/Director. A Workers Training Needs Self-Assessment must be completed by a worker prior to the Performance Review date and brought to the interview with them.

Management will evaluate their workers ' performance in the past year and take provisional notes prior to the interview date. During the interview, either the Management or the worker can request a support person to attend. Performance Reviews will:

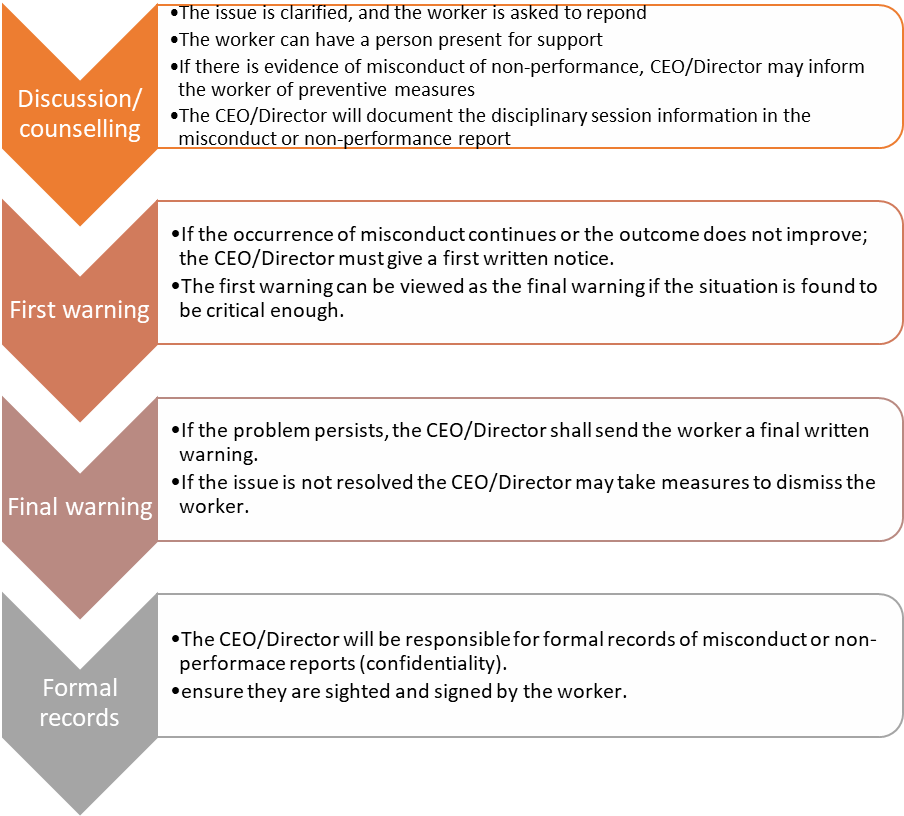
Management must complete a Workers Performance Review Feedback Form, in which improvement methods are needed. The Worker and management must complete and sign a Workers Performance Improvement Plan. After the Performance Review, a Worker Training Plan should be conducted and signed by the worker and management. A copy shall be provided to the worker. All documents that relate to the worker's Performance Reviews must be stored on their worker record and in Eyecare Support Worker Services Pty Ltd. Disputes and Grievances Policy and Procedure.

**Process for worker claims**

When making a claim, the following steps are implemented:



Disciplinary Process:



**Corrective Actions and Penalties**

It is managements responsibility to address any disappointing worker work ethic and communicating this to workers. A worker may face disciplinary action if the individual fails to perform satisfactorily, commits misconduct, or does not comply with the Code of Conduct and Policies and Procedures of Eyecare Support Worker Services Pty Ltd..

Misconduct:

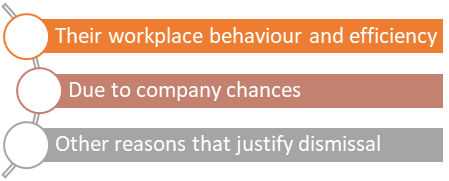
* Finalise a misconduct/non-performance report
* Training, to improve worker’s performance
* The worker is given a reasonable time before another review

**Dismissal of Workers**

If a Eyecare Support Worker Services Pty Ltd. worker would like to resign, they must do so in the correct process, following the relevant Industrial Award.

Eyecare Support Worker Services Pty Ltd. must ensure that any worker dismissal abides with all State and Federal legislation and the worker’s Employment Contract. They must ensure the worker has been dismissed for a valid reason; the worker was told about the issue and given reasonable to rectify it and providing the worker with the correct notice.

Reasons for dismissal:



**Ongoing Training and Development**

Induction, recruitment, and organisational and professional development information given to all workers will be held on each worker’s file, as well as in the Training and Development Record ofEyecare Support Worker Services Pty Ltd..Eyecare Support Worker Services Pty Ltd. is committed to maintaining workers have the essential knowledge and experience to perform their duties competently and provide continuous training and development opportunities for workers who expand and strengthen their skills and provide them with advancement opportunities within the organisation.

It is the responsibility of the CEO/Director to track training and future needs in the Workers Training and Development Registry of Eyecare Support Worker Services Pty Ltd. and to prepare and publicise possible training and development plans using a frequently circulated Training and Development Calendar for all Eyecare Support Worker Services Pty Ltd. workers.

Each year, Managers and workers will be allowed to engage in training and development activities that will incorporate a wide range of possibilities for training, internal and external services, assistance for undertaking research, workshops, as well as networking, coaching and mentoring courses. Where a need is recognised, training for the specific issues will be provided, e.g. LGBTI Understanding.

Workers Annual Performance Reviews will encourage workers to take an involved position in identifying their training and developmental needs in consultation with Management. Eyecare Support Worker Services Pty Ltd. will reflect on consideration of covering or helping to assist with the cost of further education, training and acquiring qualifications, this could consist of Management deciding it is vital for a worker to acquire skills or qualifications in order to fulfil their work-place duties.

To ensure Eyecare Support Worker Services Pty Ltd. workers are all up to date regarding their training, Eyecare Support Worker Services Pty Ltd. may require workers to complete extra training, to further their professional development. Considering the organisation's needs and the skills of workers, professional advancement prospects will be provided with the fairness of access to all workers by Eyecare Support Worker Services Pty Ltd.. Eyecare Support Worker Services Pty Ltd. will not contribute to the cost of training if a worker wants to pursue additional education and training that is not necessary by their current position or that applies to the requirements of Eyecare Support Worker Services Pty Ltd.. Considering the impact on service delivery or other workers, a worker shall be provided study leave if required for attending assessments or examinations for up to two days.

Supporting Documents

* Equity, Anti-Discrimination and Workplace Harassment Policy and Procedure
* Workers Records
* Training and Development Register.
* Training and Development Calendar
* Workers Training Needs Self-Assessment Form
* Disputes and Grievances Policy and Procedure
* Code of Conduct
* Return to Work Policy and Procedure
* Victorian and New South Wales Police Check Application Forms
* Workers Performance Review Feedback Form
* Workers Performance Improvement Plan Form
* Workers Training Plan.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers, and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Human Resources Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

1.20 Maintenance and Management of Equipment, Furniture, Lighting and Ventilation Policy and Procedure

Policy and Procedure

This documentation holds criterial information concerning all visitors and workers who work at Eyecare Support Worker Services Pty Ltd.. It is the responsibility of Eyecare Support Worker Services Pty Ltd. always to maintain the health and safety of all persons. Therefore, it is vital that Eyecare Support Worker Services Pty Ltd. ensures equipment, furniture, lighting, and ventilation. It is important to understand that this applies to all workers as well as meets all laws, regulations and standards.

All relevance should be read in accordance with Eyecare Support Worker Services Pty Ltd. Occupational Health and Safety Policy and Procedure.

Definitions

|  |  |
| --- | --- |
| Participant | Individuals who receive NDIS funding from the government to use services. |
| Lighting | Equipment in a room, building, or street for producing light. |
| Ventilation | The provision of fresh air to a room, building, etc. |
| Equipment | The necessary items for a particular purpose. |

Policy

All work completed within the Eyecare Support Worker Services Pty Ltd. in relation to construction and landscaped work must contain and enable a safe working environment. This will include all services provided, the number of participants supported as well as includes all participants, workers and all other individuals.

Worker Responsibilities -

Workers are accountable to report any type of issues or problems that may notice any fault in building maintenance or equipment must be documented and reported to the managers at Eyecare Support Worker Services Pty Ltd..

Management Responsibilities -

To ally with the Continuous Improvement Plan, Eyecare Support Worker Services Pty Ltd. will be continuously reviewed to maintain standards. The Management team/ Manager will be in charge of continues tracking of appliances and structures that will need reviewing in the Workplace Inspection Checklist and constructive resolution of problems. This must be maintained at all times and not be overseen under any circumstance.

CEO/Director Responsibilities -

The CEO/Director’s commitment will regulate around maintaining and rectifying any issues that may be of concern and acknowledged as states within this policy. Audits and reviews must involve all participants, friends, their families, careers and advocates.

Procedure

It is highly regarded that all Management must discuss any issues or repairs needed for the Eyecare Support Worker Services Pty Ltd. with the CEO/Directors inclusive of buildings being monitored to ensure maintenance is in regular demand. Monitoring of the building will ensure to eliminate any risk to harm participants, workers and/or visitors.

Furthermore, the Eyecare Support Worker Services Pty Ltd. Internal Review and External Audit Schedule will be the CEO/Directors duty and responsibility to inspect the building and its facilities twice yearly. Ensuring the workplace inspection is completed, this will include both internal and external checks to be completed.

CEO/directors must be notified at all times.

**Ecological Risks**

The worker's responsibility is to ensure all equipment from Eyecare Support Worker Services Pty Ltd. are taken care of at all times. This includes the cleanliness, reliability and all safety measures to be taken under consideration. If broken products such as appliances, chairs, ventilation, or lighting found, these issues must be reported to Managers and rectified with a replacement. Any issues or faults that are hazardous must be kept away in a safe area, and under no circumstances can these faulty items be used. If an item/product is not considered a danger for the workers, participants or visitors in this circumstance, it will be assessed by Managers and directed to the appropriate individuals for repair.

**Workplace Checks**

To ensure the requirements have been met, below are some examples of what is included in a workplace checklist (including external and internal). Be advised that the below are some example of what should be checked upon every 6 months, however not limited to:

* Chemicals.
* Bathrooms.
* Electrical test and Tag.
* Electricity.
* Emergency.
  + Lighting.
  + Signage.
  + Escapes.
* Evacuation paths.
* Fire equipment.
  + Extinguishers.
  + Sprinkler systems
  + Smoke alarms.
* Floor coverings.
* Furniture.
* Kitchen.
* Lights.
* Storage.
* Ventilation & Air Conditioning.

Once the check has been completed for the premises for both external and internal Eyecare Support Worker Services Pty Ltd. will have the book of Maintenance valid and updated where necessary. The CEO/Director will be responsible for ensuring that external maintenance staff will attend issues to be rectified. Should the situation arise where the occurrence is a potential harm or threat, the CEO/Director and Management are required to liaise external agencies such as construction or trades workers to rectify the issue.

In any circumstances that there is a threat/risk to the facility, the CEO/Director will ensure a develop Risk Management and Risk Treatment Plans will be developed in relation to the Eyecare Support Worker Services Pty Ltd.. It is the CEO/Directors responsibility to review these documentations monthly and report any type of risks. The Managers duty is to maintain all records are kept, to notify CEO/Directors every 6 months.

**Documentation**

The CEO/Director is responsible for creating and maintaining the Risk Management and Risk Treatment Plans related to Eyecare Support Worker Services Pty Ltd.. It includes aspects such as fire safety, indoor maintenance, outdoor maintenance, alarm systems and surveillance systems. It is the CEO/Directors responsibilities to ensure these are monthly reviewed. Any discrepancies will be identified by the CEO/Director by using the Eyecare Support Worker Services Pty Ltd. Risk Register. Any issues must be rectified.

Should any incidents occur that have caused damage or harm, it is the responsibility of all of Eyecare Support Worker Services Pty Ltd. personnel to document the incident in an appropriate and timely manner. All personnel must refer to the Incident Management Policy and Procedure. Any immediate threats or concerns must be raised to the CEO/Director.

Supporting Documentation

* Eyecare Support Worker Services Pty Ltd. Occupational Health and Safety Policy and Procedure
* Eyecare Support Worker Services Pty Ltd. Occupational Health and Safety Improvement Register
* Eyecare Support Worker Services Pty Ltd. Incident Management Policy and Procedure
* Eyecare Support Worker Services Pty Ltd. Workplace Inspection Checklist
* Eyecare Support Worker Services Pty Ltd. Maintenance Book.

Eyecare Support Worker Services Pty Ltd. may make changes to ensure this policy and procedure covers sections to better. Furthermore, regarding bettering the policy and procedure, it is requested that you look over the policy and procedure yearly with all participants, their families, caregivers as well as workers. Every single individual who has any relation to the Eyecare Support Worker Services Pty Ltd. must be aware of updates made at all times.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Maintenance and Management of Equipment, Furniture, Lighting and Ventilation Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

1.21 Whistleblowers Policy and Procedure

Policy and Procedure

The Whistleblowers Policy and Procedure is maintained within Eyecare Support Worker Services Pty Ltd., to eliminate any risk of fraudulent conduct or coercion. Eyecare Support Worker Services Pty Ltd. will clearly communicate and inform all personnel about the standards and regulation that this policy and procedure contains.

All personnel must understand and acknowledge the Whistleblowers Policy and Procedure. Any individual who has not adhered to this policy and procedure will endure serious consequences.

This extends to all employees and meets relevant laws and regulations and standards.

Definitions

|  |  |
| --- | --- |
| Whistleblower | A person who reports on a person or organisation regarded as engaging in unlawful or immoral activity. |
| Corrupt | Having or showing a willingness to act dishonestly in return for money or personal gain. |
| Disclosure | The action of making new or secret information known. |
| Delegate | A person sent or authorised to represent others, in particular an elected representative sent to a conference. |

Policy

Eyecare Support Worker Services Pty Ltd. implements the Whistleblower Policy to ensure all individuals are granted with an adequate working environment that is free of any dishonest and unethical behaviour. All personnel must remain honest and confidential of all Eyecare Support Worker Services Pty Ltd.information and actions.

Eyecare Support Worker Services Pty Ltd. will provide each individual with the necessary information that is required to offer a person valuable understanding of the Whistleblowers Policy. Each person is expected to abide and follow this policy. Failure to do so will result in extreme consequences.

Worker Responsibilities –

* To abide by this Policy and Procedure.
* To report all potential whistleblowers.
* To remain truthful and honest if reporting any whistleblowers.

Management Responsibilities –

* Provide all necessary and correct information to ensure that all individuals understand and recognise the importance of the Whistleblowers Policy and Procedure.
* To conduct a fair investigation.
* Ensure all aspects and information is recorded and correctly reflects the events.
* Implement all corrective actions where required.

Procedure

The Whistleblowers Procedure outlines the importance of maintaining and providing an appropriate and positive work environment, free from any corrupt conduct. This procedure must be taken seriously, and all personnel are implementing and following the expected regulations.

The individual answerable for the receipt of data associated with potential misconduct, or a problematic situation that may occur, is referred to as the delegate. The delegate is the key personnel who is responsible for dealing with all transgression that may arise within Eyecare Support Worker Services Pty Ltd.. If for any reason the assigned delegate is not the appropriate body to resolve or investigate a complaint made to them, then Eyecare Support Worker Services Pty Ltd. will designate an alternative individual that can make a suitable decision.

Any person who has witnessed any form of whistleblowing within Eyecare Support Worker Services Pty Ltd. is expected and advised to contact the delegate immediately. Once they have made a formal complaint to the delegate, the discloser may request an external meeting that is not located at Eyecare Support Worker Services Pty Ltd., to ensure privacy and confidentiality are present. When the individual has submitted a complaint, then the delegate will assess and review the provided information. The delegate will then assess if the disclosure is a citizen’s passion disclosure and evaluates the matter for the basic components of a secure disclosure.

**Investigation of Whistleblowers**

In the events a Whistleblower is present within Eyecare Support Worker Services Pty Ltd. an investigation will be conducted. However, before an investigation is to be conducted, the individual who is submitting the complaint will be advised to provide any additional information and materials that could help further the investigation process. The CEO/Director or other authorised personnel will be responsible for investigating and resolving the matter. The assigned delegate or investigator will communicate all relevant and required bodies to be able to proceed with the investigation. They are also required to establish a date in which the investigation will be completed.

The delegate is also responsible for creating a plan, which entails all necessary information that will help to resolve the case. The form should include the following; however, it is not limited to:

* Personal details of both the discloser and the alleged persons.
* Thorough details explaining the events that occurred, ensuring all are honest and reflect the correct actions.
* All information and evidence that a person possesses.
* Identify the people who are involved in the investigation. This should include the delegate, disclosure, the alleged whistleblower, and any witnesses that may be involved.

The delegate must maintain protection of the identity of the alleged individual, to ensure no foul play or misconduct is furthered. It is the responsibility of the delegate to take extra precautionary measures to protect their role in the investigation. Once the timing is deemed appropriate, then the identity of the alleged will be released; however, it must be made known to that individual before doing so. The delegate will frequently communicate any updated information of the case to all parties involved.

Once the delegate has conducted an investigation, they must complete a thorough written report, which will have recorded all the actions and findings that were involved throughout the investigation. They are then expected to submit all documents to key personnel who was never involved in the investigation. The delegate is also expected to maintain the confidentiality of the identity of the individual who has been disclosing information for the case. The only instance where the disclosures identity is to be released is if the disclosure has recruited legal advice. All documentation that has been created from the investigation will be made as a copy and given to the disclosure.

Supporting Documents

Relevant documents relating to this Policy and Procedure:

* Incident Form.
* Incident Register.
* Complaint Form.
* Complaint Register.
* Privacy and Confidentiality Policy and Procedure.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and careers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Whistleblowers Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

1.22 Personal Protective Clothing and Equipment Policy and Procedure

Policy and Procedure

Eyecare Support Worker Services Pty Ltd. will implement and maintain the Personal Protective Clothing and Equipment Policy and Procedure. This is to ensure that all personnel involved within Eyecare Support Worker Services Pty Ltd. are kept safe and are at low risk of injury. All required uniform and equipment will be provided to each person to ensure that it reflects correctly and in accordance with their job position. It is standard that all personnel are to wear their appropriate attire and equipment when undertaking specific tasks. All protective clothing and equipment must be in accordance with Eyecare Support Worker Services Pty Ltd.guidelines and regulations.

This extends to all employees and meets relevant laws and regulations and standards.

Definitions

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| Bacteria | A member of a large group of unicellular microorganisms which have cell walls but lack organelles and an organised nucleus, including some which can cause disease. |
| Hazardous | Risky; dangerous. |
| Protective | Intended to protect someone or something. |

Policy

The Personal Protective Clothing and Equipment Policy indicate that Eyecare Support Worker Services Pty Ltd. must provide and implement protective clothing and equipment to all personnel participating in Eyecare Support Worker Services Pty Ltd.. All individuals must ensure that they are abiding by this policy to minimise any risk of injury or mishaps that can occur if failure to follow this policy.

Management Responsibilities-

* Provide and purchase all appropriate personal protective clothing and equipment in accordance with an individual’s job position.
* Maintain all equipment to ensure it is working correctly, and no faults will occur.
* Ensuring all clothing and equipment are being constantly implemented and enforced within Eyecare Support Worker Services Pty Ltd..
* Discuss and instruct to each worker on how to use their PPE provided by Eyecare Support Worker Services Pty Ltd..
* Provided appropriate locations for each bit of equipment.

Worker Responsibilities –

* Ensuring all personnel are wearing the correct and appropriate attire at all necessary times.
* Using accurate equipment when completing an individual’s specific task.
* To ensure all uniform and equipment are kept tidy, presentable and in a respectable manner.
* Request and inform to nominated personnel if new clothing is needed.
* Ensure that if any equipment or clothing is lost or damaged, it is reported to the correct person in Eyecare Support Worker Services Pty Ltd..
* Ensure that all equipment that is no longer in use are disposed of correctly.
* Ensure that all PPE is stored in a sanitary environment.

Procedure

Eyecare Support Worker Services Pty Ltd. will implement the Personal Protective Clothing and Equipment Procedure to ensure the safety of all personnel while participating in Eyecare Support Worker Services Pty Ltd.. Eyecare Support Worker Services Pty Ltd. will provide all appropriate clothing and equipment to each individual, to ensure that it is in accordance with their relevant position within Eyecare Support Worker Services Pty Ltd.. Each person provided with personal clothing and equipment is expected to implement and follow this procedure constantly.

Personal Protective Clothing and Equipment, most commonly known as (PPE), is designed to be worn by an individual and protect them from any risk of injury or illness.

Description and Implementation of PPE

**Gloves**

[](https://www.google.com/url?sa=i&url=https%3A%2F%2Fohsonline.com%2FArticles%2F2010%2F04%2F01%2FNine-Myths-About-Disposable-Safety-Gloves.aspx&psig=AOvVaw1Fd_T2MQ10AzpM_CFk0cwE&ust=1591410082305000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCIiL3ObO6ekCFQAAAAAdAAAAABAK)

Common Utility Gloves (Household): General purpose gloves are solely worn to protect an individual’s hands from any contact with chemicals and reduce the risk of transmission of germs and bacteria. Any individual completing housekeeping related duties are to ensure that they are wearing common utility gloves. Different tasks that a housekeeping duty may contain are:

* Contact with body fluids, including blood.
* Cleaning of surrounding environments.
* Changing and handling an individual’s linen.

Surgical and Examination Gloves: Surgical and examination gloves are used to help minimise and prevent cross-contamination amongst participants and workers. They must be worn under the following circumstances, however, are not limited to:

* While undergoing and performing any procedure that becomes in direct contact with the participant.
* When rearranging a participant’s item that has been in direct contact with things such as clothing and/or equipment.
* When performing suction techniques on a participant.

Any personnel handling items such as used tissues that are contaminated by one’s bacteria must wear sterile surgical gloves.

For most participant care procedures that are performed, non-sterile examination gloves mat be used.

All surgical and examination gloves are only to be used once and then disposed of. It is crucial that no individual is to wash and reuse the gloves once they have been utilised. Surgical and examination gloves must be disposed into an appropriate waste location, that will be provided by Eyecare Support Worker Services Pty Ltd..

Disposal of gloves is required once they:

* Have been damaged or broken.
* Performing different procedures between participants.
* After coming into contact with an individual participant

[](https://www.google.com/url?sa=i&url=https%3A%2F%2Fwww.nurseoclock.com%2Fpersonal-equipment%2Fglasses%3Flimit%3Dall&psig=AOvVaw03pmnAKhyfz7nU0yuYmQZQ&ust=1591417256117000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCPiw6rvp6ekCFQAAAAAdAAAAABAD)**Protective Eyewear**

Protective eyewear is commonly used to eliminate any hazardous substances entering the eye area. Eyecare Support Worker Services Pty Ltd. ensures to supply and provide the necessary protective eyewear in accordance with one’s tasks. Protective eyewear must be worn and available to anyone who is in an environment that may contain the splattering of blood or any other body substances or fluids.

Some protective eyewear may be designed to have singular use only. Eyecare Support Worker Services Pty Ltd. is expected to notify any individual wearing the eyewear if the disposal is necessary after the first use. However, if the protective eyewear can be used multiple times, they must be washed and cleaned with provided cleaning materials, after every use.

**Gowns and/or Aprons**

Personnel is expected to wear a plastic gown or apron where exposure to body substances is present. The main objective of an apron or gown is to protect an individual’s clothing where the risk of contamination of blood or body fluid may be transferred. Both the neck and waste ties must be firmly secure in place.

All gowns and aprons are for singular use only and are to be disposed of once they have been utilised. Eyecare Support Worker Services Pty Ltd. will designate a specific location to dispose of all apron or gowns. Each personnel are to wash their hands after every use.

Changing of gown or apron must occur when a person:

* Changing environments between a participant’s care area or into their designated work area.
* The changing of procedures and tasks between participants.

If any blood or body substance has stained a person’s clothing, it is anticipated that they are to remove before attending any other duties.

**Protective Mouth and Nose Wear (Masks)**

Masks are made and designed to be fluid repellent to ensure no hazardous substances enters the mouth or nose area. The mask should correctly fit the individuals face, where the nose and mouth area is completely covered. Eyecare Support Worker Services Pty Ltd. expects all personnel to wear masks in the duration of any procedures that may come in contact with mouth or face contact. It is required that all personnel wear a mask and wash their hands before and after every use.

All masks must be:

* Singular use only and are disposed of.
* The masks remain untouched once in position on the face.
* Immediately disposed and is removed by handling tapes.

It is required that all personnel wearing a mask restrains all coughing and discussions are kept at a bare minimum. This is to ensure the transition of all possible bacteria.

Supporting Documents

Relevant documents relating to this Policy and Procedure:

* Risk Management Policy and Procedure.
* Risk Assessment.
* Incident Form.
* Incident Register.
* Hazardous Substances Register.
* Preferred Suppliers List.
* Health, Safety and Security Policy and Procedure.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedure from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Personal Protective Clothing and Equipment Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

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## 1.23 Technology and Social Media Usage Policy and Procedure

### Policy and Procedure

Eyecare Support Worker Services Pty Ltd. implements the Technology and Social Media Usage Policy and Procedure to ensure all personnel are using all technology and social media aspects appropriately and in accordance with Eyecare Support Worker Services Pty Ltd. standards and regulations.

Technology systems will include internet usage, computers, laptops, printers, email, photocopying and fax machines and equipment and telephone. Social Media accounts and platforms consist of, however, are not limited to, Facebook, Instagram, Snapchat, personal email, YouTube and unrelated work internet browsing etc.

Eyecare Support Worker Services Pty Ltd. will communicate to all personnel the expectations and guidelines of how to utilise all technology programs and platforms correctly. It is essential that no individual is to use any technology and social media for personal use unless they are authorised to do so.

All electronic device and programs provided by Eyecare Support Worker Services Pty Ltd. must not be used for an individual’s personal social media and browsing.

This extends to all employees and meets relevant laws and regulations and standards.

### Definitions

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| Technology | Machinery and equipment developed from the application of scientific knowledge. |
| Devices | A thing made or adapted for a particular purpose, especially a piece of mechanical or electronic equipment. |
| Conscientious | Wishing to do one's work or duty well and thoroughly. |
| Social Media | 1. Websites and applications that enable users to create and share content or to participate in social networking. |

### Policy

The Technology and Social Media Usage Policy is implemented throughout Eyecare Support Worker Services Pty Ltd. and outlines the importance of using all technology and social media platforms and devices appropriately and in accordance with Eyecare Support Worker Services Pty Ltd.expected rules and regulations. Eyecare Support Worker Services Pty Ltd.electronic devices must only be used for their intended purpose unless advised and authorised by key personnel.

Eyecare Support Worker Services Pty Ltd. will provide all required devices and programs to relevant personnel. All individuals that are granted access to any communication and technology systems are expected and obliged to utilise them responsibly and conscientiously, where confidentiality and respect are provided to Eyecare Support Worker Services Pty Ltd..

All technology and social media systems will only be utilised for Eyecare Support Worker Services Pty Ltd. related purposes and services. All personnel must understand the guidelines set for them by Eyecare Support Worker Services Pty Ltd., and all personnel devices and social media accounts are not permitted to be active while on Eyecare Support Worker Services Pty Ltd.premises. This is to ensure that non-conformant situations do not arise, and it does not interfere with the quality and excellence of the service and care delivered to participants.

While Eyecare Support Worker Services Pty Ltd. acknowledges and understands that personnel may possess and wish to utilise their personal social media accounts in their personal life. The Technology and Social Media Usage Policy is implemented by Eyecare Support Worker Services Pty Ltd., however, does not anticipate prevention or limitations for an individual’s use of online endeavours. Nevertheless, personnel are not to express or communicate any information regarding Eyecare Support Worker Services Pty Ltd., or an individual’s personal feelings or thoughts. It is crucial that any remarks or statements created by an individual against Eyecare Support Worker Services Pty Ltd., will result in significant consequences against that person, and depending on the breach of the policy, may result in termination.

Worker Responsibilities –

* To follow and abide by the standards and regulations of this policy.
* To only use their personal phone and social media accounts out of Eyecare Support Worker Services Pty Ltd.hours.
* To report any inappropriate activity that they may witness.
* To not share any comments or thoughts about Eyecare Support Worker Services Pty Ltd. on any forms of social media.
* Utilise all electronic devices suitably.

Management Responsibilities –

* To continuously monitor all internet activity.
* To clearly communicate and inform all personnel of this policy to ensure all understand.
* To discuss the consequences if one has failed to adhere to this policy.
* To provide all the necessary devices and equipment to enable individuals to complete all of their duties and tasks.

### Procedure

The Technology and Social Media Usage Procedure is utilised and implemented throughout Eyecare Support Worker Services Pty Ltd.. It outlines the standards, rules and regulations of appropriate utilisation of technology and communication systems. All personnel must follow the Technology and Social Media Usage Procedure to ensure there is no conflict of interest against an induvial and Eyecare Support Worker Services Pty Ltd.. If an individual has ignored the principals of this procedure, Eyecare Support Worker Services Pty Ltd. is expected to take disciplinary action against the individual. If extreme misuse of all devices and social media accounts within Eyecare Support Worker Services Pty Ltd., key personnel may take termination into account.

**Personal Mobile Phone Usage**

All personnel involved within Eyecare Support Worker Services Pty Ltd. are expected to turn their personal mobile phone off throughout the duration of their assigned shifts. There must be no distractions while delivering care and services to participants. Eyecare Support Worker Services Pty Ltd. will inform all personnel a designated area where all personnel belongings and phones can be stored safely.

Individuals are entitled to use their personal phones on their assigned breaks. However, they are only permitted to use them in such locations as Eyecare Support Worker Services Pty Ltd.located staff rooms, or regions that are distanced from a participant’s hearing range.

If a person has been allocated a phone that is required for them to complete their work tasks and duties, it must be in accordance with their contract provided by Eyecare Support Worker Services Pty Ltd..

In exceptional circumstances where a person is needed to be contacted immediately, authorisation from key personnel must be agreed upon. It is preferred that Eyecare Support Worker Services Pty Ltd. is to be the first point of contact for anyone who is seeking to reach an individual that is currently working in that period. Eyecare Support Worker Services Pty Ltd. will ensure to contact that individual who is needed to be reached and will make aware of the situation to them.

**Technology Usage**

Eyecare Support Worker Services Pty Ltd. will provide an individual with all devices that are required to complete their necessary work tasks and duties. Key personnel will organise all essential programs and accessories that may also be mandatory. All personnel who are using any phone, fax and photocopying devices mustn't be used for personal matters. However, an individual may request to use any of these devices for personal use but must be approved and monitored by key personnel. If an individual has been using Eyecare Support Worker Services Pty Ltd.devices unacceptably, then disciplinary action will be made to Eyecare Support Worker Services Pty Ltd.discretion.

**Computer Usage**

Like all electronic devices provided by Eyecare Support Worker Services Pty Ltd., it is essential that it is not being used inappropriately. Computers are not to be used for any personal use unless it has been approved and monitored by key personnel. Examples of personal use of computers include, however, is not limited to:

* Personal emails.
* Music and YouTube.
* Apps.
* Games.
* Videos.
* Internet
* Any forms of irrelevant communication services and apps.

All personnel are not permitted to complete any study, research or homework that is not relevant to Eyecare Support Worker Services Pty Ltd.. However, an individual may be required to do so if a task is set by key personnel, and all necessary research and study will be in relation to Eyecare Support Worker Services Pty Ltd.required duties.

All individuals are authorised to not download or install any software onto Eyecare Support Worker Services Pty Ltd.computers. If the occasion was to arise that a software is needed and will improve Eyecare Support Worker Services Pty Ltd.needs, then an individual will be permitted to download the software; however, written consent must be submitted by authorised personnel. Personnel are also advised not to bring any programs that can be utilised to transmit and withheld information and data from one electronic device to another.

**Email Usage and Internet Browsing**

Eyecare Support Worker Services Pty Ltd. maintains internet browsing of all devices. It is essential that all personnel that is granted access to the utilisation of these devices are to use them appropriately and in accordance with the Technology and Social Media Usage Procedure.

All personnel are permitted to use the internet but must follow the guidelines associated with doing so. The following outlines the correct and appropriate use of internet utilisation and in which must be followed and abided by all personnel:

* Research that is conducted must be in relevance to Eyecare Support Worker Services Pty Ltd.required tasks and duties.
* If an individual is required and advised to contact an external body, then the communication and interaction between both parties are only to be Eyecare Support Worker Services Pty Ltd. related.

There will be disciplinary action put into place for any persons within Eyecare Support Worker Services Pty Ltd. who do not abide by this Policy and Procedure. Below outlines the forbidden movements that an individual is not permitted to make:

* Commitment to specific browsing while, performing own business, political activity, gathering data, illegal practices and/or disseminating misleading or libellous information
* It is expressly forbidden to obtain, reveal and/or store any knowledge that is deemed obscene, unlawful or adversely portrays age, ethnicity, faith or religion. Some examples may include any pornographic websites or downloadable content.
* Any reproduction, usage or misuse of content and materials that interfere with a separate party or organisation intellectual property, confidential information and trademarks.
* Downloading of content, data and programs onto Eyecare Support Worker Services Pty Ltd.devices.
* Any method of game playing via the internet or programs and gambling.

**Social Media Usage**

Eyecare Support Worker Services Pty Ltd. understands that majority of personnel use and have access to their own social media accounts. Although Eyecare Support Worker Services Pty Ltd. does not aim to discourage anyone from using or dictating the way they use social media, all personnel must understand the terms and conditions that are involved with doing so.

It is important that no personnel are to communicate with any external parties any confidential information regarding Eyecare Support Worker Services Pty Ltd.. Any information that has not yet been disclosed to the public are expected to remain confidential. Individuals are to not share any of this information to people such as participants, external organisations, volunteers or particularly anyone that is not related or involved within Eyecare Support Worker Services Pty Ltd..

Any links shared throughout Eyecare Support Worker Services Pty Ltd. must contain the relevant and appropriate content. If an individual is required to send a link, then the link must be monitored and agreed upon with key personnel.

Any fake, deceptive, pornographic, defamatory, profane, derogatory, libellous, insulting, bullying, violent, offensive or humiliating not to be submitted to another person or organisation. If an individual has carried out any of these actions via social media, which can include any fake or defamatory claims or the publishing of private information of a citizen may result in legal liability and disciplinary action made by Eyecare Support Worker Services Pty Ltd. against the individual.

If it is necessary for Eyecare Support Worker Services Pty Ltd. to be a part of social media for any reasons, then key personnel will assign an individual to proceed and upload any content that is required. This will then be monitored by authorised personnel who will ensure no appropriate content has occurred.

### Supporting Documents

Relevant documents relating to this Policy and Procedure:

* Disciplinary Action Policy and Procedure
* Record and Information Management Policy and Procedure
* Privacy and Confidentiality Policy and Procedure
* Employee Contract.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

### Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, client and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Technology and Social Media Usage Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

1.24 Work Health and Safety Policy and Procedure

The phrase Work Health and Safety varies across the individual states of Australia and possesses different characteristics for each state. Irrespective of state in which Eyecare Support Worker Services Pty Ltd. operates, this policy and procedure will use the quotation "Work Health and Safety."

Policy and Procedure

The Work Health and Safety Policy and Procedure is utilised and implemented throughout Eyecare Support Worker Services Pty Ltd., to ensure that the optimal health, safety and wellbeing all of related personnel are present at all times. It also clearly describes how Eyecare Support Worker Services Pty Ltd. develops strategy aiming to minimise health and welfare risks for all Eyecare Support Worker Services Pty Ltd. workers, participants, their families and visitors. It is the responsibility of Eyecare Support Worker Services Pty Ltd. to comply and fulfil regulatory and cultural obligations. The Work Health and Safety Policy and Procedure established within Eyecare Support Worker Services Pty Ltd., details the commitment of Eyecare Support Worker Services Pty Ltd. to enforcing and supporting health and safety for all participants and providing excellent operating strategies for health and safety.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

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| Biological Hazard | A biological hazard, or biohazard, is a biological substance that poses a threat to the health of living organisms, primarily humans. This could include a sample of a microorganism, virus or toxin that can adversely affect human health. A biohazard could also be a substance harmful to other animals. |
| Workplace | A place where people work, such as an office or factory. |
| Personal Protective Equipment | It is protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury or infection. |
| Safety | Being protected from harm or other non-desirable outcomes. Safety can also refer to the control of recognized hazards to achieve an acceptable level of risk. |
| Health | Health is a state of physical, mental, and social well-being in which disease and infirmity are absent. |

Policy

Eyecare Support Worker Services Pty Ltd. principal component when delivering care and services, is to ensure and maintain that all participants, workers, children, adolescents, volunteers and other relevant bodies health, safety and wellbeing. Eyecare Support Worker Services Pty Ltd. is committed to maintaining an adequate environment for all individuals who utilise Eyecare Support Worker Services Pty Ltd. facilities, premises and services. All surrounding environments must be eliminated from any potential disease, injury, illness and incidents. This policy and procedure aims to ensure and guarantee the safety, welling and health of all participants, workers, visitors, volunteers, Manager, etc., of Eyecare Support Worker Services Pty Ltd.

If a participant is to encounter an accident or illness in connection with the services delivered by Eyecare Support Worker Services Pty Ltd., A Participant Incident Management Policy and Procedure is in place and will protect and maintain the participant's rights in agreement with this policy.

Eyecare Support Worker Services Pty Ltd. does not require its workers to conduct any job deemed dangerous and therefore, does not want its participants to conduct unsafe practices or working conditions. Eyecare Support Worker Services Pty Ltd. recognises that communication and consultation with its workers and participants are vital for the identification, acknowledgement and resolution of any future risk. Eyecare Support Worker Services Pty Ltd. Management must ensure that workers are able to recognise any type of work deemed dangerous is not expected and that all participants receiving services do not accept hazardous job procedures or service environments.

Worker Responsibilities -

* All workers must adhere and execute all work health and safety obligations developed by Eyecare Support Worker Services Pty Ltd.
* Workers will complete all training and induction programs of Work Health and Safety. Workers will not be permitted to perform tasks or duties unless they are considered competent.
* Workers will need to ensure that their actions or lack of ability to act will not put themselves or other Eyecare Support Worker Services Pty Ltd.'s workers at risk. This is in cooperation with all relevant Work Health and Safety laws and procedures introduced by Eyecare Support Worker Services Pty Ltd. and put into this policy and procedure review.
* Workers are required to take responsibility for their own safety at all times.
* Workers along with other relevant personnel will receive knowledge and training of correct health and safety information, guidance and supervision, and workers shall ensure that these participants are not exposed to health and safety risks arising from the procedures of Eyecare Support Worker Services Pty Ltd..

Accountability of Eyecare Support Worker Services Pty Ltd. workers:

* Workers must follow all reasonable guidelines, safe working procedures and legislation and to take responsibility for their own health and safety and not endanger the safety of any other individual.
* Workers will be required to report all accidents, incidents or near-misses as quickly and efficiently as possible and any risks or concerns related to the health and safety of any Eyecare Support Worker Services Pty Ltd. participant.
* Eyecare Support Worker Services Pty Ltd. workers will be responsible for the requirements for involvement in the health and safety procedures of Eyecare Support Worker Services Pty Ltd. and for supporting a health and safety culture that is beneficial to continuous improvement.

CEO/Director Responsibilities -

* Introducing and implementing Eyecare Support Worker Services Pty Ltd. ‘s effective Work Health Safety services. They also must take into consideration the size and extent of the services it presents.
* Regularly, monitor and review the health and safety effectiveness of Eyecare Support Worker Services Pty Ltd. to identify any changes.
* Working closely and engaging with workers and participants on concerns of health, safety, and well-being which may affect them.
* Presenting health and safety guidance and information for all workers to conduct their duties in a safe manner.
* Providing workers with the appropriate personal protective equipment (PPE).
* Providing adequate financial resources to maintain the efficient operation of health and safety.
* Development and reviewing of Work policies and procedures. All relevant work safe policies and procedures should be incorporated.
* Handling risks to the extent that they are adequately practicable by removing or reducing them.
* Reporting and investigating all accidents and incidents.
* Handling risks to the extent that they are adequately practicable by removing or reducing them.

The CEO/Director must:

* Display the Work Health and Safety Policy and Procedure in a clearly visible position, within Eyecare Support Worker Services Pty Ltd. facilities.
* Revise and correspond with alterations in the Work Health and Safety laws and procedures and ensure that they are communicated to workers, participants and other participants if necessary.
* Assign workers to be responsible for the Work Health and Safety duties and processes.
* Ensure and organise training programs for all workers to ensure they are competent in all of Eyecare Support Worker Services Pty Ltd. Work Health and Safety procedures.
* Ensure workers have an understanding of how to recognise risks.
* All workers must be communicated with all OH&S occurrences and issues. Known or potential hazards should be recognised and made known. Establish actions and decisions of ways in which will assist and manage risks to health and safety.
* Changes planned at Eyecare Support Worker Services Pty Ltd. that could affect the health and safety of participants.
* Not discriminate against health and safety workers and allocate sufficient funds to monitor any identified hazards.

The CEO/ Director is responsible for supervising all present and future work health safety tasks of Eyecare Support Worker Services Pty Ltd.. The following information is the requirements that the CEO/ Director must maintain responsibility of, however, is not limited to:

* Ensure that all relevant equipment that is utilised by Eyecare Support Worker Services Pty Ltd. workers remains in accordance with the safety standards and is a regulatory review, to ensure there is no potential hazards or risks.
* Ensure that all established work health and safety protocols are being adhered to by workers.
* Maintain and ensure that all appropriate and relevant licences, registration and permits are in accordance with the current work health and safety standards and regulations.

Procedure

The Work Health and Safety Procedure outlines the correct and adequate measures in which all personnel-related Eyecare Support Worker Services Pty Ltd. must understand, comply and implement. Induction and training programs must be offered to the workers of Eyecare Support Worker Services Pty Ltd., to ensure they are competent in recognising and managing work health and safety issues.

It is the responsibility of Eyecare Support Worker Services Pty Ltd. CEO/Director to maintain all work health and safety procedures within operations of care and services. Where there is surfaced Work Health and Safety issues within Eyecare Support Worker Services Pty Ltd., the CEO/Director is accountable for ensuring this has been communicated to all workers, participants and relevant personnel. Where a worker has recognised a hazard within Eyecare Support Worker Services Pty Ltd. that has not yet been addressed, then it is their responsibility to ensure that the issue has been made known and immediately be reported to the CEO/Director. They will then be expected to document all witnessed incidents, safety concerns or onto Eyecare Support Worker Services Pty Ltd. Incident Forms. Eyecare Support Worker Services Pty Ltd. encourages all workers to submit suggestions, feedback and complaints regarding the current work health and safety measurements. Where there are any concerns based on Eyecare Support Worker Services Pty Ltd. actions regarding Workers Health and Safety systems, then workers feedback will be submitted into Eyecare Support Worker Services Pty Ltd. Risk Register. These concerns will be regularly reviewed and will be tracked for progress results. The only authorised personnel to track and review workers concerns is the CEO/Director. It is also important that the recognised safety concerns are included in Eyecare Support Worker Services Pty Ltd. Continuous Improvement Register where applicable.

Where there are any past, current or future work health and safety apprehensions of Eyecare Support Worker Services Pty Ltd., it is the responsibility and duty of care for the CEO/Director to communicate clearly these issues to all personnel. The CEO/Director will conduct these meetings on a three-month basis, to ensure that all workers and participants are receiving the most up to date information and potential amendments to current work health and safety procedures. Any concerns that are deemed as a high-risk scenario must be immediately attended to and resolved as efficiently as possible.

**Relevant Personnel of Eyecare Support Worker Services Pty Ltd.**

Relevant personnel are considered workers, volunteers, participants and their family members or advocates, that are receiving care and services of Eyecare Support Worker Services Pty Ltd.. All of the listed above individuals must have thoroughly read, understood and acknowledge this policy and procedure. It is the expectation of all personnel to comply and implement work health and safety obligations and standards. Particularly, the participants will comply with all the Work Health and Safety legislation and guidelines implemented by Eyecare Support Worker Services Pty Ltd., which involves supplying all the relevant personal information and enabling the required risk assessment to be carried out.

**Delivering Care and Services in a Participants Premises**

Participants who are receiving NDIS Supports of Eyecare Support Worker Services Pty Ltd. must have a completed, reviewed and submitted their Risk Assessment and Home Risk Assessment. Eyecare Support Worker Services Pty Ltd. Risk Management Policy and Procedure.

It is a possibility that a participant’s home has encountered various changes from the most previous visit from a worker at Eyecare Support Worker Services Pty Ltd.. Workers should be aware of this kind of circumstance; in the event, it was to surface. There may be various changes that a participant may choose to change in their home between visits of workers. One possibility could be that a participant has positioned certain furniture or has purchased different furniture. The participant may have recently brought a pet or is accommodating an individual who was not previously there. A participant may have encountered an electrical fault or failure to a device and has purchased or in need of purchasing a new appliance or device.

Eyecare Support Worker Services Pty Ltd. workers will be educated to recognise and determine if a participant’s home is deemed safe, prior to entering and delivery care and services. Workers will be adequately trained in the process of examining a participant’s home in order to identify any potential risks or hazards. Workers must visually examine all facilities, rooms and all appliances and equipment that will be utilised. Where a worker has recognised a risk or hazard within the participants home/equipment, both the participant and Eyecare Support Worker Services Pty Ltd. must be notified. Where possible, the identified hazard must be resolved before initiating any NDIS Support or services.

In the event, a risk that has been identified is deemed as a high-level hazard; then this must be immediately reported to Eyecare Support Worker Services Pty Ltd. CEO/ Director. Eyecare Support Worker Services Pty Ltd. will then conduct an assessment of the participant's premises before commencing any type of care or services to that individual. Where a participant does not possess appliances and devices to assist with extreme temperatures, specifically hot and cold days, then it is the responsibility of the worker to ensure that they have dressed accordingly to these conditions.

**Management of Work Health and Safety**

Eyecare Support Worker Services Pty Ltd. will assign multiple authorised personnel who will act as a management committee to ensure all work health and safety aspects of Eyecare Support Worker Services Pty Ltd., are being implemented, adhered to and maintained. They will be responsible for ensuring communication with all workers of relevant work health and safety information. They will converse with the workers in Eyecare Support Worker Services Pty Ltd. who are deemed to be most affected by potential health and safety concerns. This is to ensure that all hazards and risks are identified and assessed. Required measures and actions will be established to ensure the health, safety and wellbeing of all personnel.

**Eyecare Support Worker Services Pty Ltd. Work Health and Safety Committee**

The CEO/ Director of Eyecare Support Worker Services Pty Ltd. will establish a Work Health and Safety Committee that will incorporate selected workers. The principal for developing this committee is to ensure that Eyecare Support Worker Services Pty Ltd. provides an adequate working environment, that is eliminated of potential risks and hazards to a person. The members of this committee will be actively engaged in all work health and safety concerns of both workers and participants.

Eyecare Support Worker Services Pty Ltd. Work Health and Safety Committee will be required to conduct monthly meetings. In these meetings, all work health and safety concerns will be addressed and reviewed. An assessment of the previous meeting will be conducted to highlight the progress. It is also to ensure that all the necessary actions were conducted, and nothing is missed. It is also essential that the committee is to conduct all risk assessment that was required and ensure that the risk register correctly reflects all of the actions that occurred. If any amendments have been made to any work health and safety regulations and legislation, then this must be addressed. If there have been newfound concerns regarding hygiene and safety, that have been submitted in the duration of the previous meeting, then this must be addressed and discussed. Eyecare Support Worker Services Pty Ltd. will not provide the Committee or the Health and Safety

**Health and Safety Representatives**

Workers have the right to ask Eyecare Support Worker Services Pty Ltd. to provide the company with a Health and Safety Representative (HSR) if this is asked by more than one worker, Eyecare Support Worker Services Pty Ltd. will then implement it. Eyecare Support Worker Services Pty Ltd. is required to provide the HSR with the relevant training needed for the work environment and informing the State Regulator. All workers are still expected to comply with health and safety regulations, regardless of an HSR.

**Participant Equipment**

Eyecare Support Worker Services Pty Ltd. worker should ensure they have all necessary equipment for the participant, checking to ensure a good state of the equipment. Participants may have their own equipment that can be used by workers, after being examined to ensure no issues with the equipment. However, it is the responsibility of a participant to provide fees to repair any equipment; this should be recorded in the participants Support Plan Summary.

**Working in a shared living environment**

All Eyecare Support Worker Services Pty Ltd. workers who will provide services for participants in Supported Independent Living Services, must receive training on how to handle the risks associated with the provision of services in a communal living setting, at recruitment and every three months. The CEO/Director will conduct risk assessments and management services monthly for Supported Independent Living Services and change methods and procedures where appropriate.

**Remote or Isolated Work**

Remote or solitary work is when a worker may have to work alone and possibly in a rural area, where they may be hard to contact.

The worker is then faced with additional risks, Eyecare Support Worker Services Pty Ltd. should communicate to workers the following:

* Difficult Tasks
* Alert them of any possible risks
* Providing a second opinion on how to perform the work safely
* Alert them of potential fatigue
* Provide its workers with efficient communicational methods whenever they are on the job
* The worker will be required to check-in with Management, before, after and at any other specified time
* Provide workers with a reasonable warning prior to a job

**Manual Handling**

Manual handling refers to the physical aspects of the job; it is crucial for Eyecare Support Worker Services Pty Ltd. to ensure all workers are informed about manual handling procedures. This is to support in decreasing accidents relating to manual handling. The risk assessment completed of the participants home will be used to add to manual handling risks the worker needs to be aware of for their health and safety. All Eyecare Support Worker Services Pty Ltd. workers will be provided with ongoing manual training to ensure they are able to handle manual tasks efficiently, correctly, and safely.

**Workplace Violence**

To provide a safe and positive work environment, it is important for Eyecare Support Worker Services Pty Ltd. to be conscious of and take action towards the elimination of violence in the workplace and participants homes. Eyecare Support Worker Services Pty Ltd. should provide workers with methods to decrease or eliminate violence, when arising. If a participant is known for violent behaviour, this should be recorded in their support plan, including methods to assist. Any acts of violence must be documented in Eyecare Support Worker Services Pty Ltd. Workplace Incident Management Policy and Procedure.

Risk assessments will be conducted in high-risk situations, including but not limited to:

**Work Related Stress**

Eyecare Support Worker Services Pty Ltd. is required to be aware of stress in the workplace and take precautions to limit worker’s stress. Areas that may cause a worker’s stress include excessive amounts of work, exposer to negative incidents, emotional attachment to participants, poor management assistance and not enough information about their role. The CEO/Director will conduct risk assessments to identify stress in the workplace; they will consider workers commitment, participant feedback, motivation in the workplace, worker absences and prior assessments.

Work related stress refers to a worker’s reaction to the workplace and tasks expected of them. This can be physical, mental, or emotional and may cause a decrease in worker motivation.

**Issue Resolution**

When an issue or incident has occurred, Eyecare Support Worker Services Pty Ltd. workers have the right to report it to either management or the CEO/Director. They will then have a discussion to resolve the situation; they may consider the following or more:

* Exactly who is affected
* The seriousness of the incident
* What can be done to resolve the issue?
* Who is responsible for the implementation of the solutions?

If a solution is agreed upon, it needs to be documented Eyecare Support Worker Services Pty Ltd. Incident Management Policy and Procedure. It is the CEO/Director’s responsibility to communicate the resolution to those involved. If no solution is agreed upon or the agreed solution has not worked, anyone involved in the incident can request an independent investigator.

**Biological Hazards**

As biological hazards are toxic to humans, it is Eyecare Support Worker Services Pty Ltd. responsibility to ensure they have the correct policies and procedures (Infection Control Policy and Procedure) to inform workers of prevention methods and ways to combat potential breaches.

**Safe Work Procedures**

Eyecare Support Worker Services Pty Ltd. aim is to develop and maintain Safe Work Procedures based on risk assessment and in cooperation with workers. Workers will receive training during inductions and whenever the procedure is changed or updated for safe working procedures. Safe working procedures will be assessed regularly to ensure that procedures are current, accurate and in compliance with legislation, regulations, and standards.

**Personal Protective Equipment (PPE)**

When working with potential hazards, Eyecare Support Worker Services Pty Ltd. is required to ensure all workers are equipped with the necessary PPE.

**Electrical Safety**

A certified electrician must do any electrical work, including the changing of light bulbs. It is the responsibility of the CEO/Director to employ an electrician.

A qualified electrician must be employed to complete an inspection, test, and tag electrical equipment in the workplace in accordance with AS / NZS 3760:2010, of all equipment being operated. Equipment not in use cannot be used until an electrician has inspected, tested, and tagged the equipment. All equipment bought second-hand is required to be tested and tagged prior to use on Eyecare Support Worker Services Pty Ltd. premises.

New Equipment: Any new equipment must be documented in the Maintenance and Management Registry, including the date of purchase, date of service and date of the safety check.

Appliances Brought in from Home: Electrical appliances that have been brought in by workers, participants, contractors, or volunteers must also be inspected, tested, and tagged prior to use in the workplace. However, it is not required for personal laptops but is encouraged, at the expense of the owner.

Hire Equipment: A company hiring out equipment has the responsibility of ensuring efficient testing before handing off. However, the Eyecare Support Worker Services Pty Ltd. worker who hired the equipment is responsible for organising an electrician to inspect, test, and tag the equipment.

Use of Electrical Portable Devices: Only power boards with an anti-overloading feature can be used; this means no double adapters can be used to ensure everyone’s safety. Eyecare Support Worker Services Pty Ltd. is required to ensure the power boards are checked regularly and are functioning. If extension cords are needed, they must not cause any hazards, such as tripping.

Unsafe Electrical Equipment at the Workplace: If an electrician considers a piece of electrical equipment to be unsafe, Eyecare Support Worker Services Pty Ltd. must ensure no one uses the equipment until it has been repaired, inspected, tested, and tagged again. They can do this by tagging it with a hazardous label.

Electrical Hazard and Incident Reporting: As with other incidents, any electrical incident must be documented in compliance with Eyecare Support Worker Services Pty Ltd. Incident Management Policy and Procedure.

Supporting Documents

Documents relevant to this policy and procedure include:

* Risk Register.
* Workplace Incident Management Policy and Procedure.
* Participant Incident Management Policy and Procedure.
* Emergency Management Plan.
* Eyecare Support Worker Services Pty Ltd. Incident Forms.
* Continuous Improvement Register.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers, and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Work Health and Safety Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

1.25 Workers Code of Conduct Policy and Procedure

Policy and Procedure

The Code of Conduct outlines how we will deliver our services to Eyecare Support Worker Services Pty Ltd. participants, and the measures we will implement to ensure the satisfaction and well-being of all participants. The purpose of this Code of Conduct is to ensure that the standards of ethics designed by the CEO/Director are implemented thoroughly throughout Eyecare Support Worker Services Pty Ltd. framework and operations. This is done to ensure all workers of Eyecare Support Worker Services Pty Ltd. are treated in a way that reflects these standards of ethics.

The standards of ethics should reflect Eyecare Support Worker Services Pty Ltd. overall purpose, philosophy, values and legal requirements. These standards will be adhered to and implemented by all workers of Eyecare Support Worker Services Pty Ltd. to ensure a consistent and effective Code of Conduct is enforced.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

|  |  |
| --- | --- |
| Harassment | Aggressive pressure or intimidation. If someone is abusing, insulting, or otherwise harming you on a regular basis, it is called harassment. |
| Integrity | The quality of being honest and having strong moral principles. |
| Unauthorised | Not having official permission or approval. |

Policy

The organisation is focused on being a leading provider and at creating a safe, secure and productive workforce. Eyecare Support Worker Services Pty Ltd. takes pride in the professional skills of its workers and the ability to meet participant and other stakeholder needs. This policy and procedure are relevant to all workers and participants at Eyecare Support Worker Services Pty Ltd..

CEO/Director Responsibilities -

The CEO/Director must initially consider their desired standards of ethics, and the way these standards will be implemented within Eyecare Support Worker Services Pty Ltd. framework and operations. It is their responsibility to ensure that the Code of Conduct is equally enforced across all workers and key stakeholders.

It is also the responsibility of the CEO/Director to effectively manage breaches or violations of the Code of Conduct, determining the consequences on a case-by-case basis, accordingly. Management may assist in managing breaches of compliance if required.

Management Responsibilities -

Management of Eyecare Support Worker Services Pty Ltd. is responsible for enforcing, supervising and complying with the Code of Conduct. Management is encouraged to understand the standards of ethics set out by the CEO/Director and aim to enforce the standards within their operations, to achieve this to a high standard.

In addition to this, Management is required to annually review this policy and procedure to ensure it is in accordance with regulatory standards and legislations.

As previously stated, Management of Eyecare Support Worker Services Pty Ltd. may assist the CEO/Director of any breaches or violations of this Code of Conduct.

Worker Responsibilities -

All workers of Eyecare Support Worker Services Pty Ltd. are responsible for understanding the standard of ethics they are required to reflect and implement within their work practices. Eyecare Support Worker Services Pty Ltd. and its workers recognise the importance of complying with the Code of Conduct and will ensure to behave in a manner that reflects the standards of ethics.

Procedure

**Ethical Responsibilities**

Eyecare Support Worker Services Pty Ltd. recognises the importance of ensuring the health, safety and security of all workers, participants, stakeholders and other relevant personnel. Eyecare Support Worker Services Pty Ltd. will ensure to adhere to their ethical responsibilities to maximise the health, safety and security and of all persons.

To be considered an ethically responsible person, workers must not partake in actions, behaviours or activities that are deemed or considered:

* Harassment
* Discriminatory
* Sexual Harassment
* Bullying
* Misconduct
* Violent or Disorderly conduct

All workers of Eyecare Support Worker Services Pty Ltd. must also ensure fellow co-workers, participants, stakeholders or other relevant personnel are not discriminated against or harassed based on personal characteristics such as:

* Gender
* Age
* Ethnicity
* Religion
* Disabilities
* Pregnancy
* Marital status
* Sexual orientation

**Honesty and Integrity**

All workers of Eyecare Support Worker Services Pty Ltd. must be fair and respectful towards other workers, participants, stakeholders and when in a public place, all workers must behave in a way that does not negatively represent Eyecare Support Worker Services Pty Ltd. Eyecare Support Worker Services Pty Ltd. and its workers understand the importance of representation and will ensure to behave in ways that reflect the standards of ethics of Eyecare Support Worker Services Pty Ltd. at all times.

In addition to this, Eyecare Support Worker Services Pty Ltd. workers are expected to remain truthful at all times to ensure honestly is maintained and implemented within the framework and operations of Eyecare Support Worker Services Pty Ltd.

Eyecare Support Worker Services Pty Ltd. Workers must not:

* Accept gifts, incentives, or favours that can be deemed as a way of influencing decisions.
* Work under the influence of illegal substances or alcohol or bring illegal substances to the premises.
* Steal properties or belongings of Eyecare Support Worker Services Pty Ltd., participants, stakeholders or co-workers.
* Intentionally damage or destroy the property of Eyecare Support Worker Services Pty Ltd., participants, stakeholders or co-workers.
* Smoke on the business premises.
* Smoke in Eyecare Support Worker Services Pty Ltd.company vehicles.

**Compliance**

In order to ensure compliance is upheld and maintained within Eyecare Support Worker Services Pty Ltd. and its operations, Eyecare Support Worker Services Pty Ltd. Workers and Management are expected to comply with all policies and procedures of Eyecare Support Worker Services Pty Ltd.. They must also ensure to adhere to relevant legislation, regulations and standards set out by the NDIS Commission.

Eyecare Support Worker Services Pty Ltd. also recognises the importance of acting in accordance with instructions given by a superior authority, given that the orders are reasonable, lawful, promote quality care of work and reflect the standards of ethics.

Workers and Managers of Eyecare Support Worker Services Pty Ltd. must ensure the framework, operations and practices of the organisation are protected and kept confidential. This should be implemented during and after their employment with Eyecare Support Worker Services Pty Ltd.. Eyecare Support Worker Services Pty Ltd. and its workers understand that leaking confidential information is a violation of Eyecare Support Worker Services Pty Ltd. policies and procedures, which may result in serious repercussions such as termination.

In addition to this, it is important for Eyecare Support Worker Services Pty Ltd. and its Workers to always provide due diligence to all persons who ensure fairness, honesty, integrity, and equality for the health, safety and well-being of all workers, participants, stakeholders, and other relevant personnel is provided. Eyecare Support Worker Services Pty Ltd. and its workers should also strive to uphold a professional work ethic along with confidence and understanding in order to ensure positive representations of Eyecare Support Worker Services Pty Ltd.. Ways to achieve a high degree of professionalism is to abide by the dress code, act in accordance with the standards of ethics, and present yourself admirably and professionally.

**Behaviour Code of Conduct Violation**

Under no circumstances does Eyecare Support Worker Services Pty Ltd. tolerate violent or aggressive behaviour towards co-workers, participants, stakeholders, visitors or any other persons. Any forms of abuse (whether it be physical or verbal), aggression and violence may result in serious consequences such as termination of employment.

If a person becomes abusive, violent, threatening or aggressive and poses a risk to others, Management should be notified immediately. If the aggravated person is refusing to be co-operative and ease the situation, Eyecare Support Worker Services Pty Ltd.Management or CEO/Director may be obligated to contact external services (Police: 000) to assist in handling and calming the situation. Eyecare Support Worker Services Pty Ltd.workers are encouraged to make attempts to calm or ease the situation prior to contacting external services.

**Privacy and Confidentiality Regarding Sources Provided by Eyecare Support Worker Services Pty Ltd.**

All workers of Eyecare Support Worker Services Pty Ltd. will be provided with the Internet and an e-mail to utilise during work. Eyecare Support Worker Services Pty Ltd. will be sure to maintain the respect and privacy of all workers regarding their internet and email usage.

However, misuse of these privileges may result in disciplinary action being taken against the worker. If a worker fails to comply with the Code of Conduct and a breach is recognised, Eyecare Support Worker Services Pty Ltd. may choose to utilise these provided sources as evidence in court, if legal action is being taken.

To ensure workers utilise these sources appropriately, Eyecare Support Worker Services Pty Ltd. will ensure all workers keep their personal use of these sources as low as possible. Eyecare Support Worker Services Pty Ltd. will encourage all workers not to disclose any personal information or classified information. All workers of Eyecare Support Worker Services Pty Ltd. will be made aware of the possible repercussions if they utilise the sources in an inappropriate manner.

Unauthorised use of confidential information could potentially damage the service's credibility and compromise the privacy of the individual. Any workers or management utilising devices must do so in a respectful manner and abide by protocols by Eyecare Support Worker Services Pty Ltd., meaning the usage of electronic devices is restricted to work and duty purposes only. Workers and Management must keep their passwords confidential and are not allowed to share their passwords with another worker.

**Dress Code**

All of Eyecare Support Worker Services Pty Ltd. workers should be dressed in accordance with Eyecare Support Worker Services Pty Ltd. protocols as well as abide by Workplace Health and Safety Regulations. Workers and Management of Eyecare Support Worker Services Pty Ltd. are expected to uphold a neat, clean and tidy presentation whilst completing duties.

If supplied, workers should wear a uniform in accordance with Eyecare Support Worker Services Pty Ltd. standards and ensure it is kept in good condition. Workers should consult Management if they are unsure of the type of clothing that suitable for their job position. Workers who knowingly break this dress code may receive a consequence as a result of disobeying Eyecare Support Worker Services Pty Ltd. standards of operation.

Supporting Documents

Documents relevant to this policy and procedure include:

* Workplace Health and Safety Policy and Procedure.
* Privacy and Confidentiality Policy and Procedure
* Equity, Anti-Discrimination and Workplace Harassment Policy and Procedure
* Records and Information Management Policy and Procedure

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Workers Code of Conduct Policy and Procedure.  I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

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## 1.26 Continuity of Supports Policy and Procedure

### Policy and Procedure

The Continuity of Supports Policy and Procedure is implemented to ensure service delivery is continued within Eyecare Support Worker Services Pty Ltd. for participants. This is implemented alongside a range of policies, procedures and key plans.

This extends to all employees and meets relevant laws and regulations and standards.

### Policy

Eyecare Support Worker Services Pty Ltd. is to ensure it upholds appropriate processes and plans such as the Fire Safety and Emergency Policy and Procedure and the Succession Planning Policy and Procedure to guarantee business and service continuity for participants especially during emergencies and times of hardship.

Eyecare Support Worker Services Pty Ltd. is to ensure the quality and quantity of workers, contractors and other services to meet the needs for participants in all situations.

Eyecare Support Worker Services Pty Ltd. is to ensure operations are managed daily and efficiently to avoid discontinuation of supports to participants.

Eyecare Support Worker Services Pty Ltd. is to ensure if any disturbances or unavoidable discontinuations occur, that arrangements are in place for participants to continue supports along with the participants and their family’s consent.

Eyecare Support Worker Services Pty Ltd. is to ensure service continuity during the transition into or exit of Eyecare Support Worker Services Pty Ltd..

Eyecare Support Worker Services Pty Ltd. is to ensure staff are trained correctly and informed on participants requirements in order to meet the participant's needs.

### Procedures

Eyecare Support Worker Services Pty Ltd. follows the responsibilities of the provider as described in the participant's service agreement to ensure the participant receives services continuously without interruption. Eyecare Support Worker Services Pty Ltd. will provide the participant with the supports agreed upon, at the agreed-upon time in a manner consistent with all relevant laws and legislation including the Australian Consumer Law and the National Disability Insurance Scheme Act 2013.

**Appointment Changes**

Appointments will be scheduled with the participant before the service is provided and the participant must be given at least a minimum of 48 hours’ notice if changes are going to occur to the service delivery, along with consent from the participant and their family. Emergencies may be sudden and can be unavoidable, which may reduce the time of notice.

If the appointment is to be changed, will cause an interruption to services and Eyecare Support Worker Services Pty Ltd. is not able to cater for the change, Eyecare Support Worker Services Pty Ltd. will arrange for contractors to provide services or sign memorandums of understanding with other local service providers, for them to provide services during this time. Eyecare Support Worker Services Pty Ltd. will ensure that these contractors and service providers:

* Have correct checks such as a Police Check, DWES check and if needed a Working with Children’s Check
* Are suitably trained and qualified
* Have been inducted into Eyecare Support Worker Services Pty Ltd. services
* Have been provided with the correct information on the participants; they understand and are able to meet their needs.

**Worker Retention**

This procedure must be read along with Staffing Policy and Procedure, as well as Human Resource Policy and Procedure.

In order to facilitate continuity of service, Eyecare Support Worker Services Pty Ltd. may engage contractors by advertising for suitable staff to provide services, sourcing staff from a hiring agency or signing Memorandums of Understanding with other local service providers to provide services.

The Proprietor is responsible for checking that contractors and other temporary replacement staff have:

* Undergone mandatory criminal history checks.
* Have appropriate qualifications (where necessary) to deliver the service and have been inducted to deliver services on Eyecare Support Worker Services Pty Ltd. behalf.
* Discuss co-operative service-continuity plans with other local service providers.
* The [position title] or delegate will re-assess co-operative service-continuity plans with other local service providers and liaise with them to make improvements to the Eyecare Support Worker Services Pty Ltd. Emergency Plan.

**Crisis**

This Fire Safety and Emergency Policy and Procedure prepare Eyecare Support Worker Services Pty Ltd. service continuity and delivery against the impact of crises such as extreme weather events and their attending uncertainty.

**Implementation of Plans**

Eyecare Support Worker Services Pty Ltd. is responsible for making sure Eyecare Support Worker Services Pty Ltd. has appropriate plans in place to ensure continuity of supports such as:

* Strategic and Operational Plan.
* Continuous Improvement Plan.
* Emergency Management Plan.
* Succession Plan.
* Business Continuity Plan.

**Commitment to Uninterrupted Supports**

We are committed to ensuring day to day operations are managed efficiently and effectively to avoid disruption and ensure continuity of supports; our supports are planned with each participant to meet their specific needs and preferences. The participants need, and preferences are documented and provided to workers prior to commencing work with each participant, to ensure the participant's experience is consistent with their expressed preference. We also have an arrangement in place to ensure support is provided to the participant without interruption, throughout the period of their service agreement. Where changes or interruptions are unavoidable, we will make alternative agreements which we will explain to the participant and seek their approval. Where applicable, we have Emergency Management Planning in place to enable the continuation of critical supports before, during and after a disaster.

### Supporting Documents

Documents applicable to this policy and procedure are:

* Human Resource Policy and Procedure
* Staffing Policy and Procedure
* Fire Safety and Emergency Policy and Procedure
* Strategic and Operational Plan
* Continuous Improvement Plan
* Emergency Management Plan
* Succession Plan
* Business Continuity Plan

### Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and careers and workers annually.

All service planning, delivery and evaluation activities will include workers, client and other stakeholders and their feedback.

Eyecare Support Worker Services Pty Ltd. Continuous Improvement Plan will be used to record and monitor the progress of any improvements identified and where relevant feed into Eyecare Support Worker Services Pty Ltd.'s service planning and delivery processes.

By signing this document, I acknowledge that I have read and understood the Continuity of Supports Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

SECTION 2 – PARTICIPANTS, FAMILIES, CARERS AND OTHERS

2.1 Client Charter Policy and Procedure\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Policy and Procedure

This policy and procedure aims to ensure Eyecare Support Worker Services Pty Ltd. is able to provide quality care to all participants while adhering to and respecting their rights and dignity. It is imperative to Eyecare Support Worker Services Pty Ltd.’ workers to uphold the respect and values to each individual participant while being cared for by Eyecare Support Worker Services Pty Ltd..

In addition to this, Eyecare Support Worker Services Pty Ltd. will ensure to treat all parties, including families, visitors, children, staff, and more, with equal respect. To adhere to these standards, Eyecare Support Worker Services Pty Ltd. will be committed to reviewing, maintaining and upholding the rights and responsibilities of workers and participants.

This extends to all workers and meets relevant laws and regulations and standards.

**Rights of the Participants**

Eyecare Support Worker Services Pty Ltd. understands the importance of upholding the rights of the participants and intends to do so by implementing certain practices to adhere to these rights and responsibilities. To achieve the most effective quality care for participants, Eyecare Support Worker Services Pty Ltd. workers will also ensure to communicate with participants to recognise and provide adequate support for their needs and desires.

The Charter of Human Rights and Responsibilities ACT 2006 and the Disability ACT 2006 sets out the rights and responsibilities of participants. Eyecare Support Worker Services Pty Ltd. utilises this piece of legislation as a guideline to ensure:

* Participants are able to recognise their specific physical, mental, financial, economic, religious and cognitive growth capabilities.
* All participants are valued individually and considered for their uniqueness.
* Participants are not exposed to any form of violence, misconduct, negligence or isolation.
* Participants are informed of personal desires and inclinations.
* Participants are considerate of issues that impact their livelihood (e.g. choices made regarding the wellbeing as well as the implementation of our strategies, services, and facilities).
* Participants are addressed and treated respectfully, with compassion and with consideration at all times.
* Participants specific requirements are adhered to and cared for.
* Participants are treated equally and have the opportunity to state their personal preferences regarding activities or participation.
* Eyecare Support Worker Services Pty Ltd. operates in an anti-discriminatory manner at all times.
* Participants information remains confidential and private at all times while under the care of Eyecare Support Worker Services Pty Ltd.
* Participants have the ability to exercise personal self-resilience and freedom, which includes the right to partake in decision-making.
* Participants have the right to accept services which involve their personal requirements and are supported throughout the process of accessing the service.

Other rights participants are entitled to include:

* Obtaining information regarding circumstances which could refer towards services provided
* The right to lodge a complaint
* The right to access outside organisations, resources and support throughout their time at Eyecare Support Worker Services Pty Ltd..
* Privileges or commitments under the Disability Act 2006 and the facilities as well as any related expenses to be incurred.
* Participants have the opportunity to dismiss care or assistance without any retribution or discrimination towards any potential future access to assistance or resources.
* Participants will have choice and flexibility in many aspects of their service of care.
* Having the opportunity to choose a person to help and promote their experiences on behalf of Eyecare Support Worker Services Pty Ltd..
* Have the right to receive help, support and assistance provided by sufficiently skilled workers.
* Having the option to change providers where required and receive encouragement to ensure adequate, secure and exceptional quality of care is maintained.

**Expectations of Participants**

In accordance with the legislation, Eyecare Support Worker Services Pty Ltd. expects its participants to:

* Advise Eyecare Support Worker Services Pty Ltd. if assistance or support is no longer needed.
* Notify workers of any developments with the participant's conditions and desires.
* Be courteous and respectful to workers as well as other participants.
* Regard others ' freedoms like their privacy rights and confidentiality.
* Value the integrity and human morality of its workers and other participants.
* Notifying workers to any developmental, welfare, requirements and physical condition concerns that may affect assistance provided to you.
* Engage constructively in the creation, delivery and analysis of support services targeting people.
* Take accountability for any selections and the consequences for any choices they have made.
* Make any payments and expenses related to the delivery of your service urgently or when requested.

CEO/Director Responsibilities –

* To ensure all workers of Eyecare Support Worker Services Pty Ltd. adhere to and apply this policy and procedure
* Ensure workers are providing quality care to the standards set out in the Charter of Human Rights and Responsibilities ACT 2006 and the Disability ACT 2006.
* Ensure to conduct internal and external reviews and audits which are in conjunction with Eyecare Support Worker Services Pty Ltd.Internal Review and External Audit System.
* To uphold, enforce and maintain the rights and responsibilities of all participants, workers, stakeholders and other relevant personnel.

Management Responsibilities -

* To ensure reviews are conducted annually
* To ensure policies and procedures are kept up to date with relevant legislation, standards and practices.
* To effectively manage any breaches or violations of this policy and procedure.
* To ensure participants whose rights have been affected are supported, and the necessary measures are taken to reinforce those rights.
* To recognise and adhere to the needs or requirements of all participants.
* To annually evaluate the effectiveness of Eyecare Support Worker Services Pty Ltd. using the Continuous Improvement Plan.

Worker Responsibilities –

* To adhere to and enforce the concept of human rights.
* To support and provide assistance to all participants in times of need.
* To recognise and implement the necessary measures to ensure that all participants are receiving quality care.
* Ensure that the interests of the participants are considered and upheld.
* Ensure all rights and responsibilities are effectively enforced with the framework of Eyecare Support Worker Services Pty Ltd.
* Ensure to notify Management or the CEO/Director of any breaches or violations of human rights, whether it be a breach of their rights or participant rights.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Eyecare Support Worker Services Pty Ltd. Client Charter. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

2.2 Physical Accessibility Policy and Procedure

Policy and Procedure

Eyecare Support Worker Services Pty Ltd. wants all individuals to have access to their facilities and services in a way that recognises and incorporates individual needs, integrity, equality as well as provides a choice, opportunity, and control. This policy and procedure aims to ensure that Eyecare Support Worker Services Pty Ltd. has a service atmosphere that is readily accessible and responsive to the needs of its participants for assistance and communication.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

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| Personal Protective Equipment (PPE) | Personal protective equipment is protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury or infection. The hazards addressed by protective equipment include physical, electrical, heat, chemicals, biohazards, and airborne particulate matter. |

Policy

Eyecare Support Worker Services Pty Ltd. will ensure to maintain the environment by ensuring it is readily available and secure for all participants. It is Eyecare Support Worker Services Pty Ltd. responsibility to ensure that participants using Eyecare Support Worker Services Pty Ltd. resources are able to move freely, safety and securely. Eyecare Support Worker Services Pty Ltd. Continuous Improvement Plan will be used to ensure any updates that could aid in the protection and physical accessibility of participants, is enforced appropriately and effectively. This is done to ensure all workers of Eyecare Support Worker Services Pty Ltd. maintain consistent quality care for all participants.

Procedure

To ensure the most effective practices are put in place to assist participants with physical accessibility, Eyecare Support Worker Services Pty Ltd. and its workers will provide participants with the knowledge to facilitate them to access the support they require. Eyecare Support Worker Services Pty Ltd. understands the importance of ensuring all participant needs and requirements are adhered to, and assistance is provided to where necessary.

If a problem regarding physical access is identified, Eyecare Support Worker Services Pty Ltd. and its workers are responsible for recognising and managing the problem. When doing so, workers should consider ways to minimize the problem or eliminate it completely. Workers of Eyecare Support Worker Services Pty Ltd. should also consider ways to modify the facility to adhere to the specific needs of participants.

All adaptations or modifications made to the facility must be approved by the CEO/Director and reflect the needs of participants.

The following outlines specific considerations that aid in optimising physical access to Eyecare Support Worker Services Pty Ltd. facilities, premises and service provision, however, are not limited to:

* Physical disabilities that affect daily activities, for example, opening doors, walking upstairs and reading signs.
* Being in close proximity to public transport.
* Wheelchair accessibility, such as ramped access to buildings.
* Conditions which require constant medical treatment or guidance.
* How to make the Eyecare Support Worker Services Pty Ltd. premises inviting, comfortable and safe; Consideration of different visual, hearing, speech, mental or physical capabilities with respect to Signage / Waiting area option.
* Participant information will be given in different formats to respond to specific requests and individual requests.
* Specific usable models for different participant requirements through recognition of different visual, listening, voice, mental or physical capabilities / Cultural backgrounds of different ages and growth stages / Different languages common to the local community and actively encourage the use of interpreters and advocates.
* Workers of Eyecare Support Worker Services Pty Ltd. are responsible for assisting participants in accessing translator or interpreter services should the participant express the need to ensure communication is conducted appropriately and is understood by both parties.
* Clear Language, face-to-face or phone description by workers.
* Available website of Eyecare Support Worker Services Pty Ltd. and accessibility of the Phone service during the scheduled opening times.

Eyecare Support Worker Services Pty Ltd. strives to provide the expertise that fits established and planned customer requirements. That involves taking into consideration the participant's cultural background disability and different communication requirements. If participants or stakeholders seem to be dissatisfied with any element of accessibility of the provider, they are directed to the Eyecare Support Worker Services Pty Ltd. policies and procedures for feedback, compliments and complaints.

**Reporting Incidents**

If a participant is involved in an accident, incident, mishap or defect as a result of the inability to safety access Eyecare Support Worker Services Pty Ltd.resources, it must be reported to the Management team or CEO/Director. This information should be used to enforce adaptations or practices to improve the participant's physical accessibility. For more information on how to manage incidents, refer to Eyecare Support Worker Services Pty Ltd.Incident Management Policy and Procedure.

Eyecare Support Worker Services Pty Ltd.Management or CEO/Director is responsible for auditing within the organisation which must be completed in accordance with the Internal Review and External Audit Schedule.

This is done to ensure any concerns regarding the physical accessibility of participants is changed or adapted accordingly.

**Standards of Work Areas**

Eyecare Support Worker Services Pty Ltd.workers must ensure to maintain a tidy, clean and safe workplace and ensure any objects, items or spillages that pose a risk to any persons are managed and eliminated immediately.

Eyecare Support Worker Services Pty Ltd. will also ensure all workers have an outdoor area that is appropriately sheltered for their breaks, rest periods, and uncomfortable weather conditions.

Equipment shall not produce sound exceeding the highest possible level of noise as advised by the Australian Standards Association or as stated in local law. If the noise causes discomfort, the Manager should be informed of the problem.

In addition to this, all work zones should be sufficient in size. For a work zone to be considered sufficient in size, workers must be able to move freely, without feeling contained or enclosed, and have an easily accessible emergency evacuation readily available. This is to ensure all workers, participants and other personnel who attend Eyecare Support Worker Services Pty Ltd. can manoeuvre around the facility without being subject to injury or strain. Areas where it is likely to contain more people such as a lounge area, kitten area or outdoor area, should be larger to ensure comfortable movement of all persons entering or exiting the particular area or zone.

**Working Independently**

Eyecare Support Worker Services Pty Ltd. will be sure to provide workers who are required to work alone, with the appropriate communication systems and protective equipment. This is done to ensure workers can contact the necessary personnel in the event of an emergency.

Eyecare Support Worker Services Pty Ltd. recognises and understands that independent working increases risks and will ensure to provide support and assistance to independent workers where possible. Below outlines the increased risks independent and possible struggles workers are susceptible to encountering:

* Exposure to violence
* Exposure to verbal or physical abuse
* Lack of access to emergency services (e.g. paramedics, ambulance, police)
* Management of an aggravated participant
* Management of injuries.

**Physical Accessibility**

If a participant encounters a problem with physical access, it should be immediately reported to the CEO/Director of Eyecare Support Worker Services Pty Ltd., who will then document the information.

This information should be used to take the necessary actions to improve the physical accessibility of services for participants.

Any adaptations made should be monitored and reviewed in conjunction with the Continuous Improvement Policy and Procedure.

Eyecare Support Worker Services Pty Ltd. will always provide participants with the opportunity to discuss with Eyecare Support Worker Services Pty Ltd. if they have any questions, concerns, or feedback regarding physical accessibility service provision. If this situation arises, Eyecare Support Worker Services Pty Ltd. will comply with the participant's wishes and refer to the Feedback and Complaints Policy and Procedure to make the formal complaint. Eyecare Support Worker Services Pty Ltd.response to these complaints or feedback will be thoroughly considered, and the necessary changes should be made to improve the quality care and service delivery for all participants.

Eyecare Support Worker Services Pty Ltd. understands and recognises that some participants may be physically unavailable to access Eyecare Support Worker Services Pty Ltd.services. If this situation arises, Eyecare Support Worker Services Pty Ltd. will be sure to find alternative strategies to provide these participants with the best possible care with certain restrictions. Workers need to seek alternative strategies, for example:

* Having over-the-phone meetings.
* Having skype calls.
* Meeting the participant within an accessible community premise such as a library or café.
* Hiring an accessible fee-for-use serviced office in which meets the standards.

**Personal Facilities**

Eyecare Support Worker Services Pty Ltd. is dedicated to providing its workers with free, sufficient, secure, clean and tidy facilities for personal use. The facilities Eyecare Support Worker Services Pty Ltd. is expected to provide is outlined below:

* Bathrooms
* Drinking water
* Kitchen (to wash dishes and eat)
* Safe storage for personal items (preferably lockable)

These facilities must be kept tidy and free from any hazards such as water spillages or objects that obstruct a path.

**Entry Points and Exit Points**

Eyecare Support Worker Services Pty Ltd. and its workers understand the importance of ensuring all entry and exit points of the facility are kept in neat, tidy and safe conditions. This is done to minimise the risk of harm or injury of all persons within the facility.

Eyecare Support Worker Services Pty Ltd. will ensure all entry and exits points clearly illuminated and signposted, suitable for wheelchairs and other aids. Eyecare Support Worker Services Pty Ltd. provides aisles and footpaths free from furniture and other obstacles, marked with yellow lines if necessary. Eyecare Support Worker Services Pty Ltd. will be sure to provide safety measures for power-operated doors. Stairs will be protected with top and bottom rails, with a handrail on at least one side and adequate signage to warn of potential hazards.

**Temperatures, Ventilation and Lighting**

Eyecare Support Worker Services Pty Ltd. will ensure the facility maintains at a comfortable temperature, which ranges between 20 ° C and 26 ° C. If a participant, worker, visitor or other persons are uncomfortable with the temperature, Management should be notified. The temperature should be changed if the request is considered a comfortable temperature.

Eyecare Support Worker Services Pty Ltd. must also ensure the facility contains appropriate forms of ventilation. To adhere to this, Eyecare Support Worker Services Pty Ltd. will ensure the facility contains an appropriate number of windows, doors, fans or air conditioning. Internal workplaces will be properly ventilated.

A Manager of Eyecare Support Worker Services Pty Ltd. will focus on ensuring that there is a sufficient amount of light throughout the facility to allow workers to complete tasks without straining their eyes or causing any other injury. In areas with heightened risk, additional lighting will be used, if necessary.

**Flooring**

* Eyecare Support Worker Services Pty Ltd. will ensure the carpet is used in office areas of stationary work to ensure stability.
* All floors must be smooth and free from hazards such as wires, loose tiles, or obstructions that may cause slips, trips, falls or serious injury.
* There must not be any objects that obstruct a pathway, if there is, they must be removed.

Supporting Documents

Documents relevant to this policy and procedure include:

* Work Health and Safety Policy and Procedure
* Incident Management Policy and Procedure
* Work Health and Safety Improvement Register
* Workplace Incident Management Policy and Procedure
* Risk Register
* Work Health and Safety Policy and Procedure
* Service Access Policy and Procedure
* Feedback, Compliments and Complaints Policy and Procedure.
* Feedback and Complaints Policy and Procedure
* Participant Incident Management Policy and Procedure

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

By signing this document, I acknowledge that I have read and understood the Physical Accessibility Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

* 1. Protecting Participants from Harm Policy and Procedure

Policy and Procedure

This policy and procedure outline the strategies and practices Eyecare Support Worker Services Pty Ltd. will implement to ensure a proactive approach is enforced to protect participants from experiencing any forms of harassment, abuse, assault, racism, prejudice, bullying and more. This includes any actions or behaviours that are viewed as harmful to hurtful to another person.

The purpose of the policy and procedure is to ensure Eyecare Support Worker Services Pty Ltd. enforces the appropriate measures to resolve incidents immediately, safely and in a manner that adhered to the well-being of all participants. Eyecare Support Worker Services Pty Ltd. should also provide assistance for participants who have suffered from physical or sexual assault by supporting any legal actions being taken, and providing information regarding assault, if necessary. Eyecare Support Worker Services Pty Ltd. should always ensure offenders of physical and sexual assault are held responsible for their action. In addition to this, Eyecare Support Worker Services Pty Ltd. and its workers will ensure to adhere to their responsibilities in protecting participants, thus implementing the most effective measures and practices to ensure participants are not subject to harm.

See Eyecare Support Worker Services Pty Ltd.Participant Incident Management Policy and Procedure for guidelines on responding to harassment concerning the participant.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

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| Code of conduct | A code of conduct is a set of rules outlining the norms, rules, and responsibilities or proper practices of an individual party or an organisation. |
| Abuse (in the context of this policy): | Treat with cruelty or violence, especially regularly or repeatedly.  There are 4 types of abuse:   * Physical abuse * Sexual abuse * Neglect * Emotional abuse |
| Domestic Violence | Under Australian law, use of the term "domestic violence" refers exclusively to violence committed by a heterosexual partner and includes physical injury, intimidation or serious harassment, wilful damage to property, indecent behaviour without consent, or a threat to commit any of these acts.9. |
| Family Violence | Family violence means violent, threatening or other behaviour by a person that coerces or controls a member of the person’s family or causes the family member to be fearful; and a child is exposed to family violence if the child sees or hears family violence or otherwise experiences the effects of family violence. |
| Duty of care | In tort law, a duty of care is a legal obligation which is imposed on an individual requiring adherence to a standard of reasonable care while performing any acts that could foreseeably harm others. It is the first element that must be established to proceed with an action in negligence. |
| Neglect | Neglect is a form of abuse where the perpetrator, who is responsible for caring for someone who is unable to care for themselves, fails to do so. It can be a result of carelessness, indifference, or unwillingness and abuse. |
| Negligence | Negligence is a failure to exercise appropriate and or ethical ruled care expected to be exercised amongst specified circumstances. The area of tort law known as negligence involves harm caused by failing to act as a form of carelessness possibly with extenuating circumstances. |
| Bullying | Seek to harm, intimidate, or coerce (someone perceived as vulnerable). Forms of bullying include, verbal, psychical, social or psychological that is repeatedly occurring. |
| Child or Young Person | In Victoria, under the Children, Youth and Families Act 2005, and in New South Wales, under the Children and Young Persons (Care and Protection) Act 1998, a person under 18 years of age. |
| Child protection | The term 'child protection' to refer to preventing and responding to violence, exploitation and abuse against children. |
| Discrimination | Discrimination is the unequal or unfair treatment of a person based upon one or more personal characteristics. Anti-discrimination laws protect us from being discriminated against on the basis of certain characteristics, including sex, religion, marital status, pregnancy, and race |
| Sexual harassment | Behaviour characterized by the making of unwelcome and inappropriate sexual remarks or physical advances in a workplace or other professional or social situation. |

Policy

Eyecare Support Worker Services Pty Ltd. is committed to ensuring all participants are provided with a safe and secure environment and are not subject to any forms of harm, harassment, injuries or bullying. Eyecare Support Worker Services Pty Ltd. will implement the necessary practices and procedures to ensure all participants are protected from harm or risk.

Eyecare Support Worker Services Pty Ltd. recognises and understands some participants may be impacted by family violence and will ensure to support and protect those participants in order to deliver quality care.

To ensure the most effective and sufficient practices and measures are implemented and enforced within Eyecare Support Worker Services Pty Ltd. framework, all workers, Managers and CEO/Directors are responsible for the following, however, are not limited to:

* Ensure the safety of participants and all other related persons is held of the highest recognition.
* Ensure participants are not exposed to any form of harm, harassment, bullying etc.
* Protect participants from any possible or proposed risks or harm.
* Ensure to act within the best interests of the participants, and always aim to benefit, protect and care for the participants.
* To support, enforce and advocate for participants right to feel safe and secure within Eyecare Support Worker Services Pty Ltd..
* To develop and maintain an environment where participants feel respected and cared for.
* To promote the involvement of parents/guardians and families at the facility.
* To ensure that best practice is focused on a cooperative framework with a collective responsibility for the health, protection, well-being and development of participants.

CEO/Director Responsibilities –

To ensure the most effective practices and measures are implemented within the framework of Eyecare Support Worker Services Pty Ltd. the CEO/Director will be the person responsible for promoting and enforcing the best practice-orientated quality care service delivery. To ensure this is done to the expectations of Eyecare Support Worker Services Pty Ltd., a performance review will be conducted annually.

Management Responsibilities –

* To recognise and report issues involving mistreatment of participants.
* To consult with co-workers and develop strategic methods to prevent the occurrence of mistreatment.
* To implement and enforce suitable services and procedures that adhere to the standards that constitute a child-safe organisation
* To act in a manner that reflects the best interest of the participants
* Ensure Eyecare Support Worker Services Pty Ltd. is liaising with other service providers and professionals.
* To ensure all participants are aware of Eyecare Support Worker Services Pty Ltd.criteria and obligations, they must abide by and enforce regarding allegations of harassment or any forms of mistreatment.
* To ensure families of the participants are informed of the service opportunities and resources Eyecare Support Worker Services Pty Ltd. offer.
* To ensure participants are aware of the procedures involved in reporting allegations of harassment or any forms of mistreatment.

Procedure

**Harm Prevention**

To ensure the most effective delivery of protection for participants is enforced, Eyecare Support Worker Services Pty Ltd. will employ individuals with the necessary skills to protect participants from harm or risk. Below outlines the skills and expectations workers must enforce and adhere to, however, are not limited to:

* Must ensure adequate supervision of participants at all times.
* Must ensure parents/guardians, visitors, students or volunteers of Eyecare Support Worker Services Pty Ltd. are not the supervised personnel for participants, thus adequate worker participant ratios must be enforced.
* Highly respect all individuals with a disability to developmental delay and adhere to their rights.
* Understanding how to identify, report and manage incidents involving the mistreatment of participants.
* Understanding the values of child-safety protection and how to enforce these values effectively.
* Are knowledgeable of the organisation's policies and legislation standards relating to abuse and negligence.
* Are aware of the ways to identify factors of abuse, mistreatment, bullying, harassment etc.
* Ensure children or participants are aware of alternative persons to communicate with if they are uncomfortable or feel unsafe.
* Ensure children or participants are aware that they are supported when reporting incidents.
* Ensure that all equipment and products used in the Eyecare Support Worker Services Pty Ltd. adhere to appropriate safety requirements.

There are certain requirements workers of Eyecare Support Worker Services Pty Ltd. must complete to ensure the most effective protection of participants is adhered to and enforced by all workers. These requirements may include training and induction requirements. Below outlines the requirements of Eyecare Support Worker Services Pty Ltd.workers, however, is not limited to:

* Checked for Criminal records (Police Check)
* Prior to providing support, workers must formally introduce themselves to all participants.
* Workers will be required to label their uniform with their name, to be clearly identified by participants.
* Ensure to provide a secure physical setting that ensures participants can safety access services.
* Child protection training.
* Incident management.
* Working with vulnerable individuals.

**Inductions and Training**

Upon employment, workers of Eyecare Support Worker Services Pty Ltd. are expected to undertake forms of induction and training to ensure they obtain the required skills and information to effectively enforce and support the safety and well-being of all participants.

Workers of Eyecare Support Worker Services Pty Ltd. are expected to participate in all training required to use these skills and knowledge whilst providing quality care for participants. The CEO/Director and Management of Eyecare Support Worker Services Pty Ltd. are responsible for identifying the requirement of training regimes for any workers of Eyecare Support Worker Services Pty Ltd.. This could be concerning any skills that need to be re-taught, examined or adjusted as well as if any workers demonstrate a lack of knowledge or confusion in particular tasks or skills. They are also responsible for providing the appropriate training regimes, whether this is through Eyecare Support Worker Services Pty Ltd. or through an external Registered Training Organisation.

The purpose of training and inductions is to ensure all workers of Eyecare Support Worker Services Pty Ltd. develop the necessary skills to ensure adequate practices are enforced while delivering quality care to participants. Below lists the required skills and understandings that constitute effective training and inductions, however, is not limited to:

* Comprehending participant's privacy obligations.
* Develop effective communication skills.
* Understand how to identify, report and manage breaches of Eyecare Support Worker Services Pty Ltd.Code of Conduct.
* Understand the procedures involved in reporting disclosures of harm, violence, abuse, neglect, bullying etc.
* Effective strategies to support participants who may be affected by family violence.
* Effective practices to manage challenging behaviour.

**Providing Information**

Eyecare Support Worker Services Pty Ltd. and its workers are responsible for ensuring all participants and families are aware of and understand the processes of identifying and reporting any form of harassment, abuse, violence, neglect, bullying etc.

Initially, Eyecare Support Worker Services Pty Ltd. must also ensure all participants and their families are informed of the duties, responsibilities and obligations of Eyecare Support Worker Services Pty Ltd.workers to report any actions, behaviour or accusations that are deemed a form of mistreatment of participants.

Eyecare Support Worker Services Pty Ltd. will ensure all information given to participants and their families are accurate and up to date. Eyecare Support Worker Services Pty Ltd. will provide all participants and families with relevant information if any updates are made to this policy and procedure or relating policies and procedures.

Supporting Documents

Documents relevant to this policy and procedure include:

* Work Health and Safety Policies and Procedure
* Participant Incident Management Policy and Procedure
* Physical Accessibility Policy and Procedure
* Risk Register
* Risk Management Plans
* Complaints Register
* Child Safety and Wellbeing Policy and Procedure
* Human Resources Policy and Procedure.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Protecting Participants from Harm Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

* 1. Participant Rights and Responsibilities Policy and Procedure

Policy and Procedure

Eyecare Support Worker Services Pty Ltd. utilises the Participant Rights and Responsibilities Policy and Procedure in aims to ensure Eyecare Support Worker Services Pty Ltd. and its workers effectively implement and enforce the rights and responsibilities of all participants. This document outlines the specific measures and strategies Eyecare Support Worker Services Pty Ltd. will implement within their framework and practises to ensure all rights are respected and adhered to.

This policy and procedure should be read in conjunction with Eyecare Support Worker Services Pty Ltd. Human Resources Policy and Procedure.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

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| Devotion/Devoted | The definition of devoted is someone who is very loyal and steadfast in giving love or attention. This means to give up or appropriate to or concentrate on a particular pursuit, occupation, purpose or cause. |
| Right | Rights are legal, social, or ethical principles of freedom or entitlement; that is, rights are the fundamental normative rules about what is allowed of people or owed to people according to some legal system, social convention, or ethical theory. |

Policy

Eyecare Support Worker Services Pty Ltd. implements the Participant Rights and Responsibilities Policy to allow Eyecare Support Worker Services Pty Ltd. and its workers to value the dignity of all individuals, including those with disabilities, and is devoted to them. To ensure they are able to effectively adhere to the rights and responsibilities of all participants, Eyecare Support Worker Services Pty Ltd. will be committed to implementing the necessary measures and strategies to do so. Eyecare Support Worker Services Pty Ltd.Client Charter outlines the rights and responsibilities of participants, and the strategic ways to ensure quality care is delivered at all times.

Eyecare Support Worker Services Pty Ltd. and its workers understand the importance of ensuring all people with disabilities are treated with the same respect and dignity as others, including ensuring their rights and responsibilities are enforced equally across all persons.

In addition to this, this policy specifies the responsibilities of workers and the duties of Eyecare Support Worker Services Pty Ltd.. All interests of workers and participants must be protected. It sets out the duties of participants and the duties of Eyecare Support Worker Services Pty Ltd., ensuring that the rights of all participants and workers are upheld.

Worker Responsibilities -

* To be aware and understand their duties and rights to protect participants.
* Ensure to provide quality care in all service delivery areas while respecting the rights of the participants.
* Protect participant rights.
* Uphold and enforce the responsibilities of all participants.
* Ensure all participants are treated equally, and with respect.
* Partake in additional on-the-job training.
* To document participants, detailed criteria within support plans the Participants Register.

Management of Eyecare Support Worker Services Pty Ltd. will track and monitor workers who support and enforce participant rights on a regular basis, to ensure the most effective delivery of care is implemented within Eyecare Support Worker Services Pty Ltd.practices.

In addition to this, annual performance reviews will be conducted to ensure the participant rights and responsibilities are adhered to consistently and effectively.

Eyecare Support Worker Services Pty Ltd.workers recognise the importance of understanding how to implement effective practices that enforce the rights and responsibilities of participants. To ensure the practices implemented within Eyecare Support Worker Services Pty Ltd.framework do not limit or restrict rights or responsibilities, Eyecare Support Worker Services Pty Ltd.workers will:

* Consider how their decisions may restrict or limit the rights of the participants.
* Consider how their position may be able to enforce participant rights and responsibilities in decision-making
* Ensure justifiable, and suitable reasoning is given If a worker restricts or limits participant rights and responsibilities.
* Communicate with one another to ensure Eyecare Support Worker Services Pty Ltd. adheres to and implements culturally appropriate practices.

Procedures

Eyecare Support Worker Services Pty Ltd. utilises the Participant Rights and Responsibilities Procedure to demonstrate the correct methods of operation which ensures the participant’s wellbeing and preference is held of the highest value. This procedure is guided by the NDIS Practice Standards and the United Nations Convention on the Rights of Persons with Disabilities. Eyecare Support Worker Services Pty Ltd. recognises the importance of utilising these sources to implement an effective system of practices that adhere to and support the rights and responsibilities of all participants.

Eyecare Support Worker Services Pty Ltd. and its workers understand the significance of ensuring all participants are aware and informed of their rights and responsivities. To comply with this, Eyecare Support Worker Services Pty Ltd. will provide all current and future participants with a handbook, which contains all the relevant information regarding participant rights and responsibilities.

In addition to this, Eyecare Support Worker Services Pty Ltd.workers will refer to the Service Access Policy and Procedure to ensure participants are made aware of the workers’ rights, responsibilities and duties.

To ensure participants are given all relevant information, Eyecare Support Worker Services Pty Ltd. is able to distribute the following documents, however, is not limited to:

* Participant Handbook
* Client Charter
* Participant Rights and Responsibilities (upon request).

If participant rights are not being upheld effectively and appropriately, Eyecare Support Worker Services Pty Ltd. will be sure to make the necessary changes or adaptations to their practices and procedures to ensure continuous enforcement of participant rights and responsibilities. Eyecare Support Worker Services Pty Ltd.CEO/Director or Management will review and consider feedback or complaints made by participants, visitors, families or stakeholders.

Feedback or complaints that raise concerns about a participant’s rights will be addressed and discussed with all workers of Eyecare Support Worker Services Pty Ltd. to ensure all persons providing quality care are aware of any changes or adaptations made to the practices and procedures of Eyecare Support Worker Services Pty Ltd.. This is also done to ensure the changes are enforced and implemented immediately. Eyecare Support Worker Services Pty Ltd.CEO/Director will be the person that authorises any changes made to the framework of Eyecare Support Worker Services Pty Ltd..

Supporting Documents

Documents relevant to this policy and procedure include:

* Human Resources Policy and Procedure
* Participant Handbook
* Feedback and Complaints Policy and Procedure
* Client Charter.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Participant Rights and Responsibilities Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

* 1. Participant Money and Property Policy and Procedure

Policy and Procedure

This policy and procedure aims to ensure an effective system is implemented within the framework of Eyecare Support Worker Services Pty Ltd. that enforces careful handling of participants financial and personal property. Eyecare Support Worker Services Pty Ltd. and its workers must ensure to implement these practices with honesty, integrity and in a manner that reflects the participants best interests.

Eyecare Support Worker Services Pty Ltd.workers recognise the importance of ensuring the fundamental operations and practices of this policy and procedure, reflect and adhere to the rights of the participants.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

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| Financial Exploitation | Any action that includes the misuse of a disabled individual's money or assets without their permission. It involves stealing of, assets, pension payments and the abuse of an attorney's power. |
| Property | The phrase property covers, clothing, toiletries, containers and all other objects not identified as valuable items. |
| Valuables | Consist of the following but is not limited to cash, credit or debit cards, any kind of jewellery, laptops, phones and any other electronic devices. |

Policy

The participant must manage their own financials personally; however, if required, Eyecare Support Worker Services Pty Ltd.workers may be able to either assist or undertake the role. The participant would need to provide consent directly to the CEO/Director, and approval must be gained before commencement.

Measures and effective strategies will be implemented within Eyecare Support Worker Services Pty Ltd.framework that ensures participant’s assets are managed and accounted for at all times to ensure the protection of the property. Any financial assistance given should encourage independence and safeguard the participant and worker of Eyecare Support Worker Services Pty Ltd..

Eyecare Support Worker Services Pty Ltd. understands the importance of ensuring that there is an even distribution between giving advice and support to participants in handling their own financial affairs and protecting the rights of individuals who may be at risk to misuse and deception. Financial assistance of advice given by Eyecare Support Worker Services Pty Ltd.workers should always reflect the best interests of the participants. Workers of Eyecare Support Worker Services Pty Ltd. should also aim to protect and encourage independence in managing personal properties and finances.

Eyecare Support Worker Services Pty Ltd. will refer to participants individual NDIS Service Agreement and Support Plan to ensure adequate support, advice and assistance is given and upheld at all times.

CEO/Directors Responsibilities:

* Ensure the participant receives frequent invoices and bank statements.
* To ensure the participant’s requested funds are appropriateness and suitable for their position.
* To ensure the signatory personnel is suitable to the participant and is managing their funds appropriately.
* To assist participants with budgeting when buying goods and services from Eyecare Support Worker Services Pty Ltd. and other providers, ensuring that they reflect good value.
* Ensure transactions that occur towards received funds and expenditures are verified and are part of the participant’s management plans.
* Ensure to safely and securely, store every current and previous financial statement document and budget records.

Procedure

If a participant seeks care or assistance from Eyecare Support Worker Services Pty Ltd., detailed information on how to handle participants assets, belongings, and finances of a participant will be created. Participants will be provided with detailed information.

Eyecare Support Worker Services Pty Ltd.workers are aware and understand that providing participants with advice that is not in the best interests of the participant may result in disciplinary actions being taken against the worker.

**Incidents/Accidents**

This section should be enforced in ways which are compliant with the Participant Incident Management Policy and Procedure. Eyecare Support Worker Services Pty Ltd. will ensure to investigate, report and manage any questionable actions that indicate or suggest a participant has been subject to financial exploitation, or experienced loss or damage to property.

Eyecare Support Worker Services Pty Ltd.workers are aware and understand that serious disciplinary actions may be taken against them as a result of breaching compliance.

If a participant wants to file a complaint about their finances or asset management, all participants have access to the feedback and complaint procedures of Eyecare Support Worker Services Pty Ltd..

Eyecare Support Worker Services Pty Ltd.feedback collection mechanisms, such as participant satisfaction surveys, will assess:

* Participant awareness of their rights and the extent to which they feel able and supported to exercise them.
* Participant satisfaction with Eyecare Support Worker Services Pty Ltd.complaints processes.
* Whether the participant is satisfied with the choices, they are provided with regarding their service delivery.

**Property of Participants**

To ensure Eyecare Support Worker Services Pty Ltd. is able to manage participants property effectively, the necessary measures will be enforced to ensure their belongings, valuables and properties are safely managed. Eyecare Support Worker Services Pty Ltd. also requires participants to do the following; however, is not limited to:

* Label items with participants names.
* Items brought during visitation should be kept in storage when not in use.
* Items that are considered valuable should be registered upon arrival.
* Store all items in a safe and secure location
* All valuable items should be documented (details of the product should be stated as accurately as possible)
* Provide a signature for the document that outlines their management of finances, properties, belongings and valuables.

Eyecare Support Worker Services Pty Ltd. is responsible for collecting and documenting the participant's finances, properties, belongings and valuables, however, cannot be held liable for damage, loss or destruction of the participant's property or possessions.

**Participant Money**

To ensure the most effective management of finances and participants money or property is enforced, Eyecare Support Worker Services Pty Ltd. will implement certain restrictive measures against workers to ensure participants are not subject to exploitation or abuse.

When managing or handling participants finances, Eyecare Support Worker Services Pty Ltd.workers must always adhere to the following; however, are not limited to:

* Treat financial affairs as confidential information that must NOT be shared with other persons.
* Report any inquiries made by individuals regarding the participant's financial affairs to the CEO/Director.
* Ensure to report or the CEO/Director If a participant becomes unable to manage their finances and financial affairs with a worker's assistance and support.
* Ensure to support and manage participants financial assets in a manner that is in the best interests of the individual.
* Ensure consent is obtained and stored from the participant prior to providing support and assistance in financial affairs.
* Ensure not to use or loan participants money; doing so may result in disciplinary action.
* Ensure to assist participants with the safe handling of their money.
* Must not use participants PIN code or passwords to assist in handling finances.
* Ensure the NDIS Service Agreement and Support Plan contains necessary information regarding the management of their finances.
* Ensure the NDIS Service Agreement and Support Plan is reviewed annually, and the necessary changes are made if required.
* Ensure to act in accordance with the individuals NDIS Service Agreement and Support Plan.
* Ensure participants money is only used to benefit the participant, not others.
* Ensure that cash is only used for the individual participant.

Eyecare Support Worker Services Pty Ltd. understands that service delivery may include workers and participants sharing an occasional meal together, which should not jeopardize their position at Eyecare Support Worker Services Pty Ltd.. If this instance arises, the costs involved should be covered by a Companion Card. If a Companion Card is not provided, workers must not allow participants or participants families to use their personal funds to pay for activities or meals. In this case, it is the responsibility of the CEO/Director to address and determine the payment method to cover the expenses on a case-by-case basis.

Supporting Documents

Documents appropriate to this strategy and procedure include:

* Participant Incident Management Policy and Procedure
* Participant Rights and Responsibilities Policy and Procedure
* Policy and procedure for Financial Management
* Charter of participants
* Policy and procedure for feedback and complaints
* Protecting Participants from Harm Policy and Procedure
* Service Access Policy and Procedure
* Human Resources Policy and Procedure
* Worker Code of Conduct
* Compliance Policy and Procedure
* Risk Management Policy and Procedure
* Service Delivery and Participation Policy and Procedure
* Records and Information Management Policy and Procedure

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Participant Money and Property Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

* 1. Information, Referral and Advice Policy and Procedure

Policy and Procedure

This policy and procedure is to be used in conjunction with the entire manual but more specifically Records and Information Management Policy and Procedures. It aims to ensure that participants are provided with all the necessary information, ad have access to the services relevant and suitable for their needs.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

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| Referring (referral) | Direct and provide information to someone about something, e.g. a service. |
| Stakeholders | A person with an interest or concern in Eyecare Support Worker Services Pty Ltd., e.g. participants, families, investors, workers etc. |
| Respect | Due regard for the feelings, wishes, or rights of others. |
| Scaffold | To provide information to and prepare an individual for a specific task. |

Policy

It is expected of all Eyecare Support Worker Services Pty Ltd. workers, to act professionally and productively to ensure efficiency for the company. Eyecare Support Worker Services Pty Ltd. will be required to inform the public, participants and other stakeholders regarding the services they provide. Eyecare Support Worker Services Pty Ltd. will continue to work efficiently to deliver their services and meet the needs of their participants, whilst continuing to strengthen and improve their services to meet the growing and changing needs of participants.

Procedure

All workers are required to interact respectfully with other organisations and will not engage in conversations that may undermine other organisations. When Eyecare Support Worker Services Pty Ltd. workers have any concerns about aspects of another organisation which negatively impact participant welfare or Eyecare Support Worker Services Pty Ltd. communication with that organisation, the issue will be given to Management, who will follow the complaints process of that organisation to address the problem.

**Referral Support**

Eyecare Support Worker Services Pty Ltd. displays and provides information on different services and resources for individuals to participate in community organisations; this could include pamphlets, brochures or flyers. Information will be given in a variety of amounts, where appropriate.

To provide current and potential participants with accurate and extensive information on services and possible providers for specific services. This ensures that participants have all relevant information before making any decisions.

Eyecare Support Worker Services Pty Ltd. provide information through but not limited to:

Eyecare Support Worker Services Pty Ltd. is required to create a database including all referrals; this is updated by delivery workers constantly. It is also beneficial for when participants have been denied service or wish to leave, as Eyecare Support Worker Services Pty Ltd. can suggest services that may better suit the needs of the participant.

Workers must ensure that they are differentiating regarding information for their participants, to provide them with the correct information, relevant to their needs and services. They must also be sure to communicate in a way that is more suitable for the participant and easy to understand.

Methods to clearly communicate include but are not limited to:

* Writing in simple English.
* Presenting content verbally (phone or in-person).
* Using interpreters.
* Other forms of support.

To guarantee the efficiency of Eyecare Support Worker Services Pty Ltd., workers will ensure they respond to service requests in a timely manner (within one working day), committing to the Service Access Policy and Procedure. Referrals will be made within two working days, committing to the Assessment, Planning and Review Policy and Procedure.

To uphold a highly respected reputation, Eyecare Support Worker Services Pty Ltd. workers must speak to participants in a professional but compassionate respect, being sensitive to their needs without judgment. Eyecare Support Worker Services Pty Ltd. will provide participants with support in finding and making communication with services and facilities.

When providing referrals, workers must consider, the participants incredibly important requirements, the requirements of vulnerable individuals and individuals with complicated needs. Eyecare Support Worker Services Pty Ltd. workers will consider the level of distress the individual may have suffered; it may be necessary to ask for assistance from a senior worker prior to referring them on to other service providers. Other considerations may include:

* Safety issues.
* The age, gender, sexual identity, culture, religion and the ability of the individual and the language and communication needs.
* Additional services the individual is already receiving and from where.

Eyecare Support Worker Services Pty Ltd. workers must cooperate with participants and work together to ensure they have selected the correct services and suggested referrals, with a clear understanding of why it would be beneficial for them and any potential challenges they might face. The worker should work with the participant, identifying and discussing ways to solve the challenges potentially.

The following information will be given to individuals as required and is included in the Participant Handbook:

* Alternative services.
* Referral method.
* Feedback and complaints process.

To ensure all records and information are accounted for and up to date, Eyecare Support Worker Services Pty Ltd. will use Comm Care by Pnyx (CMS) to track service access, refusal and referrals. These records must include the timeframe of actioned and outgoing referrals. If a participant is unhappy with a referral, Eyecare Support Worker Services Pty Ltd. should direct them to the feedback and complaints process.

Workers will be helped with the ongoing structured and on-job training and skills development resources to help individuals with significant or complicated cases.

**Service Promotion**

The CEO/Director will verify Eyecare Support Worker Services Pty Ltd. is found in all appropriate directories, including through the "Find Registered Service Providers" feature on the NDIS website. Doing so will distribute details on Eyecare Support Worker Services Pty Ltd. services in the appropriate formats to:

**Service Networking, Communication and Engagement**

It is crucial for Eyecare Support Worker Services Pty Ltd. to monitor and continue to improve services and scaffold participants for future referrals. For efficiency of this, it is beneficial for Eyecare Support Worker Services Pty Ltd.CEO/Director to create and maintain effective relationships with agencies, local authorities and non-governmental providers.

It is crucial for Eyecare Support Worker Services Pty Ltd. to create a mutually respected relationship with both Aboriginal and Torres Strait Islanders and Cultural and Linguistically Diverse (CALD) services, ensuring they are able to recognise and address participants needs. Eyecare Support Worker Services Pty Ltd. must assist and guide workers, ensuring they have all the necessary training to meet the needs of participants from all different backgrounds. By being sensitive to and educated about diversity, participant results, customer service and overall organisation will be enhanced.

Regarding any service providers that Eyecare Support Worker Services Pty Ltd. works with, including the continuous cycle of creating, reviewing and modifying agreements. The CEO/Director is responsible for ensuring the cycle is maintained, as well as establishing relationships, guidelines and responsibilities.

Interagency meetings or events are excellent networking opportunities for workers further to educate themselves about various services and referral possibilities, as well as potentially improving the services offered by Eyecare Support Worker Services Pty Ltd.. Any changes or communications made regarding these interagency meetings or events must be recorded, as said in the Records and Information Management Policy and Procedures.

To ensure that Eyecare Support Worker Services Pty Ltd. is using are the most suitable resources for the company to achieve the best results for participants, they will be reviewed at a minimum annually by the CEO/Director.

**Information Sharing Provisions**

To ensure Eyecare Support Worker Services Pty Ltd. is following the Information Sharing Guidelines for Registered Community Services in Victoria, they must be aware of the following rules:

**Documentation**

Documentation on referrals can be used to educate the continuous improvement of Eyecare Support Worker Services Pty Ltd.. To ensure Eyecare Support Worker Services Pty Ltd. is effectively tracking service access and refusal, and referral information, they will record it in the participant management system. Eyecare Support Worker Services Pty Ltd. will evaluate its efficiency against its criteria for responding to requests for knowledge and referrals for action on a six-monthly basis. This is to guarantee the individual's needs are addressed in a reasonable time that continues to support the urgency of their needs. Though it is the responsibility of the delivery worker to update the Referral Database of Eyecare Support Worker Services Pty Ltd. regularly, Management must officially review the Referral Database every six months to ensure the information it contains is current and relevant.

**Multiple Services**

One service may not be sufficient for all participants, therefore, Eyecare Support Worker Services Pty Ltd. should intend to offer each participant all relevant services that will benefit them in their current position; ensuring they are given the relevant information alongside the service. Information regarding the outcome of referrals will be monitored via the Participant Management Plan of Eyecare Support Worker Services Pty Ltd., and in the file of the participant. Furthermore, it will be recorded following the Record and Information Management Policy and Procedure.

Supporting Documents

Documents relevant to this policy and procedure include:

* Information Management Policy and Procedure
* Assessment, Planning and Review Policy and Procedure
* Service Access Policy and Procedure
* Decision Making and Choice Policy and Procedure
* Privacy and Confidentiality Policy and Procedure
* Client Charter [or equivalent]
* Feedback and Complaints Policy and Procedure
* Referral Database
* Assessment, Planning and Review Policy and Procedure
* Client Charter
* Decision Making and Choice Policy and Procedure
* Feedback, Compliments and Complaints Policy and Procedure
* Information Management Policy and Procedure
* Privacy and Confidentiality Policy and Procedure
* Referral Database
* Service Access Policy and Procedure.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

acknowledge that I have read and understood the Information, Referral and Advice Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

* 1. Exit and Transition Planning Policy and Procedure

Policy and Procedure

Eyecare Support Worker Services Pty Ltd. utilises the Exit and Transition policy and procedure to ensure all participants are being treated equally and fairly when wishing to exit Eyecare Support Worker Services Pty Ltd.services.

It presents Eyecare Support Worker Services Pty Ltd. with the correct protocols to manage and uphold personal responsibility when participants choose to either exit or transition from services.

Eyecare Support Worker Services Pty Ltd. understands that it is the participants or their advocate/representatives choice should they wish to alter their services or exit completely. These participants will, regardless, be treated with equal respect and dignity by Eyecare Support Worker Services Pty Ltd..

Support will be provided depending on their personal needs and requirements. It is Eyecare Support Worker Services Pty Ltd.obligation to ensure participants remain safe and happy throughout their time and service with Eyecare Support Worker Services Pty Ltd..

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

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| Equitable | To be fair and impartial. Dealing fairly and equally with all concerned an equitable settlement of the dispute |
| Discretion | The quality of behaving or speaking in such a way as to avoid causing offence or revealing confidential information. |
| Appeal | To make an appeal means to make a serious, urgent, or heartfelt request. |
| Transition | The process or a period of changing from one state or condition to another. |

Policy

Participants can withdraw their need for services at any point, depending on their service agreement. Termination of services will not affect future access to Eyecare Support Worker Services Pty Ltd. services. Exit protocols will be reasonable, understandable and will respect participant interests, ensuring the protection and safety of workers, participants, facilities, and services. Eyecare Support Worker Services Pty Ltd. will communicate with other services to enhance provisions for exit or transition in order to satisfy the people's needs.

Worker Responsibilities -

Workers are responsible for recognising, defining and providing Management with recommendations for continuous improvement as soon as they are established—for example, the need for new policies and procedures.

Management Responsibilities -

Eyecare Support Worker Services Pty Ltd. Management is solely responsible for the oversight of participant exit, transfer and transition. It is also their responsibility to ensure that workers are utilising the right protocols when assisting participants. This may require the following, however, is not limited to:

* Conducting one on one training sessions if required.
* Providing direct supervision to ensure correct procedures are utilised.
* Providing competency assessments to ensure all knowledge is up to date with the set-out standards.
* Requesting feedback from participants or their related personnel to understand if their requirements, needs and preferences are met.

Management is responsible for the regular review of policies and procedures to maintain consistency with legislative requirements and to recognise the potential needs of the Eyecare Support Worker Services Pty Ltd.. Annually, management must measure the efficiency of the Eyecare Support Worker Services Pty Ltd. against the Continuous Improvement Plan.

CEO/Director Responsibilities -

The CEO/Director has complete responsibility for enforcing this policy and procedure and performing internal and external reviews and audits as per the Internal Review and External Audit Schedule.

Participants, their families, friends, carers and advocates create a key component of these reviews and audits.

CEO/Director may also take the roles of a manager.

Procedure

**Participant Requested Termination**

Depending on the service agreement, participants can withdraw earlier than their end date; however, two weeks’ notice must be given. Eyecare Support Worker Services Pty Ltd. will give ongoing support and guidance to all participants in need of an advocate or other outsourced service. In conjunction with the Continuous Improvement Policy and Procedure, service exists, and referral documentation will be tracked in Eyecare Support Worker Services Pty Ltd.Participation Management System. Eyecare Support Worker Services Pty Ltd. understands the requirement to conduct service termination fairly and respectfully. Eyecare Support Worker Services Pty Ltd.Management will be responsible for carrying out the correct protocols to ensure participants needs are met regardless of the circumstances. Therefore, it is Eyecare Support Worker Services Pty Ltd.obligation to notify participants, their family, their advocate or representatives of their personal rights and responsibilities in relation to the termination. It is vital for Eyecare Support Worker Services Pty Ltd. to provide information regarding possible future service provision should the participant ever wish to resume services with Eyecare Support Worker Services Pty Ltd..

**Service Termination**

Participants will be informed of their rights and responsibilities as part of Eyecare Support Worker Services Pty Ltd.entry process.

The following points are provided to participants/followed by Eyecare Support Worker Services Pty Ltd. with terminated services:

* Exit interview.
* Get participant feedback
* Steps for potential re-access
* Reasons will be given if the participant is asked to leave
* Termination of service.
* Communication must be made prior to termination

Reasons for terminating a participant’s service:

* Participant is unwilling to work towards agreed goals.
* Other individuals may be at risk of harm from the participant.
* Financial criteria are not met.
* Health changes (too high of a level of care) not provided by services.

**Transition Planning**

Eyecare Support Worker Services Pty Ltd. may also be required to participate in transition planning activities. Management is responsible for directing and navigating a participant’s transition if sought upon by the participant, their family, advocate or representative.

In this case, Eyecare Support Worker Services Pty Ltd. will:

**Documentation**

All participant-related information will be recorded, protected and stored in compliance with the Policy and Procedure for Records and Information Management of Eyecare Support Worker Services Pty Ltd.. In conjunction with the Records and Information Management Policy and procedure, all documents and data that has been created and applied by Eyecare Support Worker Services Pty Ltd. will continue to be owned by Eyecare Support Worker Services Pty Ltd.. However, documents created to support participants throughout their services will be returned to them, Eyecare Support Worker Services Pty Ltd. will keep copies documented. Eyecare Support Worker Services Pty Ltd. must also abide by the Privacy and Confidentiality Policy and Procedure when applicable.

**Appeal**

Participants are eligible to appeal if their services have been terminated by Eyecare Support Worker Services Pty Ltd., appeals will need to be submitted in writing and sent to the CEO/Director so that the Eyecare Support Worker Services Pty Ltd. Management will make a final judgement. Eyecare Support Worker Services Pty Ltd. will continue to give guidance and assistance in services if the appeal is successful. However, if it is unsuccessful, reasoning will be given in writing.

If the appeal of a participant is successful*,* they will be assisted in continuing to access Eyecare Support Worker Services Pty Ltd. services. If participants are unhappy with the outcome of their appeal, they should be directed to the Feedback, Compliments and Complaints Policy and Procedure of Eyecare Support Worker Services Pty Ltd..

**Service Re-Entry**

Once a participant exists a service provided by Eyecare Support Worker Services Pty Ltd., they are given one month to change their mind without having to go through the entire process again; after this, the initial process will be required.

Supporting Documents

Documents relevant to this policy and procedure include:

* Privacy and Confidentiality Policy and Procedure
* Feedback, Compliments and Complaints Policy and Procedure
* Client Charter
* Service Access Policy and Procedure
* Providing Information, Advice and Referrals Policy and Procedure
* Records and Information Management Policy and Procedure
* Decision Making and Choice Policy and Procedure.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Exit and Transition Planning Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

* 1. Assessment, Planning and Review Policy and Procedure

Policy and Procedure

The aim of this policy and procedure is for Eyecare Support Worker Services Pty Ltd. to establish and maintain a method for assessing, planning and reviewing any participant support plans after they have been approved. This includes all disability-specific participants of Eyecare Support Worker Services Pty Ltd., as well as their families, carers and advocates.

Eyecare Support Worker Services Pty Ltd. will ensure they are abiding by the planning criteria found in:

* Disability Act 2006
* Department of Human Services and Disability Services Planning Policy 2009
* NDIS Act 2013

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

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| --- | --- |
| Planning | Framework to encourage an individual with a disability to discover their needs, goals and expectations and the aspects in which they can be assisted in fulfilling them. For everyone, the planning will have a different goal and focus. |
| Assessment | Evaluate or estimate the nature, ability, or quality of. |
| Review | A formal assessment of something with the intention of instituting change if necessary. |

Policy

Detailed planning support is offered by service workers, to provide planning or case management services, with knowledge in developing confidential, community and disability-specific approaches as one of their key functions. The NDIA may fund this. For relevant contact details see Eyecare Support Worker Services Pty Ltd. Referral Database. Eyecare Support Worker Services Pty Ltd. will offer its participants with specific preparation support, such as by providing advice, details and recommendations concerning service delivery. However, if Eyecare Support Worker Services Pty Ltd. does not encompass the correct resources to assist in the participant in planning, Eyecare Support Worker Services Pty Ltd. workers will refer the participant to an appropriate service provider, this takes between 3-5 working days.

Procedure

Participants will be presented with guidance and support to help them access the service by a person of their choosing, such as an advocate. Management must take into consideration the desires of the participant on acceptance or rejection of specific support services. Service providers offering current or similar services to participants will be included in the assessment, planning and review practices of participants will be conducted if the individual gives consent. If physical access concerns are identified, Eyecare Support Worker Services Pty Ltd. Management will consider if the premises are accessible to the individual and, if it is not, how they can be made accessible. Where required, an interrupter or advocated may be used to confirm the participants verbal understanding. The Management will discuss the rights and responsibilities of participants with them for all assessment, planning and review activities. See Eyecare Support Worker Services Pty Ltd. Decisions Making and Choice Policy and Procedure.

All persons of Eyecare Support Worker Services Pty Ltd. are responsible for safeguarding and retaining all documentation of participants. Documentation will be stored and retained in the individual participant's file. Depending on whether the file is a hard copy document or electronic document, workers must follow correct document retaining protocol. Privacy and confidentiality of participants will be treated with respect and protection. They will be reinforced frequently, verbally and in writing to support the services offered by Eyecare Support Worker Services Pty Ltd. in accordance with Eyecare Support Worker Services Pty Ltd.'s Privacy and Confidentiality Policy and Procedure.

**Assessment**

After the intake interview where a participant is provided services and agrees that Management will engage with the individual to determine their expectations and establish a service agreement that both the management and participant agree on. Eyecare Support Worker Services Pty Ltd. Management must consult with the participant and conduct all assessment and planning interviews within 5 working days or as soon as possible after their acceptance.

The interview process will take into consideration information already given about the participant in their NDIS Plan. Management will recognise and provide resources and linkages to other services, events, activities and services where appropriate that will increase the involvement of the participant in the community. Eyecare Support Worker Services Pty Ltd. will provide support to assist participants in accessing those activities. Eyecare Support Worker Services Pty Ltd.supports will assist the participant in establishing, sustaining and improving independence, problem-solving, social and self-care skills, relevant to participant age, developmental stage and cultural surroundings. Support from Eyecare Support Worker Services Pty Ltd. will help participants gain control and responsibility for their decisions and improve their independence and community involvement.

**Planning**

Management must collaborate with the participant to formalise the supports and services provided in a Service Agreement by Eyecare Support Worker Services Pty Ltd.. Eyecare Support Worker Services Pty Ltd.'s Service Agreement Templates can be customised to each participant’s needs.

The Service Agreement Includes:

* Participant aspect-
* What the participant’s responsibilities are in accordance with the Service Agreement.
* The timeframe the participant requires the supports to be provided and how, when and where the supports will be delivered.
* How the participant and Eyecare Support Worker Services Pty Ltd. will handle any problems or questions that arise, including the handling of complaints and dispute resolution.
* Management must ensure the participant understands their service plan and is provided with a copy of the plan. A copy must be stored in the participant’s file, and key components must be identified in the Participant Management system of Eyecare Support Worker Services Pty Ltd..
* The participant must sign the Service Agreement before Eyecare Support Worker Services Pty Ltd. can commence the delivery of any service.
* Service agreement-
* Service Agreements will be provided to participants prior to the commencement of services.
* How often the Service Agreement will need to be reviewed.
* Which timeline the notice is required for the participant or Eyecare Support Worker Services Pty Ltd. to amend or terminate the service agreement and how that will be done.

**Review**

The terms of the supports will be reviewed every 6 months with the participant by management or CEO/Director: the participant’s short-term and long-term goals, needs and preferences. Eyecare Support Worker Services Pty Ltd. also puts a high value on the participants choice, control and involvement in their care and service provision, therefore workers always aim to include participants in their care and service provision which assists them in living a fulfilling life in accordance with their goals, needs and preferences.

Eyecare Support Worker Services Pty Ltd. also utilised satisfaction surveys for participants. It allows them to voice their opinions, likes, dislikes and recommendations in either a named or anonymous format.

Flexibility will be provided based on the timing of review assessments, depending on the participant’s needs and expectations. If a participant wishes to change their service delivery before the 6-month review process, the individual can request a review or complete a change of booking form.

Factoring information in the participant’s NDIS Plan, if any changes to the services are required, the participant will need to complete a change of booking form, and the form must be attached to the participant’s service agreement.

Supporting Documents

Documents relevant to this policy and procedure include:

* Information Management Policy and Procedure
* Decision Making and Choice Policy and Procedure
* Service Access Policy and Procedure
* Providing Information, Advice and Referrals Policy and Procedure
* Feedback, Compliments and Complaints Policy and Procedure
* Client Charter
* Service Agreement Templates
* Privacy and Confidentiality Policy and Procedure
* Referral Database.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Assessment, Planning and Review Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

* 1. Service Delivery and Participation Policy and Procedure

Policy and Procedure

This policy and procedure outline the standards and expectations of Eyecare Support Worker Services Pty Ltd. when delivering quality care service to all participants. Eyecare Support Worker Services Pty Ltd. will implement the necessary measures and practices within their framework to ensure the core values of Eyecare Support Worker Services Pty Ltd. are upheld when delivering services to participants.

Eyecare Support Worker Services Pty Ltd. understands and recognises the importance of providing Eyecare Support Worker Services Pty Ltd.workers with guidelines that achieve the most effective, sufficient and safe delivery of quality care.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

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| --- | --- |
| Independence | Free from outside control; not subject to another's authority. Not depending on another for livelihood or subsistence. |
| Provision | The action of providing or supplying something for use. |
| Kindship | Kinship refers to these bonds, and all other relationships resulting from them. Thus, the institution of kinship refers to a set of relationships and relatives formed thereof, based on blood relationships (consanguineal), or marriage (affinal). |
| Competence | The ability to do something successfully or efficiently. |
| Auslan | Auslan is short for Australian sign language, a language developed by, and for, Australians who are deaf or hearing impaired. It's a visual form of communication that uses hand, arm and body movements to convey meaning. |
| Legally Binding | A legally binding written agreement is an agreement which is valid and therefore enforceable. It means that the parties who have signed the agreement are expected to fulfil their obligations under the agreement. |

Policy

The purpose of this policy is to ensure Eyecare Support Worker Services Pty Ltd. workers promote and encourage participants to participate in their community actively. All workers of Eyecare Support Worker Services Pty Ltd. providing care for participants should also support participants in maintaining individuality and their development of skills.

Eyecare Support Worker Services Pty Ltd. aims to encourage a service delivery approach that solely focuses on participants and their needs. Workers of Eyecare Support Worker Services Pty Ltd. should aim to maintain participants associations with families, friends and communities.

Eyecare Support Worker Services Pty Ltd. aims to implement quality service delivery that promotes the well-being of all participants and aims at achieving the participants personal best. To do this, Eyecare Support Worker Services Pty Ltd. and its workers will encourage all participants to maintain individuality and develop the necessary skills to maintain independence. Workers will also encourage all participants to engage in activities within the community that allow them to develop skills that are used on a daily basis, such as problem-solving and communication skills.

**Principles and Guidelines of Service Delivery**

Eyecare Support Worker Services Pty Ltd. and its workers recognise and understand the importance of enforcing non-discriminatory and unbiased practices are implemented within the framework of Eyecare Support Worker Services Pty Ltd. to ensure no individual is neglected. To achieve this to a high extent, Eyecare Support Worker Services Pty Ltd. will be sure to include Aboriginal and Torres Strait Islanders (ATSI) and Culturally and Linguistically Diverse (CALD) people. By doing so, Eyecare Support Worker Services Pty Ltd. is able to show their support and dedication to the ATSI and CALD community.

Eyecare Support Worker Services Pty Ltd. recognises and understands the importance of ensuring the principles of service delivery are thoroughly implemented within the practices of Eyecare Support Worker Services Pty Ltd.. By doing so, Eyecare Support Worker Services Pty Ltd. and its workers will be able to provide the most effective delivery of quality care to all participants while encouraging independence and the development of skills.

To identify the specific needs, wants, and requirements of the individual, Eyecare Support Worker Services Pty Ltd. will utilise a specific approach that focuses on the strengths of the participants. This ensures that participants recognise and understand the importance of kindship and family. The participant's needs, aspirations, abilities and level of independence should become clear and evident as a result of utilising this approach. Workers of Eyecare Support Worker Services Pty Ltd. will guide participants development of individuality by undertaking regular reviews on the participants progress and developing new plans to improve. These will be monitored through regular assessments.

Management will ensure to employ culturally skilled individuals with varying qualifications and life experiences to ensure there is a wide range of personnel available to participants. By employing individuals with significant differences, Eyecare Support Worker Services Pty Ltd. is able to ensure all participants are receiving the services and quality care they require.

Eyecare Support Worker Services Pty Ltd. understands the importance of delivering services of care in a way that adheres to the participant's rights, makes them feel safe and secure while at Eyecare Support Worker Services Pty Ltd., and supports the individuality of each participant. Workers should always aim to show their utmost respect for all individuals while delivering these services of care and encourage participants to engage in activities that allow them to pursue their aspirations and desires. To ensure this is achieved, Eyecare Support Worker Services Pty Ltd. will ensure all participants have the opportunity to make decisions in all aspects of their personal lives and the delivery of service they require.

It is the responsibility of Management to identify and provide referrals to additional services where appropriate. This should be done in conjunction with Eyecare Support Worker Services Pty Ltd. Providing Information, Advice and Referrals Policy and Procedure.

There are certain circumstances in which Eyecare Support Worker Services Pty Ltd. may be obligated to provide a referral to additional services. Below outlines these circumstances, however, are not limited to:

* Outdoor Activities
* Housing options that are suitable for the individual
* Beneficial community programs (E.g. Culture related activities)
* Occupation
* Schooling
* Transportation Via Trains, Trams or Bus
* Physical and Mental Health.
* Leisure activities (E.g. sporting events, socialising events)

Eyecare Support Worker Services Pty Ltd. recognises that the needs of the participants may vary and change over time and will ensure to support and adhere to those needs. Eyecare Support Worker Services Pty Ltd. workers will undertake regular assessments and reviews to ensure any significant changes to the participant's condition are recognised, and the current practices and strategies implemented for the participant can be modified in a way that better suits the participant's needs.

**Interpreters and Translation**

Eyecare Support Worker Services Pty Ltd. recognises and understands that certain participants may struggle to communicate effectively with the workers of Eyecare Support Worker Services Pty Ltd.. If the situation arises, Eyecare Support Worker Services Pty Ltd. will ensure to provide high-quality recourses such as language services that are suited to the needs of the individual and enable effective communication between participants and workers of Eyecare Support Worker Services Pty Ltd..

Eyecare Support Worker Services Pty Ltd. will include this information in the Eyecare Support Worker Services Pty Ltd. Handbook to ensure participants obtain the relevant information regarding the access of interpreters and translators. This information should also be displayed within Eyecare Support Worker Services Pty Ltd.facility. Eyecare Support Worker Services Pty Ltd.Referral Database will also contain the appropriate information regarding service contact details.

In addition to this, Eyecare Support Worker Services Pty Ltd. understands certain unknown circumstances may affect an individual’s ability to effectively communicate, even if they are confident in their English. In these circumstances, Eyecare Support Worker Services Pty Ltd. will provide the necessary services to ensure effective communication between Eyecare Support Worker Services Pty Ltd. and the individual. Families of the participant should be consulted to determine if an interpreter is required.

To determine if a participant requires an interpreter, Eyecare Support Worker Services Pty Ltd. will utilise the following steps as a guideline to come to a decision:

1. Evaluate participants comprehension of English
2. Undergo an informal interview with the participant
3. Workers of Eyecare Support Worker Services Pty Ltd. should aim to gain a thorough understanding of the individual's background.
4. Consult with participants families or advocates to determine if an interpreter or translator is required.

There are certain circumstances in which Eyecare Support Worker Services Pty Ltd. is obliged to provide an interpreter or translator for the effective and efficient communication between participants and workers of Eyecare Support Worker Services Pty Ltd.. Below outlines the circumstances in which participants who are not confident in their English skills will be provided with an interpreter or given the option to obtain the information in their preferred language:

Eyecare Support Worker Services Pty Ltd. recognises and understands that some participants may have no English skills at all or may use Auslan to communicate with others. In this situation, Eyecare Support Worker Services Pty Ltd. is expected to provide participants with the use of a professionally accredited interpreter which is free of charge. Eyecare Support Worker Services Pty Ltd. welcomes participants to request a preferred interpreter that is professionally accredited.

If a participant requires the translation or interpretation of important information, only a professionally accredited translator or interpreter can assist. Interpreters or translators without a professional qualification are only able to interpret general information.

Eyecare Support Worker Services Pty Ltd. recognises the importance of ensuring a qualified interpreter is utilised when providing the participant with important information. Information that is considered important includes, however, is not limited to:

* Legally binding information
* Consent forms
* Medication forms.

Generally, if a participant requests forms or plans of Eyecare Support Worker Services Pty Ltd., an accredited interpreter or translator should be present to ensure the important information is understood.

If Eyecare Support Worker Services Pty Ltd. is unable to access an accredited translator or interpreter suitable to the participant at a particular time where it is essential, Eyecare Support Worker Services Pty Ltd. is able to seek assistance from the family or friends of the participant or a worker who speaks another language. If this situation arises, Eyecare Support Worker Services Pty Ltd. must ensure the decision and factors influencing the decision must be documented on the participant's record.

However, Eyecare Support Worker Services Pty Ltd. must access a qualified interpreter at the earliest opportunity to ensure the participant understands the information and is given the accurate information. Persons under the age of 18 cannot be used as an interpreter.

Eyecare Support Worker Services Pty Ltd. will utilise the Victorian Interpreting and Translating Service (VITS), or the state equivalent, to access qualifies Interpreters and Translators suitable to each participant. This organisation provides a variety of options to access their services. They provide on-site interpretation, over-the-phone interpreting, Video interpreting and language translations. Video interpretations are usually used for participants who are deaf or have a hearing impairment and use Australian sign language (Auslan) to communicate with others effectively.

If a participant requires a video interpretation, bookings can be made using:

* By phone on (03) 9280 1955 (24/7 Access)
* Online at [http://participant.vits.com.au](http://client.vits.com.au/);
* By email to [interpreting.bookings@vits.com.au](mailto:interpreting.bookings@vits.com.au)

Supporting Documents

Documents relevant to this policy and procedure include:

* Providing Information, Advice and Referrals Policy and Procedure
* Client Charter
* Feedback, Compliments and Complaints Policy and Procedure
* Privacy and Confidentiality Policy and Procedure
* Assessment, Planning and Review Policy and Procedure
* Decision Making and Choice Policy and Procedure
* Feedback, Compliments and Complaints Policy and Procedure
* Referral Database
* Service Access Policy and Procedure.
* Information Management Policy and Procedure

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Service Delivery and Participation Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

* 1. Service Access Policy and Procedure

Policy and Procedure

The purpose of this policy and procedure is to ensure Eyecare Support Worker Services Pty Ltd. implements the necessary measures and practices to support participants access to Eyecare Support Worker Services Pty Ltd.service/s. Eyecare Support Worker Services Pty Ltd. and its workers are dedicated to ensuring that participant rights are adhered to, enforced, and protected.

To comply with this policy and procedure, Eyecare Support Worker Services Pty Ltd. will ensure all participants receive adequate services that support their needs and requirements in a fair and equal manner, that allows them to access services Eyecare Support Worker Services Pty Ltd. provides safely.

Eyecare Support Worker Services Pty Ltd. and its workers will advocate for the equal rights and freedoms of all individuals with disabilities to ensure all participants are receiving quality care during their time with Eyecare Support Worker Services Pty Ltd..

In addition to this, it is the responsibility of Eyecare Support Worker Services Pty Ltd. to ensure participants and their families are provided with clear and concise updates regarding the delivery of services. This applies to all current and future applicants with disability-specific services of Eyecare Support Worker Services Pty Ltd..

If Eyecare Support Worker Services Pty Ltd.services are not suitable to certain applicants, Eyecare Support Worker Services Pty Ltd. is obligated to help people access care elsewhere that would be suitable for their needs and requirements. Workers of Eyecare Support Worker Services Pty Ltd. will be required to consider referrals and requests for participants to access another service.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

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| Disability | A physical or mental condition that limits a person's movements, senses, or activities. |

Policy

The evaluation and eligibility of Eyecare Support Worker Services Pty Ltd., access priority and the strategic planning of waiting lists are followed through a fair, equal and responsible way, in conjunction with the policy and procedure of the Client Charter Eyecare Support Worker Services Pty Ltd.. Eyecare Support Worker Services Pty Ltd. recognises the importance of ensuring fair and equal practices are put in place to prevent participants from feeling unincluded or neglected.

Eyecare Support Worker Services Pty Ltd. must consider the following prior to the approval of applicants:

* The specific needs and requirements of the participants.
* Eyecare Support Worker Services Pty Ltd. capacity to care for participants effectively and fairly.
* The resources Eyecare Support Worker Services Pty Ltd. has to adhere to the care of participants.
* Possible effects of current participants of Eyecare Support Worker Services Pty Ltd..

Eyecare Support Worker Services Pty Ltd. will ensure to remain clear, consistent and non-discriminatory to promote equal opportunity and impartiality when dealing with admissions to facilities. In addition to this, Eyecare Support Worker Services Pty Ltd. will ensure the services they provide are easy to comprehend and easily obtainable.

Eyecare Support Worker Services Pty Ltd. is focused on delivering a clear and straightforward commitment to all individuals with a high level (and low-intermediate level) of care designed to meet needs and requirements and create a feeling of integrity, meaning and health. Eyecare Support Worker Services Pty Ltd. is a secure and interactive system setting, easily available and sensitive to the care and contact requirements of its participants.

CEO/Director Responsibilities –

* Liable to enforce this policy and procedure within the framework of Eyecare Support Worker Services Pty Ltd..
* Perform frequent internal and external audits and assessments.
* Utilise the information from the audits and assessment reviews to make the necessary adaptations to achieve high quality care further when delivering services.
* Ensure all workers of Eyecare Support Worker Services Pty Ltd. are enforcing and adhering to the standards of this policy and procedure.

Management Responsibilities -

* To ensure all workers of Eyecare Support Worker Services Pty Ltd. are aware and understand the duties they must adhere to when delivering quality care services.
* To demonstrate reasonable vigilance through consistent assessments and reviews to ensure consistency with relevant legislation.
* To annually assess and review Eyecare Support Worker Services Pty Ltd. success through the Quality Improvement Plan, and to communicate these achievements with Eyecare Support Worker Services Pty Ltd.CEO/Director.
* To investigate and review the admission and referral procedures implemented within Eyecare Support Worker Services Pty Ltd. and address any concerns or achievements in regular meetings.
* To ensure all workers of Eyecare Support Worker Services Pty Ltd. have the appropriate expertise, understanding and capability to meet the demands and requirements of Eyecare Support Worker Services Pty Ltd..
* To perform and attend admission interviews.
* To provide participants with Eyecare Support Worker Services Pty Ltd.Handbook and other relevant or requested documents.
* To manage the applications and inquiries of future participants of Eyecare Support Worker Services Pty Ltd..

Worker Responsibilities –

* To ensure they have a thorough understanding of the standards and expectations they must adhere to and meet while delivering services to participants.
* To execute tasks and practices in line with this policy and procedure.
* To report recommendations for improvement to Management.
* To ensure all participants are treated equally and with respect.
* To ensure the waiting list is used in the correct manner, ensuring participants who applied earlier, will receive the approval of admission to Eyecare Support Worker Services Pty Ltd. prior to those who applied later.

Procedure

To ensure the most effective system of admissions and referrals is implemented, Eyecare Support Worker Services Pty Ltd. will construct an organised and strategic way of operating this system. Eyecare Support Worker Services Pty Ltd. must ensure that while utilising these organised and strategic practices, they must remain fair and equal to all participants. They must ensure those who are unable to access Eyecare Support Worker Services Pty Ltd.services are supported when searching for additional support and services that would adhere to their particular needs and requirements. In addition to this, Eyecare Support Worker Services Pty Ltd. may provide participants with advice and information to support themselves, providing the service to an individual of their choosing, such as a supporter.

**Service Access**

Eyecare Support Worker Services Pty Ltd. understands that certain participants require 24-hour care, and to adhere to this, Eyecare Support Worker Services Pty Ltd.delivery of service will be available 24 hours a day, 7 days a week. It is the responsibility of the CEO/Director and Management team to ensure a Manager (or delegate) is available to assist persons who require care after-work hours. Eyecare Support Worker Services Pty Ltd. is open to expanding these hours upon request, to provide participants with additional service opportunities. However, these decisions require approval from the CEO/Director or the Management of Eyecare Support Worker Services Pty Ltd..

To ensure the most effective and equal system is implemented within Eyecare Support Worker Services Pty Ltd., the Management will be the person responsible for dealing with relevant questions or inquires prospective participants, or their representatives may have. Upon response to these questions and inquiries, if the prospective participant or their representative does not directly reply, Management is obligated to recontact the person requesting care or their representative/advocate within one business day.

Below outlines, the specific times Eyecare Support Worker Services Pty Ltd. will operate, and the other possible forms of contact for after hour care: Head office hours: 9:00 am to 6:00 pm.

Eyecare Support Worker Services Pty Ltd.'s services will be provided 24 a day, 7 a week. Head Office hours are 00:00 am to 23:59 pm Monday to Sunday. A Manager (or delegate) must be available to respond to this. Such periods could be expanded that will provide additional service opportunities for participants with the management's decision, in which it will be explained on request.

Eyecare Support Worker Services Pty Ltd.Management will utilise the steps below as a guideline when introducing a prospective participant or their supporter/advocate to Eyecare Support Worker Services Pty Ltd.service.

Following one working day after the admission interview, management must notify the individual or their representative via telephone or email, informing them of the decision if the service environment is suitable to the participant. If the individual’s application is accepted and service of care is offered, Eyecare Support Worker Services Pty Ltd. will refer to their Assessment, Planning and Review Policy and Procedure to complete the administration process.

Eyecare Support Worker Services Pty Ltd. recognises the importance of ensuring prospective participants are informed of all necessary important information prior to the acceptance of admission. Details regarding the service environment should also be given to the participant. This information is recorded within Eyecare Support Worker Services Pty Ltd.Handbook and Client Charter, which will be given to participants prior to acceptance of admission to Eyecare Support Worker Services Pty Ltd..

Management must present the individual with knowledge about arrangements, which may refer to the delivery of services, any costs or payments associated, procedures for entering and exiting the service, conditions required to be eligible, means to access disability-specific services from Eyecare Support Worker Services Pty Ltd., and if the individual will meet specific eligibility requirements.

When considering disability-specific requirements, Eyecare Support Worker Services Pty Ltd.Management will carry out an unbiased compliance analysis to determine if the participant is eligible. When doing so, Eyecare Support Worker Services Pty Ltd. should aim to recognise individuals’ requirements, any potential or foreseeable hazards or risks and consider the individual's wellbeing. In addition to this, Eyecare Support Worker Services Pty Ltd. should utilise the guidelines of the service when making a decision.

To be eligible to access Eyecare Support Worker Services Pty Ltd.disability-specific services individuals would:

* Have a developmental delay or cognitive impairment (specifically for children)
* Suffer from one or more mental, psychological, physiological, emotional, perceptual or functional disability that is incurable and likely to remain lifelong.
* Suffer from one or more disabilities reported which are due to a neurological condition that is expected to be lifelong.

**Dissatisfactory Service**

Participants who are dissatisfied with the outcome of the appeal should be given the opportunity to make a formal complaint or give feedback. In this instance, Eyecare Support Worker Services Pty Ltd. will inform participants of the necessary procedures to take to issue the complaint or feedback, which will be done in accordance with Eyecare Support Worker Services Pty Ltd.Feedback, Compliments and Complaints Policy and Procedure.

**Service Environment**

Eyecare Support Worker Services Pty Ltd. always aims to ensure every service environment is maintained as well as kept clean for all persons related to Eyecare Support Worker Services Pty Ltd.. This, therefore, assists participants, workers, visitors, management, families and other related personnel to feel safe and comfortable.

There are certain factors Eyecare Support Worker Services Pty Ltd. must consider ensuring their facility and operations are suitable to the number of participants, their specific needs and accessibility requirements. Eyecare Support Worker Services Pty Ltd. should consider the demographic data provided by the NDIA, waiting list data, prospects for improvement and development of Eyecare Support Worker Services Pty Ltd.framework, and the feedback collection form workers, participants and local networks.

Eyecare Support Worker Services Pty Ltd. recognises and understands the importance of ensuring the environment of Eyecare Support Worker Services Pty Ltd.facility is maintained effectively at all times.

Prior to the acceptance of an applicant, Eyecare Support Worker Services Pty Ltd. should consider the primary concerns outlined below, to determine if Eyecare Support Worker Services Pty Ltd.services are suitable to the individual. If the services Eyecare Support Worker Services Pty Ltd. provides are not suitable to the individual and their needs, Eyecare Support Worker Services Pty Ltd. is obligated to provide assistance in searching for an alternative service that would better accompany their specific requirements and needs.

Eyecare Support Worker Services Pty Ltd. should consider:

* The ability of Eyecare Support Worker Services Pty Ltd. to address and adhere to the needs and requirements of the individual.
* The extent to which Eyecare Support Worker Services Pty Ltd. has sufficient resources and equipment to support and adhere to the individual’s specific needs.
* If the services inside Eyecare Support Worker Services Pty Ltd. can sufficiently and effectively meet the requirements of the individual.
* If providing Eyecare Support Worker Services Pty Ltd.services to the individual is in their best interests.
* The individual's specific external requirements, including their relatives, caretaker or any other advocates where applicable.
* The individuals use of other services.
* The participants NDIS Plan, and if they are able to implement the plan when delivering services of care effectively.

**Participant Service Denial**

Eyecare Support Worker Services Pty Ltd. understands and recognises there may be varying situations in which an individual is unable to receive services of care from Eyecare Support Worker Services Pty Ltd.. This may be due to refusal of acceptance or the non-acceptance of an individual. A variety of measures have been implemented within Eyecare Support Worker Services Pty Ltd.framework to ensure all refusals or non-acceptance of admission to Eyecare Support Worker Services Pty Ltd. are dealt with in a fair, unbiased and respectful manner.

Eyecare Support Worker Services Pty Ltd. understands the importance of ensuring all persons considered vulnerable have the opportunity to access quality care and will assist unsuccessful applicants in finding an alternative service provider. Eyecare Support Worker Services Pty Ltd. is obligated to provide advice and referrals, where necessary, to assist individuals in accessing services suitable to them. This should be done in conjunction with Eyecare Support Worker Services Pty Ltd.Providing Information, Advice and Referrals Policy and Procedure. Eyecare Support Worker Services Pty Ltd. will be sure to provide this assistance in circumstances which participants were refused acceptance or denied acceptance.

If Eyecare Support Worker Services Pty Ltd. has refused to offer care to an individual, the individual or their representative should be given justified reasoning as to why Eyecare Support Worker Services Pty Ltd. is unable to offer their services. There are certain reasons as to why Eyecare Support Worker Services Pty Ltd. may refuse acceptance as outlined below:

* If Eyecare Support Worker Services Pty Ltd. does not obtain the adequate resources and equipment to accommodate the individual’s specific needs and requirements.
* If a certain prospective participant is evaluated as of higher importance and there is limited room for acceptance.
* If the individual does not satisfy the eligibility criteria for Eyecare Support Worker Services Pty Ltd..
* If Eyecare Support Worker Services Pty Ltd.facility has no capability to accommodate for new participants.

If a prospective participant is eligible to obtain services, however, Eyecare Support Worker Services Pty Ltd.facility cannot accommodate due to lack of space, participants will be given the opportunity to be placed on the waiting list. If participants agree to do so, Management of Eyecare Support Worker Services Pty Ltd. will maintain regular contact (approximately every 3 months) to inform participants of updates regarding their positioning on the list, and possible time remaining on the waitlist. Each time a participant on the waiting list is contacted, Management should confirm their place on the list and recommend appropriate alternative service providers. Eyecare Support Worker Services Pty Ltd. will maintain a manageable list to ensure all individuals have the opportunity to receive an acceptance of admission to Eyecare Support Worker Services Pty Ltd. and are not waiting for long periods of time.

If an individual is refused acceptance, Eyecare Support Worker Services Pty Ltd. should document this information in a database. The information should contain the reasoning as to why the individual was refused acceptance. If individuals have been accepted but put on the waiting list, this information should also be documented within the same database. This is done to guide the continuous improvement of Eyecare Support Worker Services Pty Ltd.framework and practices.

In addition to this, if Eyecare Support Worker Services Pty Ltd. grants service to an individual, in which they decide to deny their acceptance, Eyecare Support Worker Services Pty Ltd. should not offer incentives or persuade the individual to peruse with Eyecare Support Worker Services Pty Ltd.. Management and workers of Eyecare Support Worker Services Pty Ltd. understand that acts of persuasion are considered manipulation, which is not tolerated under any circumstances. However, Management should ensure individuals are aware they are able to recontact Eyecare Support Worker Services Pty Ltd. if their service of care is required. In doing so, individuals should also be made aware of the waiting list, if applicable.

**Appeal**

Eyecare Support Worker Services Pty Ltd. understands that individuals who have been denied acceptance have the opportunity to challenge the decision made by the Management of Eyecare Support Worker Services Pty Ltd.. Eyecare Support Worker Services Pty Ltd. has implemented an effective system which allows appeals to be dealt with fairly and in a timely manner. Below outlines the procedure Eyecare Support Worker Services Pty Ltd. will follow when managing an appeal:

1. Individuals should document their complaint or challenge in writing.
2. Submit the document to the Management or CEO/Director of Eyecare Support Worker Services Pty Ltd..
3. Management and CEO/Director should come to an agreed decision that is fair and justifiable.
4. Documented guidance will be given to individuals who are unsatisfied with the outcome of the appeal.
5. Management should document the outcome in the same database used to document refusals of acceptance.

Individuals who are unable to communicate effectively are able to receive assistance when appealing. Eyecare Support Worker Services Pty Ltd.workers may assist in this instance, or a translator or interpreter should be contacted.

Participants who are successful in the appeal will be redirected to Eyecare Support Worker Services Pty Ltd.Assessment, Planning and Review Policy and Procedure to finalise the admission process.

Supporting Documents

Documents relevant to this policy and procedure include:

* Feedback, Compliments and Complaints Policy and Procedure
* Occupational Health and Safety Policies and Procedures
* Client Charter
* Providing Information, Advice and Referrals Policy and Procedure
* Privacy and Confidentiality Policy and Procedure
* Decision Making and Choice Policy and Procedure.
* Risk Management Policy and Procedure
* Incident Management Policy and Procedure

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Service Access Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

2.11 Decision Making and Choice Policy and Procedure

Policy and Procedure

Eyecare Support Worker Services Pty Ltd. understands the importance of ensuring all participants have the opportunity to make appropriate decisions and choices regarding their everyday lives. Thus, the purpose of this policy and procedure is to ensure all workers of Eyecare Support Worker Services Pty Ltd. allow participants to exercise their right of making decisions that are suitable to their needs and do not pose harm or risks to themselves or others.

Eyecare Support Worker Services Pty Ltd.workers will support all participants in making their decisions and choices themselves to improve individuality and independence. However, workers are able to intervene if the decision is considered harmful or inappropriate.

Eyecare Support Worker Services Pty Ltd.workers will assist participants where possible while adhering to their rights and ensuring the safety and security of all participants, workers, staff, visitors, and other relevant personnel of Eyecare Support Worker Services Pty Ltd..

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

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| Advocate | The role of an advocate is to offer independent support to those who feel they are not being heard and to ensure they are taken seriously and that their rights are respected. |
| Decision Making Capacity | Decision making capacity refers to a person's ability to make day to day decisions about legal, medical/health care, financial and personal matters. Capacity is the basis of informed consent. |
| Nominee | An individual who has been appointed in writing, at the request of a participant, their guardian or the NDIA that will make decisions on behalf of the participant. NDIS has two types of nominees, a plan nominee and a correspondence nominee. One individual can be appointed as both, and either nominee can be appointed until further notice or for a particular team.   * Plan Nominees- are responsible for supporting participants with their plan from the NDIS. * Correspondence Nominees- will communicate and make requests to the NDIA. This may include requesting information and collecting documents on the participant’s behalf. |
| Participant-Appointed Decision Maker | An individual who is allowed to make decisions on behalf of the participant. That must be agreed in a formal agreement between the participant and the person appointed. A Power of Attorney or an Advance Health Officer are two instances of self- designated policymakers. |
| Court-Appointed Decision Maker | A person who is liable for making judgments for the applicant or who is named by a judge, jury, board or council. Under Commonwealth statute, or a State or Jurisdiction. |

Policy

The purpose of this policy is to ensure all participants of Eyecare Support Worker Services Pty Ltd. are able to exercise their right to make decisions on all facets of their life and the services of care they receive. The workers of Eyecare Support Worker Services Pty Ltd. should assist participants in identifying their capability and potential of making decisions themselves.

When doing so, workers must ensure they consider their obligations and duties of care they are responsible for when assisting a participant in making decisions. When determining if the decision is considered appropriate for the participant, workers must consider the following; however, are not limited to:

* The likelihood of the participant being exposed to any form of harm or risk as a result of the decision.
* If the decision made by the participant will negatively affect other persons.
* If the outcome of the decision is likely to benefit the participant.
* If the decision is appropriate and suitable for the individual’s capabilities and skills.
* If the participant is a child, their parent or guardian should make choices and decisions on their behalf.

Eyecare Support Worker Services Pty Ltd. understands that some individuals may be unable to make decisions themselves for a short period of time or permanently. To support these individuals, they will be informed of their opportunity to have an independent support person to assist them in making appropriate decisions. Eyecare Support Worker Services Pty Ltd. will be sure to advise participants or their advocate of their eligibility to access a support person to aid in the processes of decision-making.

When conducting initial assessments and evaluations, all participants of Eyecare Support Worker Services Pty Ltd. will be encouraged to utilise a support person for the duration of the decision-making processes.

Persons that are considered eligible to make decisions on the participant's behalf are listed below:

* A Nominee.
* Court-appointed decision maker.
* Participant-appointed decision maker.
* Family member.
* Advocate.
* For children, a parent or guardian.

In addition to this, Eyecare Support Worker Services Pty Ltd. will also ensure all participants understand that they will be able to partake in decision making in some circumstances, regardless of their individual capacity to make appropriate decisions.

Eyecare Support Worker Services Pty Ltd. expects its participants to make educated decisions and choices that are likely to benefit themselves and lead to quality improvement. Eyecare Support Worker Services Pty Ltd. and its workers will also guarantee that all participants are given the opportunity to exercise their opinions and suggestions that improve the delivery of services of care.

Procedure

Eyecare Support Worker Services Pty Ltd. will ensure to enforce an effective system that allows participants to exercise their right to engage in important decision-making in relation to their daily lives and delivery of services.

Eyecare Support Worker Services Pty Ltd. will ensure participants are aware of their opportunity to have their representative or advocate present during the initial process and will contact them upon request. During the process of the initial assessment and evaluation, workers of Eyecare Support Worker Services Pty Ltd. will provide participants with the relevant information regarding the decision-making process and their rights involved in this process. This information is documented in Eyecare Support Worker Services Pty Ltd.Participant Handbook and Participant Charter, which will be distributed to participants.

If a participant cannot understand or comprehend the information due to a language barrier, Eyecare Support Worker Services Pty Ltd. will provide participants with the following opportunities:

* Provide participants with the Participant Handbook and Participant Charter in their preferred language.
* Access a qualified interpreter or translator.
* Access an advocate that can accurately translate the information.
* Less valuable information can be clarified verbally by a worker who understands the preferred language of the participant.

By giving participants a variety of formats to obtain the essential and requested information, Eyecare Support Worker Services Pty Ltd. is adhering to the following policies and procedures:

* Participant Rights and Responsibilities Policy and Procedure
* Privacy and Confidentiality Policy and Procedure
* Service Access Policies and Procedures

It is the responsibility of Eyecare Support Worker Services Pty Ltd.Management to ensure all participants are given the essential information required for them to exercise their right to partake in making decisions that affect their daily lives. All workers of Eyecare Support Worker Services Pty Ltd. should encourage participants to make decisions that allow them to access or achieve the following; however, is not limited to:

* Resources provided by Eyecare Support Worker Services Pty Ltd..
* Development of independence and individuality.
* Technological resources and materials.
* Activities that allow participants to achieve their aspirations and desires.
* Important life decisions.
* Delivery of service

Eyecare Support Worker Services Pty Ltd. understands and acknowledges that the needs and requirements of the individual may change over time. To manage this, Eyecare Support Worker Services Pty Ltd. will implement certain measures and practices to ensure the necessary modifications are made which adhere to the participants’ changing needs, requirements, aspirations, and decisions.

**Requirements of Workers of Eyecare Support Worker Services Pty Ltd.**

Workers of Eyecare Support Worker Services Pty Ltd. are expected to participate in an initial induction to ensure they understand the operations and practices of the organisation and the expectations of Eyecare Support Worker Services Pty Ltd. when delivering services of quality care. To monitor the operations of workers, Management will assess workers through annual performance reviews. This adheres to the requirements outlined in Eyecare Support Worker Services Pty Ltd.Human Resources Policy and Procedure.

Inductions are an essential requirement of workers as it illustrates how to create an adequate plan that reflects and supports the participant's needs, the right to exercise decision-making and the risk integrity of the participant. Where applicable, workers of Eyecare Support Worker Services Pty Ltd. should guide participants when making informed decisions.

Workers of Eyecare Support Worker Services Pty Ltd. may be given additional training within the workplace to improve further their skills and knowledge of caring, supporting and assisting participants.

**Duty of Care**

All persons of Eyecare Support Worker Services Pty Ltd. understand and acknowledge their duty of care towards participants, and their obligation to adhere to their duties. Workers of Eyecare Support Worker Services Pty Ltd. are aware that a breach of their duty of care can result in disciplinary action.

Eyecare Support Worker Services Pty Ltd. and its workers understand that certain actions or behaviours made by individuals with a disability may expose workers to risk, harm or injury. Eyecare Support Worker Services Pty Ltd. has implemented the necessary measures to manage these occurrences. Refer to Eyecare Support Worker Services Pty Ltd.Positive Behaviour Support and Restrictive Practices Policy and Procedure for more information on the management of these occurrences.

Below outlines the few responsibilities and duty of care the workers and Management of Eyecare Support Worker Services Pty Ltd. are obligate to enforce and adhere to, however, is not limited to:

* Must provide an atmosphere that is considered safe and secure for all persons within Eyecare Support Worker Services Pty Ltd.facility.
* Must take the necessary measures, precautions and actions to ensure the environment is free from any risks, hazards, or objects that could possibly harm an individual.
* Must consider if a participant’s decision-making will pose risks to others and implement the necessary prevention measures to minimise the effects of risks or hazards.

If a participant’s decision or choice is inappropriate or poses an extreme amount of risk, harm or injury to others, Workers of Eyecare Support Worker Services Pty Ltd. may implement restrictions of the decision being exercised. If this situation arises, Management should be notified immediately, and the information on the event should be documented in the participant's file. The information regarding the management of the potential risks and dangers should also be documented. Workers who are unsure of how to identify potential risks or dangers as a result of a decision being made, Management will intervene and assist the worker.

**NDIS Practice Standards**

Eyecare Support Worker Services Pty Ltd. recognises the importance of implementing a framework that is in conjunction with the NDIS standards. To ensure these standards are adhered to and implemented, Eyecare Support Worker Services Pty Ltd. will enforce the necessary practices and measures that allow participants to safely and securely exercise their rights.

Below outlines the way Eyecare Support Worker Services Pty Ltd. will implement the requirements of compliance set out in the NDIS Act 2013. Eyecare Support Worker Services Pty Ltd.framework was constructed to allow all personnel of Eyecare Support Worker Services Pty Ltd. to utilise this policy and procedure, to adhere to the standards of the NDIS Practice Standards (2020), which are also outlined below.

In addition to this, Eyecare Support Worker Services Pty Ltd. and its workers recognise the importance of ensuring all participants’ families, carers and other relative personnel are involved in the participant's life. To ensure this is enforced within the framework and operations of Eyecare Support Worker Services Pty Ltd., all workers will do the following, however, are not limited to:

**Formal and Informal Decision-Making Processes**

**Dignity of Risk**

Eyecare Support Worker Services Pty Ltd. and its workers understand the importance of ensuring all participants capacity to make decisions can be exercised in a manner that is safe and secure to themselves and others. Eyecare Support Worker Services Pty Ltd. should involve all relevant personnel, including stakeholders in the decision-making process and discuss all possible dangers, hazards, negative repercussions and prospects.

Eyecare Support Worker Services Pty Ltd. and its workers also understand and will ensure participants request to access to supports cannot be rejected based on a participant’s risk dignity.

Below outlines the necessary measures Eyecare Support Worker Services Pty Ltd.workers should take in order to ensure all participants decisions are suitable to their needs and safe to pursue:

During this process, all participants should be made aware of and understand the potential injuries or risks that could occur as a result of the decision. If there is a significant disagreement between the participant and their advocate, Management should be notified and become involved in the discussion, or they may suggest and organise independent mediation.

Workers of Eyecare Support Worker Services Pty Ltd. should always strive to enforce and adhere to the participant's decision and will be trained to do so through inductions and training. By undertaking inductions and training, Workers of Eyecare Support Worker Services Pty Ltd. will obtain the necessary skills to assist participants in making decisions while limiting the use of restrictions.

A child may be eligible to make decisions on their own accord, with the approval of the supplied worker from Eyecare Support Worker Services Pty Ltd.. A child’s ability to independently make appropriate decisions and choices increases as the child develops. To ensure the child is capable of making these decisions, Eyecare Support Worker Services Pty Ltd. will utilise the points below as a guideline when determining the child’s capability:

In addition to this, Eyecare Support Worker Services Pty Ltd.workers should consider the opinions and preferences of the child’s representative, families and nominated worker while complying with legal or parental guardianship agreements. While doing so, workers must ensure they remain respectful to the child’s predispositions and wishes and consider them when coming to an agreement.

Supporting Documents

Documents relevant to this policy and procedure include:

* Participant Charter.
* Participant Handbook.
* Privacy and Confidentiality Policy and Procedure.
* Positive Behaviour Support and Restrictive Practices Policy and Procedure
* Service Access Policy and Procedure.
* Human Resources Policy and Procedure.
* Participant Rights and Responsibility Policy and Procedure.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers, and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Decision Making and Choice Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

* 1. Feedback, Compliments and Complaints Policy and Procedure

Policy and Procedure

This policy and procedure is intended to provide workers and on request participants, information on how they can provide feedback, compliments, and complaints about any aspect surrounding Eyecare Support Worker Services Pty Ltd.. The discussion will be had to determine the most appropriate method to address or respond to it. However, any issue that arises from a Eyecare Support Worker Services Pty Ltd. worker, it will be the responsibility the CEO/Director or Management, to conform to a solution strategy. If required, Eyecare Support Worker Services Pty Ltd. may refer to the Disputes and Grievances Policy and Procedure for further assistance.

This extends to all employees and meets relevant laws and regulations and standards.

Definitions

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| Grievance | A real or imagined formal complaint, especially unfair treatment. |
| Complaint | A statement that something is unsatisfactory or unacceptable. – in this policy and procedure, a complaint will be identified as a minor issue, that can be settled promptly and will not involve a detailed investigation. |
| General Complaint | An **expression of dissatisfaction with** Eyecare Support Worker Services Pty Ltd.actions, policies, procedures, processes, charges, employees, agents or services. |
| Notifiable Complaint | A complaint that **alleges a breach of the Education and Care Services National Law Act and/or Regulations.** |
| Compliment | A polite expression of praise or admiration. |
| Feedback | Information about reactions to a product, a person's performance of a task, etc. which is used as a basis for improvement. |

Policy

Eyecare Support Worker Services Pty Ltd. abides by the Human Resource Policy and Procedure, ensuring workers are aware of rights and appropriate workplace behaviour. This is crucial to attempt to uphold an environment flooding with positive feedback and compliments and limited complaints. This policy and procedures encourage Eyecare Support Worker Services Pty Ltd.workers and participants to voice any concerns or positive comments they may have regarding individuals, facilities, services etc. Any comments made in relation to Eyecare Support Worker Services Pty Ltd. will be utilised to improve their overall company.

The purpose of this policy is to ensure all workers of Eyecare Support Worker Services Pty Ltd. understand and acknowledge what is expected of them when delivering services of care. Workers should aim to adhere to and enforce the rights and responsibilities of the participants. This ensures the operations implemented within Eyecare Support Worker Services Pty Ltd.framework reflect the best interests of the participant.

In addition to this, this policy aims to ensure all workers of Eyecare Support Worker Services Pty Ltd. have adequate knowledge, skills and resources to manage feedback, complaints and compliments, accordingly effectively.

CEO/Director Responsibilities –

* Primary accountability for this policy and procedure.
* Performing internal/external audits.
* Internal reviews.
* External audit schedule.

Worker Responsibilities –

* Record feedback, complaints or compliments.
* Receive constructive criticism where required.
* Observe and monitor overall operation as well as personal operation.
* Remain honest and truthful when completing a complaint form, survey or feedback form.
* Encourage participants to complete a complaint form or feedback form when required.
* Provide any personnel wishing to complete a form with the correct and most up to date document at Eyecare Support Worker Services Pty Ltd..
* When corrective actions are put into place, ensure full endorsement.
* Ensure privacy and confidentiality is always upheld.
* Maintain respect to all persons filing a complaint or feedback from.
* If the worker receives the form, pass it onto Eyecare Support Worker Services Pty Ltd.CEO/Director in an appropriate and timely manner.

Management Responsibilities –

* Implementing training for this policy and procedure.
* Undertake performance reviews annually.
* Recognise future needs.
* Review efficiency of Eyecare Support Worker Services Pty Ltd..
* Ensure privacy and confidentiality is always upheld.
* Promote acknowledgement of all complaints quickly (within 1 working day).
* Ensure consultation with participant regarding acknowledgement and desired outcome if named.
* Respect anonymous complaint or feedback forms and conduct Management in the same manner as a named form.
* Respond to participants with a clear outcome or decision.
* Implement any Correct Action Requests if required.
* Should any systemic issues arise, conduct a thorough internal assessment or review.
* Priorities complaint form resolution in lieu of harm and risk reduction.
* Begin the resolution pathway or nominated to another personnel.
* Investigate any brought forth issues.
* Review alteration in service provision or care.
* Praise workers or Management when positive feedback is provided.

Procedure

Eyecare Support Worker Services Pty Ltd. understands and recognises the importance of ensuring all participants, families, advocates, representatives and other relevant personnel obtain the essential information in a way that is easily comprehendible to the participants and others. Eyecare Support Worker Services Pty Ltd. will offer all persons a variety of ways to access the information documented in Eyecare Support Worker Services Pty Ltd. Participant Handbook, Participant Charter and the Feedback, Compliments and Complaints Form. These documents will contain all the relevant information on how to effectively manage feedback and complaints, as well as information on how participants should lodge feedback, compliments or complaints.

In addition to this, Eyecare Support Worker Services Pty Ltd. will ensure to display the relevant information within the facility of Eyecare Support Worker Services Pty Ltd. to ensure it is easily accessible to all persons. Workers are able to obtain a copy of these documents upon request. All complaints, compliments and feedback will be addressed during team meetings, in which the Continuous Improvement Plan will be utilised to make the necessary modifications that would better suit the participants, workers and operations of Eyecare Support Worker Services Pty Ltd..

Feedback and complaints will be treated confidentially and will only be addressed directly with the individuals involved. All details regarding feedback and complaints will be maintained in a secure manner in accordance with Eyecare Support Worker Services Pty Ltd. Records and Information Management Policy and Procedure. The Disability Act 2006 requires Eyecare Support Worker Services Pty Ltd. to report yearly to the Commissioner for Disability Services in the manner required by the Commissioner for Disability Services and verify the number of complaints obtained and how the complaints were handled.

Management of Eyecare Support Worker Services Pty Ltd. will encourage good quality practice, continuous improvement, and an honest, supportive, respectful philosophy that supports and encourages workers, participants, and all other individuals to make complaints and report matters without concern of retribution. This will be evaluated in yearly Performance Reviews of management and workers. A participant who wishes to submit feedback, compliment or complaint will be presented with the information involving this policy. If the participant’s consent has been given, feedback, compliments and complaints can be submitted on behalf of the participant.

Feedback and complaint records will be tracked and examined to detect any continuing concerns. This will be reported on a three-monthly basis to the Director, as part of the report on Continuous Improvement. The personal details gathered in order to manage feedback or complaints will be treated in compliance with the privacy legislation and Eyecare Support Worker Services Pty Ltd.Privacy and Confidentiality Policy and Procedure.

Eyecare Support Worker Services Pty Ltd. will utilise the standard 5-step guideline to managing feedback, compliments and complaints as outlined below:

There are a variety of ways participants of Eyecare Support Worker Services Pty Ltd. can provide feedback, compliments or complaints. Below outlines the ways in which participants will be able to share their suggestions and provide feedback, compliments or complaints to Eyecare Support Worker Services Pty Ltd.:

**Receiving Complaint or Feedback Documents**

Eyecare Support Worker Services Pty Ltd. utilises a variety of forms in order to analyse complaints or feedback from relevant personnel. Should any individual of Eyecare Support Worker Services Pty Ltd. wish to file a complaint, they are encouraged to discuss the matter personally to any preferred worker of Eyecare Support Worker Services Pty Ltd. beforehand. This is offered in order to attempt to resolve the concern before a reference to the complaints or grievance process.

Eyecare Support Worker Services Pty Ltd. provides the opportunity for any participant who wishes to file a complaint to utilise an advocate to speak on their behalf. Any complaint received will be treated with respect and confidentiality.

Should a complaint allege real or perceived criminal acts, injustice, abuse or neglect, it is instantly addressed to the CEO/Director. The CEO/Director must record the case and seek to resolve the allegation or issue with the appropriate authority immediately.

All complaints and grievances shall be forwarded to the Management for resolution. As a first measure towards resolution, minor concerns will be discussed with the appropriate individuals. If the issue cannot be settled within 24 hours, this should be handled by Management in a timely and appropriate manner.

Management is responsible for ensuring diligence when handling complaints and feedback forms.

Grievances may be lodged immediately either in writing by filling out a Feedback and Complaints form or verbally. They can be lodged through:

* In writing to:

74/189 Adelaide Terrace, Perth 6004.

* By email to:

Hello@eyecaresupportworkerservices.au

* By phone on

0457 322 700

Individuals can make a complaint directly to the following agencies at any time they wish to:

**Recording Complaint or Feedback Forms**

Eyecare Support Worker Services Pty Ltd.Management will record and document any filed complaint or feedback forms in liaison with the Information and Record Keeping Policy and Procedure. All documentation and outcomes will be retained for a minimum of 7 years, should the issue escalate to external agencies such as police, documents will be achieved indefinitely. Eyecare Support Worker Services Pty Ltd. maintains a Complaint Register and Feedback Register to assist with this process. Documentation will be stored in both hard copy and soft copy format in order to minimise the opportunity for theft, misuse, loss and error. Hard copy files will be retained at Eyecare Support Worker Services Pty Ltd.main office in a lockable and safe filing cabinet. Soft copy files will be kept at Eyecare Support Worker Services Pty Ltd.main office on the CEO/Directors computer under a lockable and password protected document. Management and the CEO/Director will be the only persons who are able to access these documents. The person filing the complaint or feedback will be provided with a copy upon submission for their personal reference.

**Acknowledgement of a Complaint or Feedback Form**

Eyecare Support Worker Services Pty Ltd.workers or Management will acknowledge any named complaints or feedback forms submitted by liaising with the person/s providing the form. Acceptance of the claim will be conducted within 1 working day as a preference; however, this can be conducted within 2 working days if the non-conformity or issue is seen as minor. This is done in order to establish a therapeutic relationship of confidence and cooperation with the individual filing the form.

Eyecare Support Worker Services Pty Ltd. will provide the individual with an opportunity of anonymity. This is conducted if the individual has not nominated a preference when filing the form to Eyecare Support Worker Services Pty Ltd.. Should the individual wish to remain anonymous, this suggests they may not be willing or expected to communicate, and therefore the issue should be resolved within Eyecare Support Worker Services Pty Ltd. accordingly.

Should the individual remain named, the worker or Manager of Eyecare Support Worker Services Pty Ltd. will employ direct communication in the individuals preferred method in order to establish a favourable outcome. Eyecare Support Worker Services Pty Ltd. will hold realistic expectations and if required, present the case or issue to other organisations where it has been identified as being more effective to deal with.

Eyecare Support Worker Services Pty Ltd. will provide the individual filing the complaint or feedback form with an appropriate time frame and the resolution plan. Acceptance and acknowledgement need to be given from the individual to ensure they approve of the plans for improvement or resolution.

**Resolving Complaints or Feedback Forms**

When settling a complaint or grievance, Management will continuously involve the individual filing the form, by keeping the individual informed of the complaint’s development which gives the possibility for the individual to address any gaps found in the information supplied.

Eyecare Support Worker Services Pty Ltd. provides the opportunity for the individual to request further information upon request as Eyecare Support Worker Services Pty Ltd. recognises the importance of including the individual in order to promote trust and transparency.

Eyecare Support Worker Services Pty Ltd. should document the outcomes of the resolution method and aim to improve their practices to avoid similar complaints or negative feedback.

Should a Corrective Action Request be required, Management of Eyecare Support Worker Services Pty Ltd. will complete, monitor and review accordingly. Upon notification of a complaint from the NDIS Commission, it is immediately forwarded to Eyecare Support Worker Services Pty Ltd.CEO/Director and nominated Management Personnel for action; this requires a Corrective Action Request Form to be completed immediately with appropriate monitoring and reviews.

**Communication of Resolution from Complaints or Feedback Forms**

Eyecare Support Worker Services Pty Ltd.Management will tend to all complaints, grievances and feedback forms as quickly and efficiently as possible. Issues or non-conformities will be resolved within 28 days from receiving the form. Should a complaint or grievance be unresolvable within 28 days, the complainant will be provided with a notification of the process completed so far; including the plan for the near future. The notification will also provide the expected date for a full response. The notification of the update will be provided verbally and then validated in writing.

Should the issue or non-conformity be resolved, Eyecare Support Worker Services Pty Ltd.Management will verbally discuss the outcome with the individual filing the complaint. Following the discussion, Management will deliver the outcome in a written format allowing them the opportunity to make further contact should they require. Should the individual be happy with the outcome, Eyecare Support Worker Services Pty Ltd. will request feedback on the complaint handling process to ensure, all appropriate measures were taken.

Assistance will be given to support complainants’ knowledge of correspondence concerning complaints and grievances where required, for example, interpreters, referral to advocates

opportunities for measures responding to a complaint include but are not limited to:

Eyecare Support Worker Services Pty Ltd.Registry of Complaints and Grievances will be used by the CEO/Director to register each complaint, track the progress and results of the inquiry and how the findings were conveyed to the participants.

**Reviewing Feedback and Complaints**

To ensure Eyecare Support Worker Services Pty Ltd. effectively responds to feedback and complaints, Eyecare Support Worker Services Pty Ltd.workers and Management will regularly review and act upon the complaints and feedback given to improve their practices when delivering quality services of care.

Eyecare Support Worker Services Pty Ltd. and its workers understand the importance of recognising the specific issues identified through complaints and feedback, as well as implementing the certain measures and strategies to improve the practices of Eyecare Support Worker Services Pty Ltd..

When reviewing complaints and feedback, it is important for workers and Management to consider the probable causes of the issue, and how to minimise or eliminate these causes. Eyecare Support Worker Services Pty Ltd. will also ensure to consider the development of improvement as a result of taking action, and the progress the implementation of new strategies. All improvements should be documented in Eyecare Support Worker Services Pty Ltd.Quality Improvement Register.

**Dispute Resolution Contacts and Extended Cases**

If an individual continues to be unhappy with the result of their complaint or grievance, they will be given the details of other organisations they can use to support them to achieve a solution.

In the Complaints and Grievances Register escalated complaints will be tracked in the same manner as other complaints, and the same communication processes will be applied as set out above. The Director will communicate with the complainant, instead of the Eyecare Support Worker Services Pty Ltd. Coordinator, if necessary.

Complaints to the NDIA can be lodged:

* By phone on 1800 800 110
* By email to [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)

Complaints can be made through the NDIS Commission

* Complaints made to the NDIS Quality and Safeguards Commission can be made via:
* Telephone: 1800 035 419
* Online: www.ndiscomission.gov.au

Complaints to the Ombudsman can be lodged:

* Western Australia
* By phone on 08 9220 7555 or free from landlines on 1800 117 000
* Online at <https://www.ombudsman.wa.gov.au/>

Complaints to the Commission for Children and Young People can be lodged:

* Western Australia
* By phone on 08 6213 2297
* Online at <https://www.ccyp.wa.gov.au/contact/>

Complaints to the Office of the Commissioner for Privacy and Data Protection can be lodged:

* Western Australia
* By phone on[**1300 650 579**](tel://1300%20650%20579/)
* Online at <https://www.legalaid.wa.gov.au/about-us/contact-us>

Supporting Documents

* Complaints and Grievances Register.
* Privacy and Confidentiality Policy and Procedure.
* Information and Record Keeping Policy and Procedure.
* Feedback, Compliments and Complaints Brochure.
* Continuous Improvement Plan.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Feedback, Compliments and Complaints Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

2.13 Participant Incident Management Policy and Procedure

Policy and Procedure

This policy and procedure is specific to the management of participant incidents. It aims to formulate a holistic and structured method when approaching and managing incidents. It creates efficiency and to ensure Eyecare Support Worker Services Pty Ltd. and workers comply with appropriate laws, regulations and standards. This policy relates to all participants inclusive of disabled individuals. If Eyecare Support Worker Services Pty Ltd. does not meet the NDIS legislation and regulations, the commissioner may take action towards Eyecare Support Worker Services Pty Ltd..

This extends to all workers and participants and meets relevant laws and regulations and standards.

Definitions

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| Abuse (specific for this policy and procedure) | The improper treatment of an individual.  Can include but is not limited to   * Sexual abuse * Child abuse * Bullying * Physical abuse * Emotional abuse * Domestic violence |
| Procedural Fairness | Is the idea of fairness in the processes that resolve disputes and allocate resources. |
| Harm (in the context of child protection legislation) | Physical injury or psychological injury, especially that which is deliberately inflicted, including but not limited to harm caused by:   * Mental abuse * Physical abuse * Emotional abuse * Sexual abuse * Neglect |
| Mandated Notifiers | They are required by law to notify the Department for Child Protection if they suspect on reasonable grounds that a child or young person is, or maybe, at risk of harm. This obligation arises when a mandated notifier forms this suspicion in the course of their employment (whether paid or voluntary).  They include but are not limited to:   * Registered nurses * Doctors * Police * Teachers |
| Neglect/ Negligence | Neglect is a form of abuse where the perpetrator, who is responsible for caring for someone who is unable to care for themselves, fails to do so. It can be a result of carelessness, indifference, or unwillingness and abuse |
| Mandatory reporting | People who have regular contact with vulnerable people and are therefore legally required to ensure a report is made when abuse is observed or suspected. |
| Offender/Perpetrator | A person who carries out a harmful, illegal, or immoral act. |
| Incident (in the context of this policy) | An event that occurs that causes harm or could have caused harm towards a participant or a worker of supports/services. |
| Reportable Incident | Incidents or alleged incidents that involve participants with a disability’s:   * Abuse or neglect * Sexual misconduct * Death * Serious injury |

Policy

This policy and procedure should be used in conjunction with the Feedback, Compliments and Complaints. Doing this provides Eyecare Support Worker Services Pty Ltd. with the ability to be aware of any issues that could potentially cause harm to participants. Eyecare Support Worker Services Pty Ltd. ensures that all workers are ethical and guarantee a safe and secure environment for participants. If an incident has occurred, Eyecare Support Worker Services Pty Ltd. will provide the participant with any support necessary. Eyecare Support Worker Services Pty Ltd. will ensure they appreciate and utilise the role of families and communities’ perceptions regarding this policy and procedure. Children/youth will be prioritised, and Eyecare Support Worker Services Pty Ltd. guarantees their safety.

Incident management system:

Procedure

In compliance with the Human Resource Policy and Procedure, all Eyecare Support Worker Services Pty Ltd. workers will partake in specialised training, surrounding incident management procedures that have been developed and implemented by Eyecare Support Worker Services Pty Ltd.. Eyecare Support Worker Services Pty Ltd. workers will have an annual performance review; this will involve a discussion with the CEO/Director about their work, performance, work ethic and how they have been in general. An area that will also be discussed is ensuring workers are using best practices and are continuously improving, always aiming to provide a safe environment for participants and complying with this policy and procedure.

Eyecare Support Worker Services Pty Ltd. will ensure to address this policy and procedure in conjunction with the Continuous Improvement Policy and Procedure at every management meeting, to ensure the safety of participants. Eyecare Support Worker Services Pty Ltd. must ensure that all participants, family members and other stakeholders understand this policy and procedure. This can be done through various avenues such as the participant charter or handbook. When providing stakeholders with this information, ensure they can understand it.

**Incident Identification and Response**

Process:

More information on process

* Evaluate the situation:
* Ensure participant is safe.
* Contact emergency services:
* If medical services are required call 000 and request an ambulance.
* If force or legal action is needed call 000 and request the police.
* If there is a fire call 000 and request the firefighters.
* Do not allow anyone to touch the scene:
* Sexual incidents require the individual not to shower until evidence has been collected.
* Contact a medical practitioner:
* If emergency services are not required, but medical attention is, contact the participants GP or other health practitioner, e.g. a psychologist or physiotherapist.
* Separate/remove perpetrator:
* The individual inflicting harm should be removed.
* Contact next of kin:
* If the participant is under 18.
* If over 18 but in need of an advocate.
* If a participant has a legal guardian.
* Inform them of the incident.
* If next of kin is the abuser, correct measures must be taken with police.
* Call any other relevant services:
* Victim support (counselling, legal aid etc.)
* Support participant:
* Ongoing and appropriate support.

**Incident Documentation and Accurate Reporting**

It is crucial for any worker of Eyecare Support Worker Services Pty Ltd. who observes an incident must report and document it as quickly as possible, passing it off to the CEO/Director. The CEO/Director is legally responsible for ensuring the incident is reported to police if necessary. The incident will be documented in Eyecare Support Worker Services Pty Ltd.Incident Register.

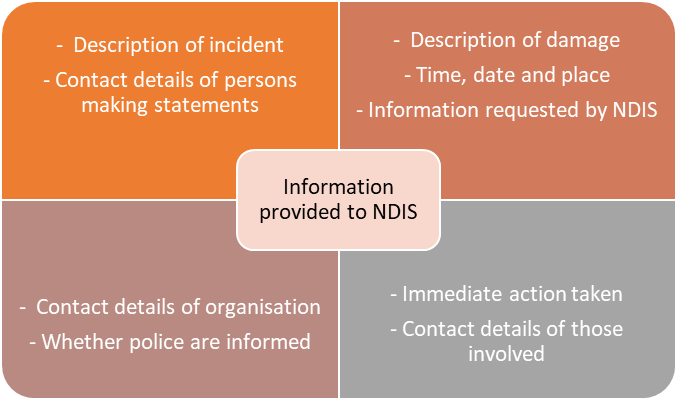
**Privacy and Confidentiality**

Eyecare Support Worker Services Pty Ltd. is required to record incident data in an Incident Register. This data is guaranteed to be safely maintained and kept for at least seven years in compliance with the Records and Information Management Policy and Procedure. All data collected must follow Eyecare Support Worker Services Pty Ltd. Privacy and Confidentiality Policy and Procedure. All data is confidential, and only necessary information is revealed when required by law, or if there is no threat to an individual.

**Incidents: What Should Be Reported**

It is the responsibility of Eyecare Support Worker Services Pty Ltd. CEO/Director to ensure that incidents are reported to the NDIS Commissioner. Some incidents require reporting within 24 hours; they include:

More information can be found online at [reportableincidents@ndiscommission.gov.au](mailto:reportableincidents@ndiscommission.gov.au).



The time, date and place of incident, contact details of all those involved and extra information requested by the NDIS, if not applicable within 24 hours, they can be supplied to the NDIS Commissioner within 5 business days by using the Reportable Incident-5 Day Notification Form.

Some incidents require information not be reported to the NDIS Commissioner because of possible danger for an individual with a disability. This information includes:



**Investigating Instances options**



When conducting incident investigations, it is beneficial for the investigation when all those involved partake in the process; this includes providing them with any support or assistance needed to contribute. The investigation should prioritise the participant with a disability, to ensure any wrongs are rectified, and their needs met. Investigation manager should be notifying and updating participant and their supporters with news about the investigation progress. Investigations should be completed in a maximum of 28 days.

For both NDIS Commissioner directed investigations and independently reported investigations, the CEO/Director is then required to assign a worker or independent party to manage the investigation. This individual must then determine an action to investigate the incident within 72 hours of the incident being reported; they may request assistants from fellow workers. CEO/Director must ensure that Eyecare Support Worker Services Pty Ltd. is managing incidents using procedural fairness, giving all information and any support needed to those involved. When managing a participant incident, the focus should only be on the direct incident.

Should the situation occur where an investigation report is required to be filled out, it must be completed by a Manager of Eyecare Support Worker Services Pty Ltd., specifically, the Manager who is responsible for the management of the incident. It must be provided and submitted to the NDIS Commission directly. (reportableincidents@ndiscommission.gov.au), maximum of 60 days after the initial report.

Eyecare Support Worker Services Pty Ltd. is required to notify the participant of any investigation progress within the first 7 days since it was reported, initially verbally and then documented in writing. Any discussion had between Eyecare Support Worker Services Pty Ltd. and the affected participant must be documented in writing.

Prior to the completion of an incident investigation, a review must be conducted, this benefits Eyecare Support Worker Services Pty Ltd. by providing them with information on trends and information analysis to improve Eyecare Support Worker Services Pty Ltd.services and protecting the safety and wellbeing of all. The Incident Register will continue to be reviewed in management meetings. These reviews will take into consideration any feedback provided by workers or participants, to improve Eyecare Support Worker Services Pty Ltd. for future situations. Discussion surrounding the management and outcome of the incident will be had, including the investigation method and documents recorded relating to the incident.

Investigation reports should include the following:



**How to Report to the NDIS Commission**

### STEP 1. Notify the NDIS Commission

* Submit an Immediate Notification Form via the [NDIS Commission Portal](https://www.ndiscommission.gov.au/providers/ndis-commission-portal) **within 24 hours** of key personnel becoming aware of a reportable incident or allegation.
* The Immediate Notification Form includes a number of sections and questions, concerning details of the reportable incident, actions taken in response to the incident and the individuals involved in the incident.
* An exception to this rule is notifying the NDIS Commission of the use of a restrictive practice that is unauthorised or not in accordance with a behaviour support plan. In these instances, the provider must notify the NDIS Commission within five business days of being made aware of the incident. If however, the incident has resulted in harm to a person with disability, it must be reported within 24 hours.
* To notify the NDIS Commission of an incident the authorised ‘Notifier’ or ‘Approver’ needs to login to the NDIS Commission Portal and select ‘My Reportable Incidents’ tile at the top of the screen. From here, you will be able to complete an Immediate Notification Form.
* The NDIS Commission suggests the ‘**Authorised Reportable Incidents Approver**’ is the person you want to have the authority to review and be responsible for submission to the NDIS Commission. This could be the person specified in your incident management system who is responsible for reporting incidents to the NDIS Commission. The authorised ‘Approver’ will have the ability to submit new Reportable Incidents and view previous Reportable Incidents submitted by their organisation.
* The NDIS Commission suggests the ‘**Authorised Reportable Incidents Notifier**’ is a supporting team member who can assist the ‘Authorised Reportable Incidents Approver’ to collate and report the required information. The authorised ‘Notifier’ will have the ability to create new Reportable Incident notifications to be saved as a draft for review and submission by the authorised ‘Approver’. The authorised ‘Notifier’ will need to inform the authorised ‘Approver’ that the Incident is awaiting their review and submission. The ‘Notifier’ can also view past Reportable Incidents they have created through the page.

### STEP 2: Submit a 5 Day Form

* The 5 Day form must be submitted via the ‘My Reportable Incidents’ portal **within five business days** of key personnel becoming aware of a reportable Incident. This provides additional information and actions taken by the NDIS registered provider.
* The five-day form is also to be used for incidents involving the unauthorised use of a restrictive practice, other than those resulting in immediate harm of a person with disability.

### STEP 3. Submit a final report, if required

* You may be required to provide a **final report**. When this is the case, the NDIS Commission will notify you via email and tell you the date this is due.
* If you are required to submit a final report, you will have access to the final report fields on the NDIS Commission Portal for that incident.

There are key considerations for registered NDIS providers. In all cases, providers must assess:

* The impact on the NDIS participant.
* Whether the incident could have been prevented.
* How the incident was managed and resolved.
* What, if any, changes will prevent further similar events occurring.
* Whether other persons or bodies need to be notified.

Where appropriate, the NDIS Commission may require a provider to take remedial measures. The NDIS Commission may work with the provider to implement these measures, and monitor progress. Remedial measures may include, but are not limited to, additional staff training and development or improved services to support NDIS participants and updating policies and procedures.

## **What to do if you cannot report with the NDIS Commission Portal**

On occasion providers may experience difficulty accessing, using or submitting via the NDIS Commission portal ‘My Reportable Incidents’ page. This may occur when:

* The registered NDIS provider does not have access to PRODA
* The registered NDIS provider does not have access to the NDIS Commission Portal
* There is a technical IT issue the user cannot resolve with the quick reference guides or with the available support and it is outside of business hours
* The NDIS commission portal is unavailable due to system updates and maintenance
* In these circumstances, providers must take all reasonable steps to resolve the issues within the required timeframe by calling the NDIS Commission for support.

Outside of business hours and if all reasonable steps have been taken, a provider should advise the NDIS Commission of these issues as soon as possible via email

to [reportableincidents@ndiscommission.gov.au](mailto:reportableincidents@ndiscommission.gov.au) with an email that includes:

* The steps taken to complete the authorised notification form and the presenting issue
* The name of the impacted person
* Describe the immediate response and step taken to ensure the impacted person was safe
* Brief description of the reportable incident
* Whether other authorities, such as the police, were notified

You will receive an automated response from the NDIS Commission acknowledging receipt. As soon as practical, you will need to progress completion of the 24-hour form. If you continue having difficulties, please refer to the NDIS Commission website for detailed guidance or contact the Commission on 1800 035 544.

If the NDIS Commission portal or “My Reportable Incidents” page is unavailable for a period, the NDIS Commission Reportable Incidents team may:

* Provide an authorised form and request the information is submitted via the [reportableincidents@ndiscommission.gov.au](mailto:reportableincidents@ndiscommission.gov.au) address; or
* Take the 24-hour notification or further information over the phone.

**Help, Assistance and Support**

Eyecare Support Worker Services Pty Ltd. is required to provide ongoing support for those affected by an incident (where the company/workers are at fault).

Arrangements to ensure their support include but are not limited to:

* Counselling.
* Safe place for individuals.
* Monitoring of affected individuals.

In some cases, management may decide to complete a Quality of Support review, this will address areas such as treatment of affected participants and their families, necessary adjustments, ongoing risk management, and best form of support to seek justice for the affected individuals and/or their families. Furthermore, participants may complain about Eyecare Support Worker Services Pty Ltd.investigation outcomes or facilities, following the Feedback, Compliments and Complaints Policy and Procedure.

**Abuse**

Unfortunately, participants may come across a form of abuse, ranging from sexual abuse to verbal abuse. Eyecare Support Worker Services Pty Ltd. workers must aim to be vigilant, to become aware of any possible abuse of participants. Markers of potential abuse can be as obvious as a participant or worker reporting abuse they have experienced or absorbed. More subtle things to be aware of include, noticing unexplained injuries or stress, behaviour changes or complains of physical symptoms.

**Ongoing Reporting/Documenting**

If an incident has already been reported and new information arises, this should be communicated to the NDIS commissioner immediately by the CEO/Director of Eyecare Support Worker Services Pty Ltd..

What the NDIS Commissioner may do with incident reportings:

**Responding to Allegations of Abuse**

Eyecare Support Worker Services Pty Ltd. must ensure that any reporting of abuse is considered crucial and is reviewed immediately by management.

Regarding incidents surrounding individuals from culturally diverse backgrounds, Eyecare Support Worker Services Pty Ltd. should encourage the use of an interpreter to ensure clear understanding between all those involved. Moreover, if the participant belongs to a minority, further communication may need to be made with organisations for assistance. Some individuals are hesitant to speak with an interpreter as they do not want their community to hear what has been said. In this case, it is always necessary to please the participant with gender and location of the interpreter; the participant may remain anonymous to the interpreter.

**Police Department Dealings**

Regarding reporting to the police, Eyecare Support Worker Services Pty Ltd. should aim only to have the participant interviewed by the police to provide the details of the incident. Eyecare Support Worker Services Pty Ltd. workers are required to ensure any allegations are reported to the police immediately. Workers should clarify with the police if the perpetrator should be informed.

During the investigation, Eyecare Support Worker Services Pty Ltd. workers may need to assist police, especially aiding with communication between the police and the victim.

**Liaising with External Organisations**

To ensure Eyecare Support Worker Services Pty Ltd. is providing satisfactory support to participants, workers may contact outsourced support facilities including but not limited to:

* Counselling
* Legal services
* Crises care

Sexual abuse can be reported to the following:

* 1800RESPECT is the national sexual assault, domestic and family violence counselling service.

Call on 1800 737 732

* Western Australia
* Sexual Assault Resource Centre online at [www.kemh.health.wa.gov.au/Our-services/Statewide-Services/SARC](http://www.kemh.health.wa.gov.au/Our-services/Statewide-Services/SARC)
* Call Sexual Assault Resource Centre crisis line on 08 6458 1828

References

* NDIS Incident Management and Reportable Incidents Rules 2018

Supporting Documents

Relevant documents relating to this policy and procedure:

* Incident Report
* Incident Register
* Authorised Reportable Incidents Approver.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Participant Incident Management Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

## 2.14 Missing Participant Policy and Procedure

### Policy and Procedure

The Missing Participant Policy and Procedure is implemented throughout Eyecare Support Worker Services Pty Ltd. to ensure the correct protocols are taken if a participant was deemed missing, or in suspicion of absence.

This extends to all employees and meets relevant laws and regulations and standards.

### Policy

Eyecare Support Worker Services Pty Ltd. is committed to providing 24/7 care and services for participants. The Missing Participant Policy and Procedure outline the actions that are required to take if a participant is missing. It is the responsibility of Eyecare Support Worker Services Pty Ltd. to effectively respond and maintain assistance and support to all personnel, to ensure their health and safety is accounted for.

### Worker Responsibilities –

* Immediately report and notify key personnel if it is noticed or suspected they are missing.
* To maintain a watchful eye and continuously monitor participants.
* Report to Health Care Manager.

Management Responsibilities –

* To ensure the safety of all personnel.
* To contact participants related personnel in the event a participant is missing.
* Report to Health Care Manager or emergency services.

### Procedure

The Missing Participant Procedure is utilised throughout Eyecare Support Worker Services Pty Ltd., to ensure the safety of all participants. It is the responsibility of Eyecare Support Worker Services Pty Ltd.personnel to monitor all whereabouts of the participant. In the exceptional circumstances, a participant is in suspicion or is deemed missing. Immediate action will take place, and related personnel to that individual will be made aware of the situation.

**Principles of Missing Participants**

It is the responsibility of Eyecare Support Worker Services Pty Ltd. and Eyecare Support Worker Services Pty Ltd.personnel to provide 24/7 care to their required participants. It is extremely crucial that all key personnel and personnel of Eyecare Support Worker Services Pty Ltd., are aware and have developed the understanding of their participant's behaviour patterns and should determine if they require extra monitoring. Personnel must not perform and deliver nursing or medical assistance if they are not professionally trained in the area. The 24/7 care workers must clearly communicate to participants the actions and measurements that will be utilised to meet Eyecare Support Worker Services Pty Ltd.duty of care concerning participants.

All care workers, or in the circumstance that a sub-contractor is responsible for caring for a participant are to act upon any incidents promptly; however, they must ensure the initial safety of themselves.

Personnel are to ensure frequent communication to the Health Care Manager, and especially make them notified if an emergency were to occur. The CEO/ Director and/or Health Care Manager may endeavour skilled external organisations and interact with experts/consultants or experts in the place a participant is suspected missing.

**Missing Participant**

In the event a participant is deemed missing, it is essential that Eyecare Support Worker Services Pty Ltd.personnel and HC Manager follow the below specifications. However, it is not limited to:

* Communicate to the participants mobile phone frequently (if they possess one).
* Enquire with all persons who were in contact or seen the participant that current day. Also, ask the surrounding neighbours if they have seen the missing participant.
* Conduct a thorough and careful search of the home and surrounding areas.
* Ensure to contact both CEO/Director, Health Care Manager and/or emergency services to report the situation.
* Once authorised personnel have been contacted; they are then to notify the HC Manager to inform them of the incident, and to verify if they have had recent contact with the individual. If the HC Manager or the CEO/Director informs the workers to contact emergency services. If for any reason, the workers are unable to contact the HC Manager, then it is the responsibility that they contact emergency services immediately. They must follow all instructions given to them by police or the HC Manager.
* If a participant is found, all personnel must be made aware of the positive outcome. Family members should also be immediately informed.
* It is essential that all events are recorded and documented, via the incident form and then placed in the participant's personal file.
* The incident must be investigated thoroughly to ensure the elimination of potential future occurrences.

### Supporting Documents

Relevant documents relating to this Policy and Procedure:

* Incident Report Form.
* Staff Incident Register.
* Emergency Management Plan.
* Accident Investigation Report.
* Health and Safety Committee Meeting.
* Counselling Record.

### Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Missing Participants Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

## 2.15 The Death of a Participant Policy and Procedure

### Policy and Procedure

The Death of a Participant Policy and Procedure is implemented throughout Eyecare Support Worker Services Pty Ltd. to ensure the correct protocols are executed if a participant’s death is deemed suspicious or has been announced deceased.

Suspicious death of a participant is the unexpected passing of an individual, in which the circumstances are medically or legally unexplained.

The Death of a Participant Policy and Procedure outlines the precise measurements that are required to be acted upon by Eyecare Support Worker Services Pty Ltd., in the event that an individual’s life has passed.

This extends to all employees and meets relevant laws and regulations and standards.

### Definitions

|  |  |
| --- | --- |
| Death | 1. The action or fact of dying or being killed, the end of the life of a person or organism. |
| Suspicious | Having or showing a cautious distrust of someone or something. |
| Respect | A feeling of deep admiration for someone or something elicited by their abilities, qualities, or achievements. |
| Compassion | Sympathetic pity and concern for the sufferings or misfortunes of others. |
| Dignity | The state or quality of being worthy of honour or respect. |

### Policy

The Death of a Participant Policy must be adhered to by all personnel within Eyecare Support Worker Services Pty Ltd.. It specifies the correct and appropriate protocols that must be implemented if an individual’s death is considered questionable and/or confirmed.

It is the expectation and responsibility of all personnel to regard the death of a participant in a manner that reflects respect, sensitivity, dignity, and compassion.

There is a well-timed and systematic retort regarding the saddened event, which entails advising the suitable individuals, businesses or services related to a deceased individual. Eyecare Support Worker Services Pty Ltd. will ensure that the necessary legal requirements are met.

Eyecare Support Worker Services Pty Ltd. is committed to providing on-going support to the families of the participant.

Worker Responsibilities –

* To immediately report to key personnel if an individual is unresponsive.
* To treat all incidents with sensitivity, respect, compassion, and dignity.
* Immediately contact emergency services.

Management Responsibilities –

* To contact all related personnel and organisations of the participant.
* Ensure all legal requirements are met.
* Encourage personnel to seek counselling if needed.
* Allow time off to those who were involved with delivering care and services to the deceased.
* Enter record of the death and any transfer into progress notes.

### Procedure

The Death of a Participant’s Procedure entails the appropriate and correct protocols that are expected to be actioned if a participant has passed.

**Assessment of Participant’s Death**

If care personnel or any other personnel within Eyecare Support Worker Services Pty Ltd. believe that the death of a participant arises, then it is their duty of care and responsibility to call emergency services on 000 immediately. They must also communicate with the Health Care Manager and remain monitoring the participant.

It is important to ensure that if the participant has no pulse, then personnel must not perform any CPR. In the event that the participant’s end of life wishes and/or Do Not Resuscitate Order (DNR) is unknown by Eyecare Support Worker Services Pty Ltd., then workers may commence CPR if made competent by Eyecare Support Worker Services Pty Ltd..

The personnel providing care and services to a participant must frequently be checking their vital signs. Only a professional registered practitioner or a Registered Nurse are authorised to determine the outcome of their life.

The various vital signs that should be monitored are:

* Body temperature.
* Pulse rate.
* Respiratory rate (rate of breathing).
* Blood pressure.
* Eye and body movement (PEARL).
* Responsive.
* GCS Score (should be 15).

If a Health Care professional is not present, they must be contacted immediately. They will be asked to attend the scene to confirm the death of the participant and must record and document the condition of the death. Once the Health Care professional has reviewed the patient, then it is their responsibility to issue a certificate of death.

**Suspicious Death/ A Coroner’s Case**

A Coroner is defined as authorised personnel who possesses inquests into violent, sudden, or suspicious deaths. A coroner’s case will be present if an individual’s death is deemed suspicious or unexpected.

In the event a suspicious death of a participant occurs, it must be immediately reported to the coroner or police if:

* The death was sudden, and the cause is unknown.
* It is unnatural or violent.
* The person has not been assessed by a doctor within 6 months prior.
* They were not terminally ill.
* It was not the moderately anticipated end result of a health-related process.

Death of a Participant will be assessed and analysed if:

* The individual was in police custody and had the intention of escaping.
* If the individual was a child, whose death was negligent.
* The deceased had a disability and received funding services and care through the government.

If a Coroner’s Case arises, then the CEO/ Director and HC Manager must be aware. Moreover, the participants next of kin have been contacted and have been informed of the situation. Eyecare Support Worker Services Pty Ltd. will ensure to display their condolences to the family and offer them support.

It is significantly important that no personnel of any kind are to move, touch or alter the participant's body in any way; personnel are not to wash the participant's body. The HC Manager or the RN must leave all medical equipment in their body. This may include things such as a catheter, feeding tubes and airway tubes. The body must be left in the position and location where the individual passed.

Once police offices arrive on the scene, they will source statements from all related personnel and Eyecare Support Worker Services Pty Ltd. personnel. It is important that the police also collect statements from the people that were working in the individual’s sector at the time of their death. Once all necessary evidence and reports have been submitted to the police, they will then communicate with the HC Manager about when the body can be relocated.

**Decease of a Participant Checklist at Home**

There is a certain order that must be adhered to when the death of a participant is to occur. Only the Registered Nurse or Health Care Worker must be the only authorised personnel to complete the below protocol:

* To wear PPE at all times, to ensure no bodily fluids are transferred onto personnel.
* If the participant has a known or alleged infection and/or disease, then supplementary safety measures will be required.
* Clean and wipe away any potential body fluids and blood the participant may have.
* Using a ball of damp cotton wool, close the participant's eyes if necessary. They will then need to close their mouth using a rolled-up towel in order to support the jaw.
* Dress and groom the participant in their already existing everyday clothes. It is important that no key personnel are to dress them by choice.
* The bed will be made with all freshly washed and cleaned linen, and the room will be tidy.
* All tubes and medical equipment must be removed from participants body.
* If there are any fluids such as urine to be drained, faeces or wound exudates, apply incontinence pads or dressing pads to the customer, respectively.
* The HC Manager, Health Care Professional or Registered Nurse will contact the funeral home to communicate and confirm if the deceased participant is ready to be relocated to their facility.
* The duration of the Death of a Participant Procedure must be treated with dignity and respect.

### Supporting Documents

Relevant documents relating to this Policy and Procedure:

* Personal Protective Clothing and Equipment Policy and Procedure.
* Advanced Care Plan
* Progress Notes
* Care Plan
* Short Term Care Plan
* Care Planning Policy and Procedure
* Advanced Care Plan Policy and Procedure.

### Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, client and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Death of Participant’s Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

SECTION 3 – EXTRAS

3.1 Child Wellbeing and Safety Policy and Procedure

Policy and Procedure

The Child Wellbeing and Safety Policy and Procedure is implemented throughout Eyecare Support Worker Services Pty Ltd. to ensure the children and young people who are receiving care and services of Eyecare Support Worker Services Pty Ltd., remain safe and healthy. Eyecare Support Worker Services Pty Ltd. is committed to ensuring additional care to all children as they acknowledge they are also extremely vulnerable and are a priority of Eyecare Support Worker Services Pty Ltd.. The Child Wellbeing and Safety Policy and Procedure entail the established protocols of Eyecare Support Worker Services Pty Ltd. to maintain and ensure the safety and wellbeing of all participants, especially children and young people. These protocols will also include the maintaining of all children’s rights and ensure that they remain respected.

This extends to all workers and meets relevant laws and regulations and standards.

Definition

|  |  |
| --- | --- |
| Wellbeing | The state of being comfortable, healthy, or happy. |
| Safety | The condition of being protected from or unlikely to cause danger, risk, or injury. |
| Child Abuse | Physical maltreatment or sexual molestation of a child. |

Policy

It is Eyecare Support Worker Services Pty Ltd.duty of care to ensure the health, safety and wellbeing of all children and young people while receiving all care and services of Eyecare Support Worker Services Pty Ltd.. Eyecare Support Worker Services Pty Ltd. understands and acknowledges that children are equivalently as vulnerable as older participants. They require the same amount, if not greater, optimal care, support and services from Eyecare Support Worker Services Pty Ltd.workers. Eyecare Support Worker Services Pty Ltd. strives to maintain a safe, comfortable and adequate environment for all children under the age of eighteen. Young people must be content and experience a safe feeling.

As child abuse can pose as a sensitive topic for some, it is an important factor that needs to be addressed. Eyecare Support Worker Services Pty Ltd. will establish and maintain various procedures to assist in the minimisation and attempted elimination of child abuse. Potential risks that have been identified will be attended immediately.

Eyecare Support Worker Services Pty Ltd. aims to establish a clear and strict zero tolerance for child abuse policy. All personnel needs to understand that all allegations, suspicions and evidence will be treated extremely seriously, and severe consequences will occur. If for any reason Eyecare Support Worker Services Pty Ltd. has been given a reason to believe that potential child abuse is occurring, then it is the right ad responsibility of Eyecare Support Worker Services Pty Ltd.CEO/ Director to contact relevant emergency services and organisations.

When workers establish an agreeance of Eyecare Support Worker Services Pty Ltd.legislation and standards when signing their employment contract, they accept the obligation of ensuring there is no child abuse with Eyecare Support Worker Services Pty Ltd.operations. It becomes their newfound duty of care and the right to ensure the protection and safety of all children and young people. Workers are expected to deliver care and service ethically towards the children and adhere to this policy and procedure.

The standards and regulations of this policy and procedure must be made clearly aware of all relevant personnel. It is the responsibility of Eyecare Support Worker Services Pty Ltd. to ensure that all families, representatives and other relevant parties maintain and acknowledge this important aspect of Eyecare Support Worker Services Pty Ltd.operations. If there are families who require this information in a different language, then Eyecare Support Worker Services Pty Ltd. must be prepared to organise an advocate to translate the information, or ensure printed information is transferred to the correct language. The important aspect of this policy and procedure should be included in the Eyecare Support Worker Services Pty Ltd.Client Handbook and should be communicated during initial meetings.

It is the right of all children and young people to be actively involved with creating decisions, especially when it can impact their life, in both negative, positive and everyday decision making. Where a child or adolescent is not prepared or willing to engage in decision making that affects them, then it is highly encouraged that they are engaging in the decision process.

It is important that all children and adolescents feel safe, comfortable and inclusive in all activities, care and services. If a child participant has a disability, it is essential that they are receiving the same respect, optimal care and services and is not treated any differently from any other individual. Workers must ensure that the participation, cultural awareness and environment of all children and adolescent Eyecare Support Worker Services Pty Ltd. is providing services to are acknowledge and encouraged. If a child or adolescent is of Torres Strait Islander nationality or has a unique background, then workers must ensure that all are treated fairly and not discriminated against. This also refers to any individual who is known to be same-sex orientated, intersex and transgender. For more information regarding inclusion and anti-bullying of individuals, please refer to Eyecare Support Worker Services Pty Ltd.Fairness, Prejudice and Workplace Harassment Policy and Procedure.

The Child Wellbeing and Safety Policy and Procedure identify the correct behaviour techniques and set out the standards in which should be implemented while caring for all children and adolescents. All workers and relevant personnel must comply with Eyecare Support Worker Services Pty Ltd.Workers Code of Conduct.

Procedure

The Child Wellbeing and Safety Procedure specify the correct actions in which all workers must adhere to when delivering care, support and services to children and adolescents. It is significantly important for Eyecare Support Worker Services Pty Ltd. to implement these procedures to ensure the safety, wellbeing and comfortability of all children.

**Training Regimes**

Eyecare Support Worker Services Pty Ltd. understands that there are multiple procedures and protocols that must be developed, established and implemented, to ensure effective, safe and adequate operations of Eyecare Support Worker Services Pty Ltd.. Eyecare Support Worker Services Pty Ltd. strives to offer intense and strict training and education programs concerning the care and supervision of children and adolescents. It is vital that all workers, personnel and volunteers of Eyecare Support Worker Services Pty Ltd. understand, acknowledge and comply with the safety obligations of providing care and services of children. Eyecare Support Worker Services Pty Ltd. is committed to providing a safe, adequate and comfortable environment for all children. This is to ensure that all children and young people are content and do not feel uncomfortable while receiving services provided by Eyecare Support Worker Services Pty Ltd..

Eyecare Support Worker Services Pty Ltd. educates workers on the subsequent matters, recognising symptoms of damage or violence, reacting to complaints, recognising, evaluating, and mitigating child abuse threats, and identifying potential signs of child abuse.

Eyecare Support Worker Services Pty Ltd. will offer ongoing education training and development for all workers, to ensure all legislation updates are adhered to and are being complied. Eyecare Support Worker Services Pty Ltd. will establish safety precautions and support workers through the supervision of children. Where there are new workers of Eyecare Support Worker Services Pty Ltd., they must be routinely monitored, in order to recognise whether they comprehend the dedication of Eyecare Support Worker Services Pty Ltd. to child protection, and acknowledge that everyone has an important role in safeguarding children and adolescents from violence, and in ensuring that their conduct regarding children and adolescents is necessary or appropriate.

Eyecare Support Worker Services Pty Ltd. will create an awareness regarding the significant importance of reporting all witness, suspected and surfaced child abuse allegations. All reports must be made aware to the CEO/Director, and reports will be stored in Eyecare Support Worker Services Pty Ltd.file. The affected individual’s parents or legal representative should be contacted immediately of the event. There are various sources Eyecare Support Worker Services Pty Ltd. will utilise in the event a child has suffered from any form of child abuse. The sources that Eyecare Support Worker Services Pty Ltd. may utilise is state police services and the Department of Health and Human Services.

**Compliance with Legislation**

Like all regulations and standards Eyecare Support Worker Services Pty Ltd. must adhere to when delivering care and services to the vulnerable, all legislation must be complied with. Eyecare Support Worker Services Pty Ltd. understands the importance of ensuring that all the relevant procedures are implemented and maintained. Eyecare Support Worker Services Pty Ltd. maintains the integrity of all legal obligations in an especially important manner such as the protection of children and adolescents from the opportunity for sexual abuse. Individuals in Eyecare Support Worker Services Pty Ltd. may perform a crime if they are aware of a potential risk of sexual abuse of children and also have the authority and responsibilities to eliminate the danger but neglect to do so in a reckless manner.

Disclosing sexual abuse towards any child and adolescents and disclosing child sex abuse is an obligation of the population in general. All personnel who have reasonable belief that an individual has engaged in sexual offences against a child under 16 years are required by law to report that evidence to the police. If the person who is establishing these allegations must report all evidence and beliefs to authorities. Failure to report these circumstances will result in serious consequences by both Eyecare Support Worker Services Pty Ltd. and other authorised organisations.

**Children and Adolescents**

As people, we are required to make everyday decisions that will affect our lives in both a positive and negative way. As Eyecare Support Worker Services Pty Ltd. acknowledges that the vulnerable may require additional assistance when providing decisions that can impact their lives, health and wellbeing. Eyecare Support Worker Services Pty Ltd. is committed to providing optimal care, services and guidance to all participants. Eyecare Support Worker Services Pty Ltd. consistently pursues the perspectives of children and adolescents and promotes their engagement throughout the making decision process, particularly matters of health and their wellbeing. Evaluations will be periodically performed on the incentives for the engagement of children and adolescents and provide more guidance on decision-making methods.

When Eyecare Support Worker Services Pty Ltd. conducts the recruitment process of hiring the most appropriate workers to deliver NDIS supports to participants, it is a vital part of the process to ensure all police check and records are completed thoroughly. In the event, an individual has progressed to the interview section of the recruitment process, and a criminal record has been identified, then this should be made aware to Eyecare Support Worker Services Pty Ltd.CEO/ Director and to the individual applying for a position in Eyecare Support Worker Services Pty Ltd.. The person who possesses a criminal record will then be given the opportunity to provide all the necessary information and evidence of the offence. This will then give authorised personnel who are interviewing to guide their decision making and will offer sufficient information on deciding if the person is fit for the position. All individuals who are offered opportunities to attend an interview of Eyecare Support Worker Services Pty Ltd. are expected to provide mandatory police check, as well a Working with Children’s Check.

As child wellbeing and safety is a significant important matter of Eyecare Support Worker Services Pty Ltd., frequent education and training programs will be provided to all workers and volunteers. These education and training programs will include the legislation and obligations of supervising and caring for children and adolescents. Eyecare Support Worker Services Pty Ltd.Child Wellbeing and Safety Policy and Procedure will be utilised and referenced when developing training programs. Eyecare Support Worker Services Pty Ltd. will also ensure that procedures of mandatory reporting are covered throughout the training programs. Legislation regarding Workers Code of Conduct will also be a vital section of the education and training programs.

**Management of Risks**

It is the responsibility of Eyecare Support Worker Services Pty Ltd. to ensure all potential risks and hazards remain managed, maintained and eliminated where possible. As well as the expected Work Health and safety risks that Eyecare Support Worker Services Pty Ltd. may encounter, various protocols must be put in place regarding minimising the risk of child and adolescent abuse. Eyecare Support Worker Services Pty Ltd. will ensure that these protocols are developed and established before delivering care and services to a child. The procedures should entail the ways in which Eyecare Support Worker Services Pty Ltd. strives to eliminate all potential risks of child abuse. Physical environments of Eyecare Support Worker Services Pty Ltd. in which is utilised for the deliverance of care and services to children will be assessed to ensure all potential risks are identified and actioned upon. An example of risks posed by the physical environment is if the doors are able to be locked from either the external or internal door. It is important that Eyecare Support Worker Services Pty Ltd. maintain their Risk Management Plans and reflects the currently identified risks. Once these risks have been identified, it is the responsibility of Eyecare Support Worker Services Pty Ltd.CEO/Director to attend immediately and action against the risks. This should be read in conjunction with Eyecare Support Worker Services Pty Ltd.Risk Management Policy and Procedure.

**Privacy and Confidentiality**

Privacy and confidentiality are an important part of Eyecare Support Worker Services Pty Ltd.operation and standards. Eyecare Support Worker Services Pty Ltd. will ensure that all personal information relating to workers, volunteers, children and participants are segregated from the common knowledge of individuals other than themselves and authorised personnel. Eyecare Support Worker Services Pty Ltd. will ensure that all personnel are made aware of the procedures in which their personal information is collected, stored and maintained. The assigned authorised personnel of Eyecare Support Worker Services Pty Ltd. will be the only body that is able to access personal files. Eyecare Support Worker Services Pty Ltd.Privacy and Confidentiality Policy and Procedure should be read in conjunction with this policy and procedure.

Eyecare Support Worker Services Pty Ltd. will have protocols and measures in place to guarantee the security of all private information of all children, adolescents and participants. Everybody possesses the right to be informed how this material is collected, what is going to happen with it, and who has the direct connections to it under the Privacy and Confidentiality Policy and Procedure of Eyecare Support Worker Services Pty Ltd.. Eyecare Support Worker Services Pty Ltd. must have systems in place to seek permission from parents and children and adolescents for applicable services and collecting of personal data.

**Positive and Negative Feedback**

In the event an allegation of abuse towards a child has suffered during the deliverance of care and services by Eyecare Support Worker Services Pty Ltd., these accusations must be immediately attended to. Eyecare Support Worker Services Pty Ltd. will establish and implement various measurements in which should be complied with when receiving any allegation, complaints or concerns about child abuse within Eyecare Support Worker Services Pty Ltd.operations. Eyecare Support Worker Services Pty Ltd. will ensure that all workers are trained and competent on how to deal with potential accusations and apprehensions of child abuse appropriately. Eyecare Support Worker Services Pty Ltd. will also provide information to all children, adolescents and their families on the correct protocols when reporting or witness abuse to children. They will have an understanding of the actions required to taken when observing inappropriate behaviour of one individual to a child or have witnessed abuse.

If for any reason a person has been given thought to believe that an incident regarding a child has surfaced within Eyecare Support Worker Services Pty Ltd., then this must be reported immediately by the person making the allegation. Various factors may contribute to an individual decision making when submitting a child abuse claim. The first factor that may contribute to these allegations is that the child themselves has made vocal statements regarding receiving child abuse. Another factor may that rumoured abuse is circulating through Eyecare Support Worker Services Pty Ltd. and has not been made aware of to authorised personnel at that time. If a child displays concerning or unusual behaviour that is out of their typical characteristics or is exhibit signs of potential child abuse could be an additional factor that may cause an investigation to initiate. If there have been claims made by another individual who is unwilling to report or cause possible confrontation, then the person who has been made aware now carries the responsibility of reporting the abuse allegations. If a person is not prepared to report child abuser, then it becomes their responsibility and duty of care to report to another individual. It is essential that all alleged claims are to be reported.

Supporting Documents

Documents relevant to this policy and procedure include:

* Client Charter.
* Feedback, Compliments and Complaints Policy and Procedure.
* Fairness, Prejudice and Workplace Harassment Policy and Procedure.
* Participant Incident Management Policy and Procedure.
* Human Resources Policy and Procedure.
* Privacy and Confidentiality Policy and Procedure.
* The Workers Code of Conduct Policy and Procedure.
* Record and Information Management Policy and Procedure.
* Risk Management Policy and Procedure.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Child Wellbeing and Safety Policy and Procedure.  I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

3.2 Transporting Participant’s Policy and Procedure

Policy and Procedure

The Transporting Participant’s Policy and Procedure is maintained and implemented throughout Eyecare Support Worker Services Pty Ltd., to ensure the safety of all participants when being transferred. Eyecare Support Worker Services Pty Ltd. will provide adequate forms of transportation for all participants that require transportation needs. All individuals’ requirements will be managed efficiently and effectively to ensure the safety and comfortability of all participants.

This extends to all employees and meets relevant laws and regulations and standards.

Definitions

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| Transporting | Take or carry (people or goods) from one place to another by means of a vehicle, aircraft, or ship, |
| Road Worthy | (of a motor vehicle or bicycle) fit to be used on the road. |

Policy

Eyecare Support Worker Services Pty Ltd. recognises the importance of all participants needs and requirements. It is the responsibility of Eyecare Support Worker Services Pty Ltd. to organise all methods of transportation for participants, that is in accordance with one’s comfort, safety and any risks that may arise to Eyecare Support Worker Services Pty Ltd.volunteers, personnel and sub-contractors.

Worker Responsibilities –

* Advising Eyecare Support Worker Services Pty Ltd. of any transportation needs an individual may require.
* Safely transport participants if required.

Procedure

The Transportation and Discharge Policy and Procedure outlines the organisation that Eyecare Support Worker Services Pty Ltd. is required to create in order to transfer and discharge all participants safely.

**Transportation or Discharge of a Participant**

All vehicles utilised for transportation of participants must be appropriate and safe. A participant may use their own vehicle or one provided by Eyecare Support Worker Services Pty Ltd.. All vehicles that are utilised must possess the following qualities:

* Registered and roadworthy vehicle.
* Must have legitimate insurance.
* Must remain clean and safe, free from any obstructions.

All personnel who are carrying out the responsibility of transferring participants must obtain a valid and legitimate driver’s licence, in accordance with the vehicle type.

It is essential that Eyecare Support Worker Services Pty Ltd. maintain all required information in relation to all the vehicles that are being utilised, to transfer and commute participants to different locations. The designated driver’s licence must contain a renewal date, to create awareness to Eyecare Support Worker Services Pty Ltd. of the duration period a driver can drive. It must also contain the vehicle's registration expiry date, along with an expiry date of their insurance. All vehicles that are being utilised to transport participants must always contain a first aid kit.

The Health Care Manager will be responsible for, however not limited to:

* Maintain all documents relating to referral forms required for and by alternative service providers. They are then responsible for submitting all emails, scan and fax and storing in the Participant File. The Participant Files are then to be placed in the archive.
* To discuss and communicate participants potential referral and obtain written and verbal consent.
* Notify and communicate all participants health specialists of their progress notes.

**Transportation via Motor Vehicles**

All vehicles that are utilised to transfer participants from one location or another need to be frequently monitored, checked, and cleaned. There are many different requirements that enable a motor vehicle to be adequate and appropriate. Below outline the factors that are considered appropriate utilisation of motor vehicles:

* Ensure all seatbelts are in working order and maintain the restraint of participants.
* Ensure all doors are operating correctly, and ensure they remain closed throughout the duration of the travel.
* Guarantee that no individual is smoking on the bus.
* All vehicles must contain and be equipped with first aid kits.

If there is a tripped plan that is out of the ordinary travel care plan, consent must be made by HC Manager, prior to leaving Eyecare Support Worker Services Pty Ltd..

It is important that if an emergency, incident or accident of any kind occurs, that emergency services can be contacted.

**Transportation via Bus**

It is the duty of care of the HC Manager and volunteers/key personnel to maintain awareness of all participants travelling.

All key personnel/volunteers must be remaining interactive and participating in all activities. It is also important that the HC Manager thoroughly plan all trips accordingly. All necessary items must be taken on the bus; this includes all required medication, mobile phones, first aid kits and a reliable map directory.

HC Manager is expected in ensuring that seating of participants on the bus is in accordance with their requirements. This should ensure that the safety and comfort of the individual are considered and actioned. They are also responsible for ensuring all participants emergency contacts and information are taken on the bus, in the event an emergency is to occur. They will also maintain a list of all participants names and ensure all are accounted for once entering and exiting the bus.

Supporting Documents

Relevant documents relating to this Policy and Procedure:

* Client Referral Form
* Participant File
* Privacy and Confidentiality Policy and Procedure
* Health, Safety and Security Policy and Procedure
* Care Plan
* Short Term Care Plan
* Care and Service Plan
* Care Planning Policy and Procedure.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Transporting Participant’s Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

3.3 Vehicle Safety Policy and Procedure

Policy and Procedure

Eyecare Support Worker Services Pty Ltd. utilises the Vehicle Safety and Policy and Procedure, which ensures all persons included in transportation are kept safe. It is vigilant that all recruits apply relevant laws, regulations and standards to be compliant with the relevant information provided.

It is important to ensure all workers are meeting relevant legislation and regulations. It must be in conjunction with <clinics> ‘s Work Health and Safety Policy and Procedure. All the relevance of the current Policy and Procedure entails adequate information to help engage in step by step requirements towards the health and safety risks applicable with the use of vehicles used. The information provided will include relevant material to continuously enable safety measures for both workers and participants during services being provided to participants of Eyecare Support Worker Services Pty Ltd.. This Policy and Procedure is in unity with the current legislative needs, the Work Health as well as Safety Policy and Procedures.

Definitions

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| Safety Measures | Are activities and precautions taken to improve safety, i.e. reduce risk related to human health. Common safety measures include. Chemical analysis. Destructive testing of samples. |
| Participants | A person who is involved in an activity or an event.  In this case: those who receive funding from the NDIS. |
| Legislation | Is a law which has been promulgated (or ‘enacted;) by a legislature or other governing body or the process of making it. |
| Insurance | An arrangement by which a company or state undertakes to provide a guarantee of compensation for specified loss, damage, illness or death in return for payment of a specific premium. |
| Licence | A permit from an authority to own or use something, do a particular thing, or carry on a trade. |
| Valid | Legally binding due to having been executed in compliance with the law. |
| Staff | All the people employed by a particular organisation. |
| Visitors | A person with the right or duty of occasionally inspecting and reporting on a college or other academic institution. |

Policy

All relevant information mentioned below must be met with relevant laws, legislation and standards. All staff and volunteers must have valid Australian drivers’ licence if required to use a motor vehicle to complete assigned work at Eyecare Support Worker Services Pty Ltd.. Management, workers, participants and visitors who are required to use a motor vehicle must comply with health and safety at Eyecare Support Worker Services Pty Ltd..

When an employee is providing service that requires the use of a motor vehicle, it is important to ensure that:

* The Risk Management procedure values are in process.

Rather more, Management will be required to ensure first aid, as well as location-appropriate communication, is present while travelling to both remote and long distant locations. It is compulsory to ensure trips made in any circumstance provide:

* Driver fatigue management strategies.
* Communication plan in place.

Procedures

CEO/Directors must provide comprehensive insurance policy and roadside assistance to all motor vehicles provided by Eyecare Support Worker Services Pty Ltd.. Staff who are assigned to roles which include operating motor vehicles must have a valid driver’s licences with the accordance of being reviewed each year to comply with Eyecare Support Worker Services Pty Ltd. Human Resources Policy and Procedure.

The CEO/Directors must ensure all vehicles accommodate emergency supplies and amenities which will include, first aid kits, torches, emergency contact numbers and reflective jackets and cones.

CEO/Directors must ensure all motor vehicles prior to them being operated have suitability by Eyecare Support Worker Services Pty Ltd. accordance to what the role may entail. Ensuring a vehicle history check is kept on file, to ensure Eyecare Support Worker Services Pty Ltd. is aware of any type of incidents that may have occurred involving a motor vehicle. Enable a maintenance service for the motor vehicle to acknowledge what type it may fall under (this would include if it's privately owned or leased). This will allow Eyecare Support Worker Services Pty Ltd. to evaluate vehicles protection and roadworthiness. Evaluate car and driving ability of staff (a driver’s history report can be asked for the accurate document to keep on file). Staff must acknowledge hazard and risk management strategies while operating motor vehicles owned by Eyecare Support Worker Services Pty Ltd..

Suitability of vehicles and guidelines will be provided by the company see Eyecare Support Worker Services Pty Ltd.Incident Management Policy and Procedure.

The CEO/directors must express interest that all staff who are operating their own motor vehicle for business purposes have current registration, maintain service as required as well as at the least to obtain third-party insurance. If an accident occurs during business hours and after hours, there is an incident with the motor vehicles provided or/and there is hesitation from the staff member who is operating the motor vehicle; the CEO/director will raise the issues privately and conclude in termination or warning to the staff member.

If an accident occurs, the staff must notify management and emergency services are needed. Staff must notify management if there is a high risk for vehicle stoppage. This will include breakdowns, accidents as well as bogging with compliance with the Incident Management Policy and Procedure of Eyecare Support Worker Services Pty Ltd..

According to what the circumstance is, termination will be made. Staff under no circumstance can be unlicensed, give untruthful information or be under the influence of illegal substance or alcohol. Staff must comply with road rules at all times. If the role entails consistent driving, it is crucial that staff must ensure they are taking regular breaks or at the least two hours, as necessary. CEO/directors must request a criminal history check prior to hiring staff and engaging in operating motor vehicle. Staff must ensure, all participants are dedicated to being secure and safe while in a motor vehicle at all times, this includes participants to be seated either side but behind the staff member whilst driving. Lastly, all safety inspections have been completed before operating a motor vehicle.

**Speed**

Staff are to comply with:

* **Road** **rules**: Speed limits in school zones, weather conditions, road works and driving experience. Under no circumstance should staff exceed the speed limit, especially if a participant is sharing the same motor vehicle in your control.
* **Fines**: If an infringement has been issued whilst driving, the staff must appoint themself and make relevant payments, inclusive of any demerits point that may be lost due to their infringement.

**Safety**

Safety can save lives. Below are mandatory to be followed:

**Seat** **belts:** seat belts must be worn at all times from staff to participants. If participants have a medical condition that they cannot comply with the law to wear a seat belt for their safety, they must have a certificate from their doctor indicating the reasons why. Staff are required to have a copy of the documentation provided in case of any stopovers by police.

Seatbelts must be in immaculate condition for the safety of staff and participants. If there are any issues concerning safety due to wear and tear of seatbelts, CEO/director must be informed and not allow motor vehicles to operate until fixed. The motor vehicle must be replaced with a temporary Eyecare Support Worker Services Pty Ltd. car until the issue is rectified.

**Mobile Phones:** Mobile phones will not be available while driving. This includes when the motor vehicle is stationary in park but running as well. Motor vehicle engine must be completely turned off and parked if needed. Under no circumstance is the mobile phone to be used whilst driving with or without a participant present.

**Motor Vehicle Safety Check:** The safety of the participants must always be a priority. To ensure the safety of participants, all motor vehicles must ensure that levels of fluid, brakes, transmission, power steering, windscreen washer fluid and radiator engine oil are checked. All windows and mirrors must be cleaned and adjustable for staff when necessary.

Services must be completed when due at all times. This will include tyres, wiper blades and external lights are being checked. Avoiding wear and tear at each service is required.

**Incidents:** all incidents in such forms must be reported with Eyecare Support Worker Services Pty Ltd. ‘s Incident Management Policy and Procedures.

**Participant Transport:** Participants care assessment plan should be considered as well as all staff must complete a risk assessment to ensure their driving ability is not questionable. Some participants will need different measures taken to ensure that they are safe, and staff are avoiding any injuries that may affect them during their ride.

Supporting Documents

Documents relevant to this policy and procedure include:

* Workplace Incident Management Policy and Procedure
* Work Health and Safety Policy and Procedure
* Risk Register
* Participant Incident Management Policy and Procedure.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Vehicle Safety Policy and Procedure.  I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

3.4 Food Storage and Preparation Policy and Procedure

Policy and Procedure

This policy and procedure will relate to all workers and follows relevant legislation, regulations, and standards. It must be reviewed along with the Work Health and Safety Policy, and Procedure of Eyecare Support Worker Services Pty Ltd. this policy and procedure intend to guarantee that all foods produced and served at Eyecare Support Worker Services Pty Ltd. are prepared and processed safely and hygienically that must comply with a high standard of occupational health and safety as determined by the relevant legislation. Procedures will ensure that all food is prepared in such a way that it will not become hazardous or unsuitable for consumption.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

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| Contamination | Food contamination refers to the presence of harmful chemicals and microorganisms in food, which can cause consumer illness. The impact of chemical contaminants on consumer health and well-being is often apparent only after many years of processing and prolonged exposure at low levels. |

Policy

It is the responsibility of the Eyecare Support Worker Services Pty Ltd. within operational hours to guarantee that all persons possess the necessary expertise regarding food safety. Matters regarding storing, supplying and food processing are mutual obligations of interested parties, workers and participants and must be held with strong expectations. The potential for contamination of food during management and processing practices will be controlled by thorough hygiene practices, established with Eyecare Support Worker Services Pty Ltd.. All matters regarding food management, processing and the appropriate guidelines of safe hygiene standards will be the responsibility of Eyecare Support Worker Services Pty Ltd.. Excellent sanitation and quality safety requirements in regards to food safety are enforced throughout Eyecare Support Worker Services Pty Ltd.'s services whilst ensuring compliance with all relevant legislation and guidelines.

Procedures

Workers must be acquainted with the Australia New Zealand Food Standards Code and Safe Food Australia- A Guide to the Food Safety Standards. This policy and procedure will control all aspects of food processing and handling and measures to control food-related sickness/contamination; workers must adhere to all policies and procedures.

Workers witnessed not complying with food processing, and management hygiene requirements are to account the event to the CEO/Director at once so the matter can be resolved. The CEO/Director must ensure that hygiene obligations are enforced; this may include assigning workers to other tasks to uphold food safety requirements.

Prior to commencing work, workers are expected to present themselves in a neat and tidy matter this includes multiple hygiene actions such as ensuring long hair (exceeding their shoulders) is tied up. Sections where food is kept, processed or managed, will be the responsibility of the employee to ensure that no drinks, food or smoking is permitted with these items. Workers will guarantee that during food-management gloves will always be worn. Gloves must not be used when managing money and refresh them frequently. Where gloves are not suitable in the food management process, adequate tools will be used.

Workers are to ensure that their hands are to clean and frequently washed with detergent and warm water. Examples of when a worker should clean their hands are, prior to any contact with food, before entering new work zones, handling of any infectious materials/areas, commencing work following their break, encountering body parts or exchanges (e.g. sneezing, coughing, using tissue or handkerchiefs, touching of hair, face or any other body parts). Workers displaying symptoms of sickness, skin conditions, poor gut health, abrasions/injuries, or any conditions regarding their capability to operate must inform management. Management may decide that a worker will be assigned different tasks if needed.

**Cross Contamination and Gloves**

Cross-contamination happens when cooked food contacts raw food. Raw food should always be stored below ready to eat or cooked food in refrigerators and display cabinets. This is to prevent juices from raw food dripping onto cooked food. Raw food must be kept separate from cooked and ready to eat food. Raw food may contain bacteria, which causes food poisoning.

Cross-contamination can also happen if you use dirty knives, chopping boards or other equipment. If possible, don’t use the same equipment when preparing raw food and cooked and ready-to-eat food. Thoroughly clean and sanitise equipment after each use.

Bacteria can be transferred to food from your hands. Thoroughly wash and dry your hands before handling food, and between handling raw food and cooked or ready-to-eat food. Also, use clean, sanitised utensils (tongs, spoons, spatulas) to handle cooked or ready-to-eat food.

Disposable gloves can aid in preventing cross-contamination; the same precautions should be taken when handling raw or cooked foods. It is extremely important that Eyecare Support Worker Services Pty Ltd.workers wash and dry their hand well before proceeding to use fresh gloves.

Eyecare Support Worker Services Pty Ltd.workers must change their gloves hourly unless they have become contaminated or damaged prior. They also must change their gloves if they are switching from raw foods to cooked foods as well as if they have switched tasks, e.g. taking the rubbish out/cleaning the kitchen.

**Temperature Regulations**

Workers should reduce planning and handling of possible harmful food to a minimum, preventing the risk of contaminants and bacteria developing. It is unrealistic for workers to be expected to temperature control foods that are dangerous during food planning. The temperature danger zone is between 5 °C and 60 °C. Bacteria grow quickly in high-risk foods that are kept in this temperature range, which means workers need to make sure that the condition of potentially harmful foods are processed, consumed, shipped, or deposited will be either 5 ° C or cooler or 60 ° C or higher. Dividing foods into narrow containers and small quantities will ensure foods cool rapidly reducing the contamination risk. Foods will be chilled from 60 °C to 21°C within a time from two hours, then within a limit four hours from 21°C to 5°C. To minimise the risk of contamination and toxins being produced, food must be promptly reheated to a temperature of 60°C or greater within a time frame of two hours. Foods that possess a risk of becoming dangerous must be chilled to less than 5°C as efficiently as possible.

The food listed below are instances of possible dangerous foods:

* Protein products such as beans, nuts, eggs or any foods containing these items.
* Handled vegetables and fruits.
* Any dairy centred produce.
* All seafood.
* Fresh or cooked foods, including meats.
* Pasta and rice that has been cooked.
* All bi-products of foods included in this list.

**Labelling and Serving Food**

Store food in clean food grade storage containers that are strong enough to support the food they contain. If containers are reusable, wash and sanitise them thoroughly before using them. Do not reuse containers that are only meant to be used once.

Food labels or tags can carry bacteria, which means any for cooked Eyecare Support Worker Services Pty Ltd. must use labels on the containers and not on the food itself. Be sure not to pierce cooked or ready-to-eat food with tags or labels.

When serving food, make sure that all cutlery and tableware is clean and undamaged.

Supporting Documents

* Incident Management Policy and Procedure
* Work Health and Safety/Occupational Health and Safety Improvement Register
* Work Health and Safety/Occupational Health and Safety Policy and Procedure.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Food Storage and Preparation Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

3.5 Chemical Use and Storage Policy and Procedure

Policy and Procedure

Our Service aims to use environmentally friendly products, ensuring we provide a safe environment where chemicals and hazardous equipment are safely stored and managed away from children and are handled appropriately. Eyecare Support Worker Services Pty Ltd.mission in this Policy and Procedure is to encourage safe use and storage and to guarantee safety in the handling of chemicals for everyone concerned.

Misuse of chemicals and fuels may lead to:

* Accidents
* Fire
* Short- and long-term health effects
* Poisoning
* Skin rashes
* Organ disorders.

Eyecare Support Worker Services Pty Ltd. can then refer to their Work Health and Safety Policy and Procedure. This extends to all workers and meets relevant laws and regulations and standards.

Definitions

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| Chemwatch | Chemwatch is an online chemical management system database. The Chemwatch database allows the user to develop and maintain chemical manifests, search manufacturer or Chemwatch MSDS, print labels, obtain emergency response information and determine the hazards posed by the chemical. |
| SDS document | Safety Data Sheet (SDS) documents provide information on health and safety information about products, substances or chemicals that are classified as hazardous substances or dangerous goods.   * Personal protective equipment (PPE) * Safe storage and disposal * Spills management   A document giving information on a hazardous material to ensure consumers can operate with the substance safely. The information in SDS includes the physical properties of the substance, for example:   * Melting or boiling point * Toxicity * Reactivity |
| A Systematic Withdrawal Plan (SWP) | A systematic withdrawal plan (SWP) is a scheduled investment withdrawal plan typically used in retirement. Investors can structure SWPs in various ways. Mutual funds typically allow an investor to determine a systematic withdrawal plan that includes interval payouts monthly, quarterly, semi-annually, or annually. |
| Hazardous Chemicals | Hazardous chemicals are substances, mixtures and articles that can pose a significant risk to health and safety if not managed correctly. They may have health hazards, physical hazards or both. Examples of chemicals that can cause adverse health effects include toxic chemicals and chemicals that cause skin damage. |
| Pictogram | A pictorial symbol for a word or phrase. |
| Chemical waste | Any solid, liquid, or gaseous waste material that, if improperly managed or disposed of, may pose substantial hazards to human health and the environment. |

Policy

By maximising awareness to the potential hazards of chemicals and equipment, we aim to minimise the risk of harm to participants, families, workers, visitors and all related personnel by ensuring hazardous products are safely stored, handled, and controlled. Eyecare Support Worker Services Pty Ltd. guarantees all hazardous chemicals that are brought into the workplace will be registered, treated and disposed of correctly. Eyecare Support Worker Services Pty Ltd. is committed to providing a safe workplace and educating workers on risk management of chemicals.

Procedures

**Safety Data Sheets**

The Safety Data Sheets (SDS) produced for each chemical must be the manufacturer's current authorised version. All SDS’ are accurate for up to five years. The Chemical Register and SDSs are accessible for all workers and any other person who may be subjected to a dangerous chemical. The director must keep a hard copy of present SDSs for all hazardous chemicals used by Eyecare Support Worker Services Pty Ltd. this can be obtained from manufacturers and suppliers. SDSs are a useful reference since they provide workers with knowledge on how to properly handle and dispose of the dangerous chemical The SDS is a guide that will contain information on the chemical's potential health and emergency response plans and environmental impacts. The health and safety of all members are of high importance. Eyecare Support Worker Services Pty Ltd. will ensure that SDS for these chemicals are provided and easily accessible and the SDS must be kept updated.

**Labelling & Signage Hazardous Chemicals**

All dangerous products and containers with hazardous substances should involve the following:

It is the CEO/ Director’s responsibility to ensure that this is done in compliance with:

* The Globally Harmonized Chemical Classification and Labelling of Chemicals (GHS).
* The Code of Practice for the Storage and Handling of Dangerous Goods 2013.

**Storing Hazardous Chemicals**

Separating incompatible chemicals is vital because they can:

* Ignite.
* Break down.
* Produce poisonous, flammable or corrosive liquids and gases.
* Corrode the container that causes them to leak when mixed.

As per all standards and guidelines relating to storage of hazardous chemicals, Eyecare Support Worker Services Pty Ltd. ensures to store minimal amounts of substances, however Eyecare Support Worker Services Pty Ltd. understands there still may be a need to retain some substances for usage regularly. Excessive long-term storage should be avoided to ensure the chemical's strength and integrity is not compromised. The director needs to ensure that hazardous chemicals are stored correctly with other related substances only.

Storing Hazardous Chemicals in SIL

All individuals that are residing in Supported Independent Living (SIL) must be able to access every part of their house. This means there is no way to store hazardous chemicals in the house safely. The products used should be non-toxic, only using hazardous chemicals as a last resort (stored in small amounts in a hazardous storage cupboard).

When handling hazardous chemicals, the CEO/Director of Eyecare Support Worker Services Pty Ltd. is required to both develop and implement Safe Work Procedures (SWPs), this will include a guidance sheet with prohibited chemicals.

**Identifying and Recording Hazardous Chemicals**

It is the responsibility of the CEO/Director to:

* The records of hazardous chemicals used at Eyecare Support Worker Services Pty Ltd. are listed in a Chemical Registry.
* All hazardous chemicals at Eyecare Support Worker Services Pty Ltd. are identified and clearly marked or labelled.

A Chemical Register should be stored in:

* hard copy format.
* SDS libraries.
* Chemwatch.

In conjunction with Eyecare Support Worker Services Pty Ltd.Risk Management Policy and Procedure, the CEO/Director will implement a prevention management system for chemical use and storage. They will be required to check for potential hazards daily and implement risk controls to decrease risks associated with the hazard.

Management is solely responsible for ensuring a Chemical Register is continuously utilised. This is done to adequately track and maintain any hazardous chemicals utilised within Eyecare Support Worker Services Pty Ltd.. In doing this, it allows Eyecare Support Worker Services Pty Ltd. to track and record all hazardous or dangerous chemicals, their usage, who it is used by, what they are used for etc. It assists in maintaining safe and hazard-free working standards. Reviews must be conducted should any incidents occur that have harmed any persons related to Eyecare Support Worker Services Pty Ltd. or others.

**Emergency Procedures**

 Eyecare Support Worker Services Pty Ltd. must have safety plans in place for all workers and visitors, including the development of emergency plans for any accidents or spills. Safety equipment should be available to help respond to any emergencies. It will be the responsibility of the health and safety officer (or delegate) to provide all workers with instructions on the types of spill control and safety equipment that should be used to ensure an effective emergency response. Eyecare Support Worker Services Pty Ltd. should carry out approved risk assessments taking into consideration retained chemical substances, SDS, and Eyecare Support Worker Services Pty Ltd. concerns.

An emergency plan must be developed and provided to emergency services and the appropriate organization (Work Safe or Safe Work) if there are hazardous chemicals kept at Eyecare Support Worker Services Pty Ltd. that go beyond controlled levels.

**Risk Management and Health Surveillance**

The CEO/Director will implement a risk management procedure for chemical use and storage. It will include effective hazard detection and risk tests to remove or reduce the risks associated with those hazards. This is in accordance with the Risk Management Policy and Procedure of Eyecare Support Worker Services Pty Ltd.. In order to protect the health and safety of Eyecare Support Worker Services Pty Ltd. workers being exposed to dangerous chemicals; the CEO/Director and workers must abide by the health surveillance requirements established in SDS’.

**Discussion and Education**

Education should be provided to the appropriate facilities manager or employee, which will provide guidance on safe work practices that are associated with using, storing and disposing of hazardous chemicals and dangerous goods. Information should be given to the appropriate manager or employee on the use of chemwatch database, chemical registers (SDS), labelling requirements and legislative requirements. Chemical hazard identification and incident reporting should be conducted in accordance with the policy and procedure for incident management of Eyecare Support Worker Services Pty Ltd..

Eyecare Support Worker Services Pty Ltd. workers and visitors entering, working or learning in chemical storage and preparation areas should be adequately educated to guarantee that they are committed to:

* Contributing to the upkeep of a safe working and learning environment.
* Implementation of emergency response protocols.
* Submit information on riskware accidents, injuries, and hazards.
* Determining and managing risks.

Consultations with workers should take place in relation to:

**Chemical Waste and Disposal of Chemicals**

It is the responsibility of the CEO/Director to ensure that Eyecare Support Worker Services Pty Ltd. is disposing of hazardous goods, substances and chemical waste appropriately, in compliance with the 2013 Code of Practice for Dangerous Goods Storage and Handling.

To ensure efficient collection, Eyecare Support Worker Services Pty Ltd. should ensure that all chemical waste is:

* Properly packaged
* Labelled (item identifier and information about the environment, pictogram if possible)
* Stored correctly.

**Documenting**

Eyecare Support Worker Services Pty Ltd. will manage and report all incidents in relation to hazardous chemicals which is in line with Eyecare Support Worker Services Pty Ltd.Incident Management Policies and Procedures. Furthermore, documentation will also be recorded in Eyecare Support Worker Services Pty Ltd.Records and Information Management Policy and Procedure to ensure sufficient evidence for possible future matters.

Supporting Documents

Documents applicable to this policy and procedure include:

* Work Health and Safety Policy and Procedure
* Safe Work Procedures
* Chemical Register.
* Workplace Incident Management Policy and Procedure.
* Participant Incident Management Policy and Procedure.
* Risk Register.

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Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

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All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Chemical Use and Storage Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

* 1. Household Cleaning Policy and Procedure

Policy and Procedure

Eyecare Support Worker Services Pty Ltd. understands the importance of maintaining all participant’s homes to reflect a sterile and appropriate living environment.

Eyecare Support Worker Services Pty Ltd. will provide cleaning services to all home care participant’s and will ensure adequate training is provided to ensure that their home is in accordance with infection control, nobility, and participants desires.

This extends to all employees and meets relevant laws and regulations and standards.

Definitions

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| Sterile | Free from bacteria or other living microorganisms; totally clean. |
| Cleanliness | The state or quality of being clean or being kept clean. |

Policy

The Household Cleaning Policy is implemented through Eyecare Support Worker Services Pty Ltd.home care services and duties. It is the duty of care of Eyecare Support Worker Services Pty Ltd., to provide sufficient environments where all participants are satisfied.

Eyecare Support Worker Services Pty Ltd. is committed to aid participants in developing the skills and knowledge to obtain a clean and sanitary environment. Personnel will also receive the necessary training from Eyecare Support Worker Services Pty Ltd. in order to perform cleaning tasks in a participant’s home.

Worker Responsibilities –

* Apply all received training and skills to assist participants in maintaining a clean home environment.
* Complete all cleaning tasks that a participant is unable to do independently.
* Use the correct equipment.
* Wear the necessary PPE.
* Report any additional aids or modifications.
* To report and ensure they are not utilising any faulty equipment.

Management Responsibilities –

* To provide adequate training to all personnel, to ensure all cleaning tasks can be completed correctly.

Procedure

The Household Cleaning Policy and Procedure entails the correct protocols and criteria that must be followed when delivering cleaning services to a participant. An environmental assessment will be conducted on all homes to understand the areas that need extra attention and will be actioned upon the review. It is a requirement that all personnel wear the correct Personal Protective Equipment (PPE) to protect them of any potentially hazardous substances.

Eyecare Support Worker Services Pty Ltd. will endure a home environment assessment of a participant’s home. This is to establish risks or areas that must be approved on before any care and services are delivered. Strategies will also be put in place to ensure all potential harm and risks of participant and personnel are eliminated. It is the responsibility of Eyecare Support Worker Services Pty Ltd. to provide adequate training to all personnel to develop the knowledge and skills when handling the use of chemicals, hazardous substances, storage and other cleaning duties. All PPE will be provided to personnel by Eyecare Support Worker Services Pty Ltd..

All required cleaning services that a participant will need in their home must be documented and recorded for reference. The participant or their chosen advocate must agree to the services their suggested schedule.

If chemicals or equipment are unable to be handled by trained personnel, then personnel or participants mustn't attempt to continue with that particular cleaning tasks. They should communicate to the Health Care Manager of any substance or equipment that are unable to be utilised by personnel.

All documents created by cleaning personnel must be maintained to ensure the correct and appropriate services are being delivered to a participant. This should contain the number of hours spent at each home, progress notes, and any equipment that needs to be assessed and attended to.

**Safety Equipment**

All personnel and participants must maintain a safe and sterile environment. The following outlines the safety measurements that should be taken when delivering household cleaning services. However, it is not limited to:

* Ensuring that all electrical equipment is nonfaulty and are in good working condition. If it is faulty, then it must be reported to both the participant and the Health Care Manager.
* All electrical repairs are not to be conducted by Eyecare Support Worker Services Pty Ltd. personnel. However, personnel should frequently examine electrical leads and cords to ensure there is no exposed wiring. This must be communicated to the HC Manager. RCD Safety plugs should always be utilised for electrical work
* Enquire necessary instruction from HC Manager if unsure how to utilise the equipment.
* Ensure that all electrical switches are working correctly, and the ON/OFF buttons are easily operated.
* Maintain the cleanliness of all equipment.

**General Household Cleaning Procedure**

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| Interior | Once a cleaning service is required for a participant, personnel must prepare all equipment before attending to participant. They must ensure that no grabbable items are still on the floor, all rubbish is placed in the appropriate bins, and the rubbish is emptied. If it is noticed that there are cobwebs within the internal areas of a participant’s home, then it must be removed. The final area should be the floor and vacuuming and/or mopping must be utilised where necessary. |
| Toilets | Toilets should be cleaned and maintained three days a week. The toilet area should contain a sufficient amount of toilet paper and scented sprays. It is essential that toilet brushes are not to be used to clean the toilet seat or exterior. Personnel will use disposable cleaning cloths and materials that are utilised when cleaning the toilet area and must be disposed of after every use. When cleaning the exterior, personnel are expected to take specific care to clean all crevices of the toilet, plumbing pipe under and behind the cistern. The toilet seat should be wiped with a dry cloth. Personnel should wear the correct footwear (boots) and gloves when cleaning. Protective eyewear must be worn at all times, as the toilet bowl cleaner is acid-based and very hazardous to the touch. |
| Baths | Bathrooms should be initially inspected for mould and grim before every cleaning commences. All floor, walls and cabinets are to remain clean. It is essential that hand-held connections and soap containers are sterile. All hand basins located in the bathroom must be sterile, and the plumbing connections are washed in the same duration. |
| Bathroom Floors | All bathroom floors must be dried before a participant utilises the bathroom. The floor is to be mopped with natural detergent, and if necessary, a hand brush can be used to clean grout on floors. |
| Shower | Participants must have non-slip showers mats placed in their shower to eliminate any risks of falls. Personnel will ensure that all handheld shower connections and soap containers are clean. If there is visible grout, it is essential that it is removed immediately. |
| Bed | A participant’s bedroom must be regularly cleaned. All areas of the mattress must be washed; warm detergent water must be used with a disposable cloth. It is essential that all surfaces are dried thoroughly before the participant can use their bed. |
| Wet Mopping | Areas that require wet mopping in a participant home include bathrooms, toilets and kitchens. All mops and mop heads are to be stored dry, and all mop heads must be disconnected after every use and stored in a plastic bag. It is important that all mop buckets do not have a mop unattended as it may cause spillage. If an area is significantly dirtier than the remaining floor, a separate mop should be used. Water should be constantly changed while mopping. |
| Vacuum Cleaning | When utilising a vacuum, personnel must ensure that the bag is changed daily, and the filters are changed in accordance with the directives given by the manufacturer. All vacuum cleaners used must be fitted with the appropriate filter and dust bags. Dry sweeping should be avoided where necessary. |
| Dining Areas | Personnel is expected to clean all eating areas each time they have been utilised. The floor is to be mopped and swept, and the chairs are to be wiped over daily. |
| Lights | All light fittings are to be cleaned on an annual six-month period with water and detergent. When doing so, it is essential that personnel follow the below guidelines:   * Ensure lights are turned off by power switch before cleaning. * If it is not reachable by hand, then personnel must use a ladder. * Loose dirt will be removed via clean cloth. * Utilise equipment with an extendable handle. * Clean the bowl of the light on both the interior and exterior. Then dry and polish with a separate clean cloth.   It is important that personnel allocate enough time for light bulbs to cool down if cleaning is necessary. This is to ensure that no burns will occur. |
| External Areas | Bins – As with all bins within a participant’s home, they must be frequently emptied and washed with detergent. To clean the outside bin, personnel must only use diluted detergent and scrub the surface with a banister or toilet brush. Once they have been cleaned, they will be rinsed with pressured water (hose) to remove all dirt from the bin. The bins will then be turned upside down, allowing them to dry completely before adding any rubbish in there. Personnel are then expected to return them to their designated area.  Grassed Areas - grass areas are to be maintained and cleaned frequently. There should be no litter on the ground, but if the occasion arises, then it is the responsibility of personnel to collect all rubbish and placed in the main collective rubbish bin. Participants lawns are to be trimmed on a rotational foundation between personnel.  Concreted Areas – personnel are to use a straw broom to clean all paved areas and depending on the cleanliness can be monitored once a week, or more if required. Occasionally, all paved areas are to be pressure washed when needed. |

Eyecare Support Worker Services Pty Ltd. will provide First Aid Kits in all utilised vehicles. This is to ensure that medical aid will be easily accessible in the event of an incident. If an incident, injury or sickness is to occur, then the HC Manager must be immediately notified. In the event of an emergency, personnel are responsible for contacting emergency services on 000.

Supporting Documents

Relevant documents relating to this Policy and Procedure:

* Falls Prevention Policy and Procedure.
* Progress Notes.
* Incident Form.
* Incident Register.
* Assets Register.
* Personal Protective Clothing and Equipment Policy and Procedure.

Policy Review

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All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Household Cleaning Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

* 1. Hydration and Nutrition Policy and Procedure

Policy and Procedure

The Hydration and Nutrition Policy and Procedure is implemented within Eyecare Support Worker Services Pty Ltd. to ensure that all participants receive the appropriate amount of nourishment, which improves future health outcomes.

Eyecare Support Worker Services Pty Ltd. utilises modern practices and appropriate products to maintain and sustain adequate health and well-being of a participant.

Definitions

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| Nutrition | The process of providing or obtaining the food necessary for health and growth. |
| Hydration | The process of causing something to absorb water. |
| Dysphagia | Difficulty or discomfort in swallowing, as a symptom of disease. |

Policy

The Hydration and Nutrition Policy outlines the correct protocols that personnel are required to follow when providing Hydration and Nutrition to participants.

Eyecare Support Worker Services Pty Ltd. will educate and train all personnel on the guidelines in relation to hydration and nutrition. The hydration and nutrition levels of a participant will be assessed in order to make future advancements of their health and well-being. Eyecare Support Worker Services Pty Ltd. will utilise the appropriate tools and products to support the overall health and welfare of a participant.

Worker Responsibilities –

* To ensure participants are receiving the appropriate amount of Hydration and Nutrition, in accordance with their assessment.
* To continuous encourage participants to consume the needed Hydration and nutrition.

Management Responsibilities –

* To provide the required knowledge and training to personnel, so they are able to apply the skills needed when delivering hydration and nutrition to participants.
* To assess participants for their hydration and nutrition levels.

Procedure

The Hydration and Nutrition Procedure is implemented within Eyecare Support Worker Services Pty Ltd. to ensure all participants are receiving the appropriate amount of health, to improve their wellbeing frequently.

Eyecare Support Worker Services Pty Ltd. is committed to providing all participants with the essential diets that reflect a healthy lifestyle and wellbeing. Participants are able to provide meal and food preferences; however, it must be in accordance with Eyecare Support Worker Services Pty Ltd. standards and regulations. Participants cultural and religious beliefs will be considered, to ensure that their desires and meal requirements are met. Participants dietary requirements will be frequently assessed by a health professional, such as a dietician, to ensure it reflects and remains in accordance with the participants individual’s needs.

It is the responsibility of the workers to monitor the hydration and nutrition levels of all participants. However, the role can be divided with the support of a contracted and/or Eyecare Support Worker Services Pty Ltd.employed professionally qualified personnel.

Eyecare Support Worker Services Pty Ltd. will provide adequate training to educate all personnel the required skills and knowledge to be able to apply it to their participants. Eyecare Support Worker Services Pty Ltd. will implement an annual competency assessment for all personnel to ensure their skills are continuously refreshed and in accordance with the Hydration and Nutrition Procedure. If personnel are already delivering dysphagia care and services to a participant, they must be competent to be able to deliver care to that participant.

A participant’s weight must be regularly monitored, and all assessment is documented and reported to the Short-Term Care Plan.

Workers should continuously encourage participants to consume food and drinks themselves where applicable. Independence must be promoted to improve a participant’s confidence levels.

**Hydration and Nutrition Assessment**

A worker is authorised personnel that will perform all hydration and nutrition assessments of a participant. It is their discretion to establish if a participant is required to participate in an assessment. When a hydration and nutrition assessment is required, it is essential that personnel are utilising the correct tools and equipment that is in accordance with the standards and regulations of Eyecare Support Worker Services Pty Ltd.. If a nutritional imbalance has been found in the duration of a participant’s assessment that was not previously revealed, then the Registered nurse must refer the participant to a General Practitioner (GP). The GP will then make a diagnosis and provide participant and personnel with the next advancements that need to be made in order to follow the advice of the GP.

The professional conducting the assessment must document all notes and information that was revealed. Both an internal and external assessment must occur, and that is also to be documented.

When a participant is involved within a program that required nutritional products to be supplied, then it is the responsibility of the worker to organise all necessary equipment.

**Hydration and Nutrition Strategies – Management**

Eyecare Support Worker Services Pty Ltd. will follow all relevant instructions and recommendations by external agencies that are set out within the participant's Care Plan.

Eyecare Support Worker Services Pty Ltd. is committed to regularly encouraging all participants to contribute to all programs and activities and programs offered to them. Meal preparation is a positive program to involve participants to develop cooking skills further. However, it is essential that they are to only participate in meal preparation where appropriate and safe.

Prior to every participant’s meal, workers must be placed into the correct and appropriate position, allowing comfort while eating and consuming food and drinks. The worker must remain with the participant and assist them where required. The worker is also accountable for ensuring and maintaining a participant’s dietary requirements reflect their religious beliefs and culture.

The worker will ensure that a participant’s general health concerning hydration and nutrition is frequently monitored. Below outline the specifications that should be actioned while examining participant hydration and nutrition. However, it is not limited to:

* Analyse for any weight changes of a participant. This will indicate if the meals a participant consumes indicates improper and impractical dietary preferences or potential malnutrition.
* All revealed information must be recorded at all assessments.
* Identifying any changes in a participant’s sleep patterns or alertness. This could be increased tiredness, extreme fatigue and drowsiness, or noticeable change in their balance.
* Assessing participants for any loss of appetite or decreased hunger that they may be experiencing.
* Identifying any social and behavioural changes.
* If the participants are having difficulty swallowing or it has affected their ability to swallow.
* Detecting any potential alterations in participants behaviour.

Once a participant has been assessed for their hydration and nutrition levels, all newfound strategies and amendments to their existing Care Plan must be updated with input from the participant. The individual conducting the assessment process must identify the strategies that will be utilised for future changes to one’s meals.

If for any reason a participant is unable to seek specialist treatment to improve their current health status, then it is the responsibility of Eyecare Support Worker Services Pty Ltd. to organise an external program, where they are able to be attended to and assessed on.

**Assistance to Participants when Consuming Meals and Drinks**

Any comprehension and/or communication impediments a participant may possess must be then communicated to the worker. This is to ensure that when explaining the Hydration and Nutrition Procedure will be communicated clearly and ensure that they understand the importance of their intake of hydration and nutrition. Workers should speak clearly, utilise hand gestures and maintain eye contact to assist them when thoroughly explaining this procedure.

All workers must ensure the safety and comfortability of a participant prior to consuming any type of food or drinks. The following specifies the actions that should be implemented when assisting participant with intaking drinks and meals:

* Place them in an appropriate seating position. If their environment is deemed inappropriate, then personnel is encouraged to modify the surroundings.
* Utilise the necessary authorised restraints.
* Ensure that the participant's mouth is free from any food before intaking any further food.
* If needed, workers may request the participant to display an empty mouth to ensure they are ready to proceed with the remaining meals and drinks.
* Ensure that workers are seated close to the participant and should remain just below eye level.
* Utilise adaptive cutlery and food tools where required.
* Offer small amounts of drinkable liquids, such as water before consuming meals. This is due to participants mouth may be dry and will result in difficulty swallowing and/or may cause choking.

**Impaired Swallowing**

The medical term for impaired swallowing is Dysphagia; it occurs when a person experiences difficulty when consuming food and liquids. Different methods should be considered to ensure the risk of choking or painful swallowing is eliminated. Below outlines the considerations a worker should take action while observing participants eating; however, it is not limited to:

* The mouth should be frequently examined for any potential un-swallowed food.
* Personnel should pay attention to the vocal expression of a participant. If it is evident that their voice is slightly restricted or hoarse, they must be encouraged to cough to try and clear the throat.
* Participant must remain seated with a 20-minute duration after each meal.
* Aim to provide soft solid t participants as they are the easiest to swallow. Try to avoid very solid and chewy meals.
* If it appears a participant is displaying weakness and fatigue via the face and/or tongue; then it is recommended that food is to be placed on the side of their mouth. By placing on the side of the mouth will serve an easy function, until mouth and tongue have improved.
* Participant must remain seated with a 20-minute duration after each meal.
* At the conclusion of a meal, oral and hand hygiene should be offered and promoted to participants.

Supporting Documents

Relevant documents relating to this Policy and Procedure:

* Short Term Care Plan.

Policy Review

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All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Hydration and Nutrition Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

3.8 Pain Management Policy and Procedure

Policy and Procedure

Eyecare Support Worker Services Pty Ltd. Pain Management Policy and Procedure set out how Eyecare Support Worker Services Pty Ltd. aims to keep participants as comfortable and as free from pain as possible. Eyecare Support Worker Services Pty Ltd. will always aim to implement appropriate Management strategies for participants preferable to their health and safety.

All employees undertaking pain Management techniques will be required to operate within their scope of practice. No employees without the correct qualifications and training regimes will not be permitted to provide participants with analgesia or pain medication.

Pain Management refers to managing and prioritizing interventions in order to limit the pain effect participants are experiencing, which, in turn, will impact on their independence, health, safety and contribution in life.

Strict protocols are implemented within Eyecare Support Worker Services Pty Ltd. in order to ensure safe and accurate usage and administration of medications.

This extends to all employees and meets relevant laws and regulations and standards.

Definitions

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| Pain | Highly unpleasant physical sensation caused by illness or injury. |
| Analgesia | Medication that acts to relieve pain. |
| Interventions | The action or process of intervening. |

Policy

The Pain Management Policy sets out how Eyecare Support Worker Services Pty Ltd. and its relevant personnel assists participants to manage their pain in the best and safest way possible. Eyecare Support Worker Services Pty Ltd. continuously remains committed to ensuring participants are as free from pain as possible. This allows participants to be as comfortable as possible and live an independent lifestyle free from pain.

Eyecare Support Worker Services Pty Ltd.aim is to eliminate or reduce pain to a minimum or a tolerable level. Eyecare Support Worker Services Pty Ltd. always aims for a participant’s pain level to be on a scale rating of 2 out of 10. 1 being no pain and 10 being the worst pain they have ever felt. This allows participants to partake in activities of daily living to the best of their abilities without discomfort.

Eyecare Support Worker Services Pty Ltd. employs appropriate, correct, qualified and experienced personnel are employed and distributed to provide care provision. When participants require medication, Eyecare Support Worker Services Pty Ltd. is required to deploy appropriate personnel who are competent in medication administration. This will be conducted in accordance with the Medication Policy and Procedure.

Worker Responsibilities –

* Ensure workers continuously work and operate within their scope of practice.
* Continuously prioritise participant safety.
* Ensure compliance with this policy and procedure as well as the Medication Policy and Procedure.
* Reach out to Eyecare Support Worker Services Pty Ltd.Manager for additional support if required.
* Aim to implement non-medicinal interventions to manage pain first.
* Ensure continuous reference and operation in accordance with the participant's Medication Chart, Care Plan etc.
* Ensure correct documentation is completed and retained.
* Continuously respect participants privacy and dignity.
* Always obtained consent.

Management Responsibilities –

* Ensure all care workers are trained and competent when managing pain, including medications.
* Continuously prioritise participant safety.
* Maintain compliance with this policy and procedure as well as the Medication Policy and Procedure, review as necessary.
* Provide support, assistance and guidance for any workers who require it.
* Ensure correct assessment and documentation is completed thoroughly and retained/archived in accordance with the Record and Information Management Policy and Procedure.
* Prioritise patient comfort, safety and dignity.

Procedure

The Pain Management Procedure depicts how Eyecare Support Worker Services Pty Ltd. adopts correct and appropriate Management strategies when participants voice pain or discomfort. As a general rule, all participants will undergo an appropriate pain assessment upon admission to Eyecare Support Worker Services Pty Ltd.. This is always undertaken by Eyecare Support Worker Services Pty Ltd.Manager. Upon completion of the assessment, should the participant suffer from consistent or reoccurring pain, Eyecare Support Worker Services Pty Ltd. will implement a pain management plan in consultation with the participant, their family member, advocate or representative. This will be included within the Care Plan.

All care staff may only assist a participant with PRN analgesia once they have received permission from the Manager. This includes the Management of a participant’s pain with the responsibility of the Manager.

**Training and Competency**

All care workers required to partake in pain Management intervention or techniques will be required to undergo training regimes in order to operate in accordance with current and best practice. Appropriate training will be conducted by Eyecare Support Worker Services Pty Ltd.Manager; this may result in supervision if required.

Care workers are also required to participate in annual competency assessment on medications and will only be able to administer medications upon completion and success of the competency assessments. The medication competency assessments include, however, is not limited to:

* Administration of Liquid Medications Competency
* Administration of Medications with a Nebuliser Competency
* Administration of Oral Medications Competency
* Administration of S8 Medication Competency
* Administration of Inhalant Medication Competency
* Cytotoxic Drug Administration Competency.

**Pain Monitoring**

Eyecare Support Worker Services Pty Ltd. employs the use of Pain Monitoring Charts and will be utilised as required. The participant's Care Plan must be evaluated and updated immediately should, and changes or alterations occur. This could be to the participant's health status, preferences, or requirements. All of Eyecare Support Worker Services Pty Ltd.care staff will be trained in supporting the participant and their family to utilise non-verbal expressions of pain in order to express concern or discomfort in the easiest manner possible.

**Pain Management**

Workers of Eyecare Support Worker Services Pty Ltd. are required to document all findings and interventions implemented for participants whilst providing care or services. This can be completed through charts or forms, e.g. Progress notes. Eyecare Support Worker Services Pty Ltd. will always provide relevant information and advice to the participant, their family, advocate/representative regarding Management strategies, products and equipment that can help manage pain. Should the situation arise where pain has been previously diagnosed, Eyecare Support Worker Services Pty Ltd. will assist participants in contacting their GP to receive a specific diagnosis and recommended treatment or management strategies. Should this occur, Eyecare Support Worker Services Pty Ltd. will then create an updated Care Plan to be utilised when providing care.

Depending on the participants preferred or suggested pain Management techniques, Eyecare Support Worker Services Pty Ltd. will complete all indicated pain Management strategies when applicable. Pain Management interventions or techniques may include, however, is not limited to:

* Heat Packs (for pain and aches).
* Cold Packs (for swelling).
* Analgesia and medications.
* Bandages.
* Band-Aids.
* Creams and Ointments (e.g. Deep heat).
* Transcutaneous electrical nerve stimulation machines.
* Breathing Exercises.
* Provide heat or warmth.
* Physical Activity such as stretching or walking.
* Adjust positioning (e.g. Sit or lay down).
* Seek further professional assistance (e.g. GP, osteopath.)

Any participants requiring medication such as Panadol or S8 medications are required to be administered in accordance with the participant's Care Plan and Medication Chart. This must only be completed by trained and competent workers of Eyecare Support Worker Services Pty Ltd.. In accordance with the Medication Policy and Procedure Eyecare Support Worker Services Pty Ltd. must:

* Monitor any participants who require regular analgesia, report pain or take regular S4 or S8 medications, this must be monitored for 7 days utilising the pain monitoring tool such as type, duration, length, size, current interventions etc.
* Refer to medical personnel or office to review pain Management interventions if PRN is administered to participants regularly, which is 4 or more times in 24 hours).
* Always evaluate and assess participants after receiving analgesia for side effects, efficiency, and outcome.
* Always evaluate and assess participants who have commenced a new order of analgesia.
* Revaluate the pain Management plan at least every 3 months. This can change depending on the health status changes to determine success or failure of currently implemented strategies, including any adverse effects or events have risen as a result of the medication, and also if the medication has impacted the participants quality of life.

Supporting Documents

Relevant documents relating to this Policy and Procedure:

* Medication Policy and Procedure.
* Record and Information Management Policy and Procedure.
* Care Plan.
* Administration of Liquid Medications Competency.
* Administration of Medications with a Nebuliser Competency.
* Administration of Oral Medications Competency.
* Administration of S8 Medication Competency.
* Administration of Inhalant Medication Competency.
* Cytotoxic Drug Administration Competency.
* Progress Notes.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Pain Management Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

3.9 Suicide and Self - Harm Policy and Procedure

Policy and Procedure

The Suicide and Self-Harm Policy and Procedure outline the important guidelines and protocols Eyecare Support Worker Services Pty Ltd. must follow in the event a participant is disclosing and/or implying potential suicide and/or self-harm.

Eyecare Support Worker Services Pty Ltd. will enforce training and awareness to all Health Care Workers, volunteers and advocates, to ensure they retain the correct knowledge concerning suicide and self-harm prevention.

This extends to all employees and meets relevant laws and regulations and standards.

Definitions

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| Suicide | The act of taking one’s life. |
| Self-Harm | Deliberate injury to oneself, typically as a manifestation of a psychological or psychiatric disorder. |

Policy

The Suicide and Self-Harm Policy is utilised throughout Eyecare Support Worker Services Pty Ltd. to maintain and ensure the safety of all personnel and participants. All Home Care services must follow and abide by this policy.

This policy indicates and offers adequate knowledge of the methods that must be utilised when responding to participants surveillance, accusation and disclosing of potential suicide and/or self-harm.

It is important to acknowledge that Eyecare Support Worker Services Pty Ltd. does not possess the authorisation for counselling and offered strategies, to advise participants of their situation. However, Eyecare Support Worker Services Pty Ltd. is committed to providing ongoing support to those who are suffering.

The initial safety of all personnel who are responding to potential suicide and self-harm of a participant is vital.

Worker Responsibilities –

* Report any potential signs or concerns if they think a participant may be suicidal or going to self-harm themselves.
* Seek external support and services if experience the passing of a participant.
* Apply taught training and skills.

Management Responsibilities –

* Utilise and document all correct forms.
* To inform personnel of the unfortunate event.
* Provide adequate training and knowledge in relation to self-harm and suicide prevention.

Procedure

The Suicide and Self-Harm Procedure implies the correct and paramount protocols when responding and dealing with a participant who has potentially caused self-harm and/or suicide. It is critical that all Health Care Workers, Volunteers and Advocates are thoroughly trained, and obtain all information necessary when a participant has disclosed or implied potential danger to themselves.

Evaluation and responses to suicide and self-harm threat are undertaken by Eyecare Support Worker Services Pty Ltd.skilled and qualified personnel, utilising primarily proved evaluation practices.

Eyecare Support Worker Services Pty Ltd. ensures to provide accessible First Aid Kits in all public locations and utilised vehicles.

Workers of Eyecare Support Worker Services Pty Ltd. will be trained and competent when responding to warning signs of potential suicide and self-harm. However, it is not limited to:

* The increased utilisation of drug or alcohol
* Hopelessness
* Depression
* Impaired behaviour and judgement
* Social withdrawal from family and friends

Workers of Eyecare Support Worker Services Pty Ltd. will be trained and competent when responding to risk factors of potential suicide and self-harm. However, it is not limited to:

* Existing mental health issues and problems
* Substance and/or alcohol abuse
* Prior attempt of suicide and/or self-harm
* Gender
* Financial stresses
* Family disputes
* Geographical or social isolation
* Evidence of Post-Traumatic Stress Disorder

**Assessment of Suicide and Self-Harm**

It is the responsibility of the Health Care Manager to utilise the appropriate forms and documents when reporting an individual who is at risk of self-harm or suicide. They can utilise the Detailed Risk Assessment and Summary, Health and Safety Risk Assessment and the Client Risk Assessment Form. It is essential that when completing any suicide or self-harm assessment, that it is treated with dignity and respect.

If a participant is found to suffer from triggers of suicide or self-harm, it is crucial that they are regularly monitored. This is to ensure that the health, mental and physical well-being of the participant is at a stable place.

There are different levels of risk rating, relating to self-harm and suicide. The following specifies the ratings that will be assessed when examining a participant with potential danger:

* Non- Existent
* Low/Mild
* Moderate
* High/ Severe
* Very High/ Extreme

**Non-Existent**

A non-existent risk will be conducted if there is no visible or identifiable plans or intent of self-harm.

In the unfortunate event that suicide or self-harm has occurred, it is the responsibility of Eyecare Support Worker Services Pty Ltd. to create a future action plan. This is to ensure that all future potential occurrences are eliminated and prevented. All plans and information regarding suicide and self-harm must be documented.

**Privacy and Confidentiality**

It is the responsibility of Eyecare Support Worker Services Pty Ltd. and their duty of care, to prevent all attempts of suicide and self-harm of a participant. In the sense of mental health issues encompassing suicide and self-harm, due to these situations being harmful, privacy and confidentiality agreements will not be adhered to, due to dangers of harming ones-self or committing suicide.

**Staff Actions**

Once a participant has taken their own life, it is the respectable manner that all Eyecare Support Worker Services Pty Ltd. personnel are made aware. This is to inform of the participant’s service that some personnel may want to attend if they had a personal connection with the individual. It is encouraged that staff are to seek external programs to assist them in the support they require.

Supporting Documents

Relevant documents relating to this Policy and Procedure:

* Detailed Risk Assessment and Summary
* Health and Safety Risk Assessment
* Client Risk Assessment Form
* Risk Management Policy and Procedure
* Privacy and Confidentiality Policy and Procedure
* Health, Safety and Security Policy and Procedure.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Suicide and Self-Harm Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

3.10 Falls Prevention Policy and Procedure

Policy and Procedure

Eyecare Support Worker Services Pty Ltd. implements the Falls Prevention Policy and Procedure to ensure that all potential risks of falls, trips and/or hazardous surroundings are recognised and eliminated in a timely manner. Eyecare Support Worker Services Pty Ltd. is committed to providing adequate and safe environments for all participants to ensure they receive optimal health and services throughout their experience with Eyecare Support Worker Services Pty Ltd..

This extends to all employees and meets relevant laws and regulations and standards.

Definitions

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| Prevention | The action of stopping something from happening or arising. |
| Dexterity | Skill in performing tasks, especially with the hands. |
| Mobility | The ability to move or be moved freely and easily. |
| Psychotropic | Relating to or denoting drugs that affect a person's mental state. |
| Cardiovascular | Relating to the heart and blood vessels. |
| Analgesic | (of a drug) Acting to relieve pain. |
| Polypharmacy | Polypharmacy is the concurrent use of multiple medications by a patient. |

Policy

The Falls Prevention Policy is utilised throughout Eyecare Support Worker Services Pty Ltd. to ensure adequate and effective safety measures and precautions are put in place to achieve maximum safety of all participants, as well as to eliminate all potential risks of falls, trips or injuries where possible. It is Eyecare Support Worker Services Pty Ltd.aim to provide all participants with ideal care and mobility throughout their experience.

Eyecare Support Worker Services Pty Ltd. understands the importance of utilising the Falls Prevention Policy and aims to apply the most appropriate and effective measures to control and eliminate any risk of trips and falls that have the ability to cause harm or injury.

Worker Responsibilities –

* To recognise, report and manage any falls that may occur.
* To enforce appropriate interventions and techniques to assist participants where required.
* To ensure all surroundings are free from any hazardous objects that could encourage a person to fall.

Management Responsibilities –

* To complete a falls risk assessment for each participant on a regular basis or when deemed appropriate.
* To ensure all surroundings are free from any hazardous objects that could cause a person to fall.
* To ensure all workers are taking the necessary measures and precautions to prevent and eliminate any hazards that could encourage a participant to fall or trip.
* Provide education or training to workers regarding the management and intervention of falls or injuries.

Procedure

The Falls Prevention Procedure is implemented within Eyecare Support Worker Services Pty Ltd. to ensure all participants are receiving optimal health and care throughout their experience. This procedure specifies the importance of recognising and eliminating all risks and hazards that may lead to a participant experiencing injury or harm due to a fall or trip. Eyecare Support Worker Services Pty Ltd. aims to ensure that all surroundings will be free from any falling/tripping hazards. Frequent assessments and examinations will be conducted to identify any new-found hazards or risks that could lead to potential harm or injury.

All personnel within Eyecare Support Worker Services Pty Ltd. will be expected and required to assist in the supervision and management of fall risks and potential hazards. They will also be provided with adequate training and information to manage and prevent falls/trips effectively.

It is essential that all participants are prevented and protected from encountering or experiencing any risks of falls that may arise due to a hazard. The following outlines the principles of the Falls Prevention Procedure; however, it is not limited to:

* All participants will be assessed for fall risks and potential hazards, and all information obtained from the assessment will be recorded and stored in the participant's personal file.
* Participants behaviour will be reviewed and monitored, to determine the likelihood of each participant’s behaviour initiating a fall or trip. A Registered Nurse will be the authorised personnel who is to complete the initial falls risk assessment.
* Each participant will be communicated to and is expected to engage in the decisions made in relation to managing falls and potential hazards. All information that is required to explain how to prevent falls thoroughly will be offered to participants.
* Eyecare Support Worker Services Pty Ltd. aims to involve all participants and encourage them to engage and participate in all fall prevention program and exercises Eyecare Support Worker Services Pty Ltd. provides.
* A physiotherapist may be present and attend the falls risk assessments. This is done to examine the mobility of participants who are more likely to experience a fall or trip. This is to review and create an action plan in accordance with a participant’s ability to avoid any falls or tips.

Eyecare Support Worker Services Pty Ltd. will maintain supplementary risk assessments if there has been an adjustment to a participant’s health condition. This may occur when a participant has fallen, and as a result, the injury has impacted on their health or has caused a change to their pre-existing condition. In addition to this, reviews will be conducted in accordance with advice provided from an external health professional such as a GP or specialist. Post fall, reviews will be conducted annually, especially if there have been no changes to the participant's condition.

It is the responsibility of the Health Care Manager to create and maintain all falls risk management strategies, action plans and measures. However, they will be supported by an enrolled nurse, registered nurse, or any other external body that was contacted to provide assistance to participants.

Eyecare Support Worker Services Pty Ltd. aims to ensure certain measures and strategies are implemented to improve the minimization of potential risks of falls/trips. By implementing strategies to the following areas, Eyecare Support Worker Services Pty Ltd. will significantly improve the safety of all participants:

* Walking and Mobility.
* Footwear and Care.
* Surrounding and Environmental Risks.
* Medication.
* Vision and Eyesight.
* Restraint.

**Useful Interventions**

Various methods and strategies can be utilised to aid in the prevention of participants experiencing falls and trips. The following outlines the specifications that should be monitored in relation to participants; however, it is not limited to:

* Encouraging participants to drink 1.5 litres of fluids a day.
* Ensuring appropriate footwear is worn for the current surroundings. Examples may be shoes that contain a grip sole, no slippers or open-toed shoes.
* Utilisation of handrails around Eyecare Support Worker Services Pty Ltd. or in a participant’s home to improve the mobility of a participant.
* Ensure any spillages or mopped floors are made aware to all personnel and participants, and wet floor signs are visible to maximise prevention of a fall or trip.
* Remove all objects that are located in a place that proposes a potential risk or hazard, including objects that obstruct a walking path.
* Create a non-slip floor in areas that do not contain carpet. These locations may include bathrooms, kitchens, laundries, or communal spaces.
* Ensure all participants obtain the necessary equipment to maintain safe mobility. An example of this may be a walking stick, wheelchair and shower chair.

**Management Strategies**

WALKING AND MOBILITY – it is essential that all participants are assessed and monitored on their ability to walk and move without struggle, trouble or pain. This is to ensure that participants are frequently receiving the appropriate amount of exercise. It is encouraged that they participate in daily exercise or where possible. This is to promote independence within participants as it encourages them to undertake an activity without assistance, thus further preventing the risk of falls or trips by maintaining safe and independent mobility. This will also maintain their dexterity of improvement and strength. It is crucial for participants to utilise the necessary walking aids for the duration of relocating. Different walking aids may include a single-point cane, quad cane, walker, crutches and a knee walker. All participants will be supported and supervised by personnel in the duration of the mobility process.

FOOTWEAR AND CARE – it is important that all participants are frequently wearing the correct and appropriate footwear. It is crucial that all participants are clearly informed of the footwear requirements and understand what correct footwear entails. Slippers are not encouraged for participants to wear as they offer extremely limited support and increase the risk of falls or trips. To minimise the risks of falls, participants should wear footwear that is in accordance with the following criteria:

* Non-slip soles and laces
* Soft quality footwear (memory foam shoes)
* Velcro or buckled footwear
* Footwear that contains a supporting collar the rear end of the shoe.

Eyecare Support Worker Services Pty Ltd. recognises the importance of maintaining the foot care of all participants. It is the responsibility of the required personnel to ensure that toenails are trimmed, and all potential foot infections are managed and treated effectively. If a participant’s foot is deemed as dry and the skin has begun to tear, this may affect the confidence of walking and thus must be dealt with accordingly. In the circumstance that a participant has dried and cracked feet, a cream solution will need to be applied. However, an excessive amount mustn't be permitted to be applied as it can increase the risk of slipping. This cream may be over the counter medication that the participant has purchased or specialised prescribed cream. It is fundamentally important to operate in accordance with the manufactures instructions if it is safe to do so. Expiry dates should also be checked accordingly.

SURROUNDING AND ENVIRONMENTAL RISKS – All surrounding environments of a participant must not contain any forms of clutter or objects that obstruct a person’s pathway. This is to ensure maximum prevention of falls or trips. Eyecare Support Worker Services Pty Ltd. aims to take all necessary measures and action plans to manage sudden events as they arise effectively. If in the event of a sudden spillage, it is essential that it is attended to promptly and must be cleaned up. It is crucial for personnel to recognise and attend to any potential risks within the environment or surroundings of participants in a timely manner, to minimize the risk of participants encountering any hazards. It also assists in ensuring the workers or attendants themselves are safe.

MEDICATION – it is found that some medications can impact the risk of falls and is commonly known as psychotropic medications (antidepressants and sedatives), cardiovascular medications and analgesic medications. Research shows that more than four medications will increase the risk of falling. Ingesting nine or more medications will not only increase the risk of falls but will increase the risk of cognitive impairment. All personnel and participants must be made aware of the significant risks that are in correlation with Polypharmacy. It is also crucial for all personnel and participants to understand these risks, as well as have the necessary measures and actions put in place to prevent harm or injury if anyone encounters these significant risks. If staff have noticed that a participant is displaying changes in any aspects of their mobility, medical, physical or cognitive status, then it must be immediately reported to the Health Care Manager. If it is apparent that there has been a change in a participant’s behaviour, then an assessment will be arranged, and measures will be taken accordingly.

VISION AND EYESIGHT– Workers should maintain encouragement for participants to have their eyes tested annually. This aims to monitor the quality of eyesight and ensure if there is a significant decline in the participant's vision, effective measures are taken to prevent this from initiating potential hazards. In the event that a participant is required to wear eyeglasses, workers should encourage them to do so. Workers will be responsible for maintaining clean eyewear for participants and ensure correct placement in order to reduce the risk of falls. If a participant suffers from impaired vision, then workers must ensure that all personal belongings are kept at a reachable and safe distance.

RESTRAINT – Usage of restraints such as physical and chemical constraints must be restricted until all other possible measures and actions have not succeeded, and the participant is at serious risk of harm or injury. These measures will only be taken in extreme cases where the participants are at serious risk of falls or slips. The requirement for constraint must fall directly in accordance with the Restraint Policy and Procedure.

**Falls Management**

In the event a participant has suffered from a fall there are specific protocols that must be adhered to. The following outlines the strategies for applying care provision; however, it is not limited to:

* Immediately attend to participant and report to the Health Care Manager. Once the Health Care Manager has been notified about participants fall or injury, then it is their responsibility to report and document the events of the fall.
* Apply first aid to the participant and access all potential injuries they may have sustained as a result of the fall or slip.
* If the participant has fallen and is unable to move or get up from the floor, it is essential that no personnel is to lift them or make any attempt to move them. Personnel must then immediately arrange to contact emergency services on 000.
* If a participant is able to stand autonomously, then personnel will support and guide them to a sitting position. It is important that they are not to lift the participant off the floor.
* Ensuring personnel stay with the fallen participant, and frequently assess the vital levels to ensure the participant is conscious and breathing. If the event arises where a participant is unresponsive, personnel are required to contact emergency services on 000 immediately.
* An incident/accident report form is completed and submitted to Eyecare Support Worker Services Pty Ltd..
* Eyecare Support Worker Services Pty Ltd. key personnel or will report to the participant's related personnel, advocate, and family member. During this process, it is essential for key personnel to explain the situation in total honesty to the relevant persons.
* An assessment will be implemented by the Manager and all personnel to investigate why the fall happened. It will create an action plan on how to resolve and avoid reoccurrence in the future.
* Relevant measures and actions will be taken by key personnel to eliminate the hazard or fall risk.
* Relevant measures and actions will be taken by all workers of Eyecare Support Worker Services Pty Ltd. to eliminate the hazard or fall risk of all persons, including themselves.

Supporting Documents

Relevant documents relating to this Policy and Procedure:

* Risk Assessment
* Risk Management Policy and Procedure
* Restraint Policy and Procedure
* Pain Assessment
* Care Plan
* Short Term Care Plan
* Participant Incident Form

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Falls Prevention Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

3.11 Positive Behaviour Support, Restrictive Practices and Support Plans Policy and Procedure

Policy and Procedure

The purpose of this policy and procedure is to ensure all workers of Eyecare Support Worker Services Pty Ltd. enforce the necessary practices to provide behaviour support services to individuals who may require it. In the context of this policy and procedure, individuals who require behaviour support services will be referred to as participants.

Eyecare Support Worker Services Pty Ltd. recognises the importance of ensuring participants are supported to a high extent and are not subject to harm or breach of their rights when receiving support. To do this, Eyecare Support Worker Services Pty Ltd. will enforce certain restrictions or limitations on workers to minimise the likelihood of a participant being exposed to harm or stress.

Eyecare Support Worker Services Pty Ltd. understands only a registered disability service provider who has successfully passed an audit can utilise restrictive practices. Prior to this, the NDIS Commission must provide their approval for the use of restrictive practices on a participant. Organisations that have not successfully completed the essential requirements must not use restrictive interventions on any person, under any circumstance.

If a participant requires behaviour support plan services, Eyecare Support Worker Services Pty Ltd. will utilise professionally accredited practitioners who are educated and experienced in behaviour support plan services. These professionally accredited people have obtained the necessary skills, knowledge, and training to effectively develop a behaviour support plan suitable to an individual; thus it is essential for Eyecare Support Worker Services Pty Ltd. to utilise their abilities to assist participants. Below outlines the tertiary qualifications a practitioner may hold:

* Psychology.
* Speech Pathology.
* Social work.
* Special Education.

It is the responsibility of Eyecare Support Worker Services Pty Ltd.Registered Nurse or other authorised persons to implement the procedures outlined in the behaviour support plan, to the best of their ability. To ensure all participants are receiving quality care and support, Eyecare Support Worker Services Pty Ltd. will promote a constructive approach to behaviour support when enforcing the practices associated with behaviour support. This will be done in conjunction with relevant legislative requirements, and in a manner that is consistent with the NDIS Quality and Safeguarding Framework.

The overall intent of this policy and procedure is to ensure all participants receiving quality care from Eyecare Support Worker Services Pty Ltd. are supported, respected, encouraged and protected to a high-quality standard. Eyecare Support Worker Services Pty Ltd. and its workers will always strive to ensure all participants have the opportunity to improve their quality of life by accessing and utilising Eyecare Support Worker Services Pty Ltd.services.

In addition to this, Eyecare Support Worker Services Pty Ltd. will utilise this policy and procedure to do the following; however, is not limited to:

* Minimise or obliterate inappropriate behaviour (e.g. violence, swearing, aggressive, etc.)
* Always aim to eliminate hazards that may cause harm or injury to a participant.
* Prevent harmful occurrences within Eyecare Support Worker Services Pty Ltd..
* To ensure restrictive practices only used where it is approved and in conjunction with the legislation.

This extends to all relevant personnel and meets relevant laws, regulations and standards.

Definitions

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| Behaviour Support Plan | A "Behaviour Support Plan" (BSP) is a plan that assists a member in building positive behaviours to replace or reduce a challenging/dangerous behaviour. This plan may include teaching, improved communication, increasing relationships, and using clinical interventions. |
| Health Care Manager | The Health Care Manager is usually a Division 1 Registered Nurse. They are responsible for the management and oversight of all health services. |
| Restrictive Intervention Data System (RIDS) | The Restrictive Intervention Data System (RIDS) is an online reporting system that is designed to enable: Reporting from disability service providers regarding the authorisation of regulated restrictive practices for NDIS participants practices. |
| Restrictive Practices | Restrictive practice means any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with a disability. |
| Restraint | The action of keeping someone or something under control. |
| Chemical Restraint | Refers to implementing the use of sedative and antipsychotic medication. Chemical restraints directly refer to the usage of medication, specifically Schedule 8 medications in order to alter or calm a person’s demeanour. Chemical restraint is a primary measure in order to control or minimise any extreme or aggressive behaviours. Under the NDIS, the direct definition is as follows: ‘Chemical restraint is the use of medication or chemical substance for the primary purpose of influencing a person’s behaviour. It does not include the use of medication prescribed by a medical practitioner for the treatment of, or to enable treatment of, a diagnosed mental disorder, physical illness or a physical condition’. |
| Physical Restraint | Refers to the usage of any devices, objects, items that restrict a person’s ability to move. However, more specifically, physical restraint refers to another person’s bodily force which controls or limits a person’s freedom of movement. Some examples of physical restraint are vests restraints, hand mitts, physically holding a person in place etc. As a reference, physical restraint is usually utilised on a person who is violent or aggressive towards workers or themselves. Under the NDIS, the direct definition is as follows: ‘Physical restraint is the use or action of physical force to prevent, restrict or subdue movement of a person’s body, or part of their body, for the primary purpose of influencing their behaviour. Physical restraint does not include the use of a hands-on technique in a reflexive way to guide or redirect a person away from potential harm/injury, consistent with what could reasonably be considered as the exercise of care towards a person.’ |
| Environmental Restraint | Refers to the seclusion of persons or the use of physical mechanisms or objects to limit the area in which a person can range to. It can limit a person’s access to activities, experiences, other people, and items. For example, the use of locks and seclusion directly limits a person’s movement or outbursts, especially if they are presenting with behavioural concerns. Under the NDIS, the direct definition is as follows: ‘Environmental restraint restricts a person’s free access to all parts of their environment, including items or activities.’ |
| Mechanical Restraint | Refers to the use of specific items, devices, or objects to restraint a person. It is similar to physical restraint; however, it ONLY refers to the use of equipment that is specifically designed to limit a person’s movement or assist them in daily life to minimise harm or risk of injury. For example, placing a splint over a person’s arm to limit the movement they can do to minimise an injury or limit any violence. Under the NDIS, the direct definition is as follows: ‘Mechanical restraint is the use of a device to prevent, restrict, or subdue a person’s movement for the primary purpose of influencing a person’s behaviour but does not include the use of devices for therapeutic or non-behavioural purposes’. |
| Seclusion | The removal of a person into an area where they may be alone. This distance is usually from people, activities, objects etc. Under the NDIS, the direct definition is as follows: ‘Seclusion is the sole confinement of a person with a disability in a room or a physical space at any hour of the day or night where voluntary exit is prevented, or not facilitated, or it is implied that voluntary exit is not permitted’. |

Policy

Eyecare Support Worker Services Pty Ltd. recognises and understands the importance of providing participants with the opportunity to improve their quality of life and will utilise this policy to ensure this is adhered to. To provide the most effective support system for participants, Eyecare Support Worker Services Pty Ltd. will operate in a manner that respects the rights and dignity of all participants while adhering to their behavioural support needs.

The positive behaviour support plan utilises an evidence-based approach which allows thorough research and the development of knowledge regarding procedures in behaviour support. This ensures Eyecare Support Worker Services Pty Ltd.authorised workers implementing the practices outlined in the behaviour support plan are doing so, in a manner that is focused on the participant and their needs or requirements.

In addition to this, the positive behaviour support plan allows workers to recognise and address any inappropriate behaviour that is of relevant concern. By recognising these behaviours, Eyecare Support Worker Services Pty Ltd. can implement the necessary practices and procedures to minimise or eliminate the behaviours, thus improving their overall quality of life.

The behavioural 4-tier model will be utilised by Eyecare Support Worker Services Pty Ltd. when providing participants with Positive Behaviour Support Services. This model focus’ on the management and prevention of behaviour and outlines specific ways in which Eyecare Support Worker Services Pty Ltd. can assist in preventing negative occurrences that may significantly impact the participant or other individuals.

Eyecare Support Worker Services Pty Ltd. recognises and understands that restrictive practices may only be used under certain circumstances, and will ensure to do so in a lawful, respectful, and compliant way. Workers must always consider the ethical and moral principles when utilising any method to manage difficult behaviour. Eyecare Support Worker Services Pty Ltd. will not, under any circumstances utilise restrictive methods on individuals where it is not necessary or approved by the NDIS Commission. Eyecare Support Worker Services Pty Ltd. will always aim to utilise a more appropriate method and utilise restrictive methods as a last alternative.

CEO/Director Responsibilities—

* Ensure no unauthorised persons without the necessary qualifications are offering behavioural support to participants.
* To ensure all practices are in accordance with relevant legislation and standards.
* Ensure restrictive practices are only used when the appropriate measures have been taken. (Appropriate measures meaning obtaining approval form the NDIS Commission)
* Enforce this policy and procedure equally across all persons within Eyecare Support Worker Services Pty Ltd.
* Perform regular audits to see areas for improvement
* Implement the necessary measures for improvement.
* Assess improvement and document in accordance with the Continuous Improvement Plan.

Management Responsibilities—

* To ensure the practices implemented are adhered to and followed by all.
* Ensure workers have the ability to access resources that improve their professionalism when managing difficult or inappropriate behaviour.
* Ensure Workers are encouraging participants to partake in activities that improve their quality of life.
* To ensure participants have the opportunity to access external support services (such as counselling services).
* To frequently access the behaviour interventions implemented.
* To promote productive interactions between participants.
* To ensure professionally accredited persons can be accessed for their service, in supporting participants with difficult behaviours.
* To ensure the participant's related personnel are welcomed to the discussion of the participant's needs and requirements.
* To ensure participants with a history of complex behaviour are prioritised in the management of behaviour.
* Conduct annual reviews to keep up to date with relevant legislation and regulations.

Workers Responsibilities—

* Acknowledge room for improvement.
* Make suggestions to the Management or CEO/Director on ways to improve the delivery of quality care.
* Make suggestions regarding new policies and procedures.
* Ensure to enforce quick responsive measures in the event of an incident or if a participant appears to be subject to any form of harm or injury.
* To aim to minimise the use of restrictive methods.
* Take reasonable measures to protect themselves from harm.
* Take reasonable measures to prevent damage to the facility of Eyecare Support Worker Services Pty Ltd..

Procedure

**Positive Behaviour Support**

Management of Eyecare Support Worker Services Pty Ltd. is inclusive of monitoring participant behaviours and ensuring there are methods developed to combat any negative behaviour, with positive behaviour support.

Eyecare Support Worker Services Pty Ltd. will ensure efficient communication is had between workers, participants, and their advocates/family, to discuss any negative behaviours and how they can support the participant, aiming to improve their behaviour. This discussion should be as sensitive and professional as possible, ensuring not to hinder the participant's rights. As Eyecare Support Worker Services Pty Ltd. promotes and implements a person-centred approach, it is against policy to use any form of restraint to manage participant behaviour. This policy and procedure will be used in conjunction with the Assessment, Planning and Review Policy and Procedure.

**The 4-Tier Positive Behaviour Support Model**

Another method used to implement positive behaviour support is the 4-tier model. The stages of this model are as followed:

**Restrictive Interventions and Practices**

Restrictive Practices or Interventions refers to using a forceful mechanism to restrain a participant. This may be due to challenging behaviour, aggression, violence or harm to others etc. As a rule, Eyecare Support Worker Services Pty Ltd. does not endorse any forms of restrictive practices on participants when other options and measures are available. Eyecare Support Worker Services Pty Ltd. understands that the use of any restrictive practices must only be utilised after all other options/measures have been exhausted.

Eyecare Support Worker Services Pty Ltd. follows all rules, regulation and legislation in terms of restrictive practices and understands the potential trauma for both workers and participants that may arise when conducting forceful restraint practices.

Should any of Eyecare Support Worker Services Pty Ltd.workers come forth to Management with distress or trauma, Eyecare Support Worker Services Pty Ltd. will assist workers in gaining support and assistance from external mental health or trauma agencies such as Beyond Blue.

Eyecare Support Worker Services Pty Ltd. acknowledges the many rules and legislation that surround the implementation of restrictive practices, particularly those outlined in the National Disability Insurance Scheme Rules 2018. It states the following:

                   A restrictive practice is a regulated restrictive practice if it is or involves any of the following:

                     (a)  seclusion, which is the sole confinement of a person with a disability in a room or a physical space at any hour of the day or night where voluntary exit is prevented, or not facilitated, or it is implied that voluntary exit is not permitted.

                     (b)  chemical restraint, which is the use of medication or chemical substance for the primary purpose of influencing a person’s behaviour. It does not include the use of medication prescribed by a medical practitioner for the treatment of, or to enable treatment of, a diagnosed mental disorder, physical illness or a physical condition.

                     (c)  mechanical restraint, which is the use of a device to prevent, restrict, or subdue a person’s movement for the primary purpose of influencing a person’s behaviour but does not include the use of devices for therapeutic or non-behavioural purposes.

                     (d)  physical restraint, which is the use or action of physical force to prevent, restrict or subdue movement of a person’s body, or part of their body, for the primary purpose of influencing their behaviour. Physical restraint does not include the use of a hands-on technique in a reflexive way to guide or redirect a person away from potential harm/injury, consistent with what could reasonably be considered the exercise of care towards a person.

                     (e)  environmental restraint, which restricts a person’s free access to all parts of their environment, including items or activities.

Eyecare Support Worker Services Pty Ltd. also follows and adheres to the set-out National Framework set out by the Australian Government including input from the Commonwealth, State and Territory Disability Ministers. This Framework aims to reduce and eliminate the use of restrictive practices which supports the missions of the United Nations Convention on the Rights of Persons with Disabilities. This approach must be followed by all workers and adhered to at all times.

Only Eyecare Support Worker Services Pty Ltd.Health Care Manager, which should be a Division 1 Registered Nurse is able to direct and supervise the use of restraint on participants. The HC Manager must have a thorough understanding of the requirements set out under the National Framework as well as the National Disability Insurance Scheme Rules (2018). The HC Manager must possess detailed knowledge regarding the various methods of restraint. Restrictive practices may include, however, is not limited to:

* Seclusion: the removal of a person into an area where they may be alone. This distance is usually from people, activities, objects etc. Under the NDIS, the direct definition is as follows: ‘Seclusion is the sole confinement of a person with a disability in a room or a physical space at any hour of the day or night where voluntary exit is prevented, or not facilitated, or it is implied that voluntary exit is not permitted’.
* Chemical Restraint: refers to implementing the use of sedative and antipsychotic medication. Chemical restraints directly refer to the usage of medication, specifically Schedule 8 medications in order to alter or calm a person’s demeanour. Chemical restraint is a primary measure in order to control or minimise any extreme or aggressive behaviours. Under the NDIS, the direct definition is as follows: ‘Chemical restraint is the use of medication or chemical substance for the primary purpose of influencing a person’s behaviour. It does not include the use of medication prescribed by a medical practitioner for the treatment of, or to enable treatment of, a diagnosed mental disorder, physical illness or a physical condition’.
* Physical Restraint: refers to the usage of any devices, objects, items that restrict a person’s ability to move. However, more specifically, physical restraint refers to another person’s bodily force which controls or limits a person’s freedom of movement. Some examples of physical restraint are vest restraints, hand mitts, physically holding a person in place etc. As a reference, physical restraint is usually utilised on a person who is violent or aggressive towards workers or themselves. Under the NDIS, the direct definition is as follows: ‘Physical restraint is the use or action of physical force to prevent, restrict or subdue movement of a person’s body, or part of their body, for the primary purpose of influencing their behaviour. Physical restraint does not include the use of a hands-on technique in a reflexive way to guide or redirect a person away from potential harm/injury, consistent with what could reasonably be considered as the exercise of care towards a person.’
* Mechanical Restraint: refers to the use of specific items, devices, or objects to restraint a person. It is similar to physical restraint; however, it ONLY refers to the use of equipment that is specifically designed to limit a person’s movement or assist them in daily life to minimise harm or risk of injury. For example, placing a splint over a person’s arm to limit the movement they can do to minimise an injury or limit any violence. Under the NDIS, the direct definition is as follows: ‘Mechanical restraint is the use of a device to prevent, restrict, or subdue a person’s movement for the primary purpose of influencing a person’s behaviour but does not include the use of devices for therapeutic or non-behavioural purposes’.
* Environmental Restraint: refers to the seclusion of persons or the use of physical mechanisms or objects to limit the area in which a person can range to. It can limit a person’s access to activities, experiences, other people, and items. For example, the use of locks and seclusion directly limits a person’s movement or outbursts, especially if they are presenting with behavioural concerns. Under the NDIS, the direct definition is as follows: ‘Environmental restraint restricts a person’s free access to all parts of their environment, including items or activities.’

All workers and Management of Eyecare Support Worker Services Pty Ltd. are expected to understand that restrictive practices or techniques must only be implemented if all other methods are exhausted and have not proved efficient.

The HC Manager is responsible for utilising the Restrictive Intervention Data System (RIDS), which can be found on the Department of Health and Human Services website. The RIDS is an online reporting system utilised by NDIS Providers, to report the use of regulated restrictive practices including treatment plans for participants who are on a compulsory treatment order (Interim Behaviour Support Plan or Comprehensive Behaviour Support Plan). The HC Manager is also expected to utilise PRODA to maintain accurate and up to date records regarding restrictive practices.

The HC Manager is also responsible for liaising with the participant, their family, their Health Practitioner, and advocates/representatives when creating Behaviour Support Plans. They will utilise the Behaviour Support Plan Toolkit of the Department of Health and Human Services website. This plan will include the following; however, is not limited to:

* The reasoning behind the use of restraint or restrictive practices.
* If all relevant parties have provided consent.
* Which intervention/method is being implemented (e.g. physical, chemical, mechanical, or environmental).
* Which type of challenging behaviour is the participant experiencing (e.g. violence, aggression, refusal of care/medication etc.)
* How long is the intervention aimed to be utilised for?
* Review date.

Eyecare Support Worker Services Pty Ltd. understands that the use of restrictive practices or interventions is an extremely regulated practice. It is a serious procedure that must be enforced respectfully and ethically. Failure to abide by this Policy and Procedure, National Framework and NDIS Rules will lead to serious consequences ranging from termination of employment due to incorrect due diligence or legal repercussions.

Eyecare Support Worker Services Pty Ltd. understands the requirement to meet all legal obligations when becoming a provider. Therefore, Eyecare Support Worker Services Pty Ltd. and all their workers utilise a structured list of conditions they must adhere to at all times.

1. The use of restrictive practices and interventions must be highlighted and evaluated in a participant's Behaviour Support Plan, as well as their Care Plan.
2. Only an NDIS Registered Behaviour Support Practitioner is able to prioritise restrictive interventions; however, this must be done in consultation with the participant, their family, their personal General Practitioner, Behaviour Support Specialist, and advocate/representative.
3. Closely follow Action 5.35 under the National Framework which states where a form of restraint is clinically obligatory to prevent self-harm or harm to others, the organisation in which the provider and participant categorise under must follow a systematic protocol. Under the action, it is stated that minimisation of actioning restraint must be prioritised. Should it be required under extenuating circumstances than the action should be governed in accordance with the set-out legislation and, the correct assessments and reports should be utilised and relayed to the appropriate personnel.
4. Eyecare Support Worker Services Pty Ltd. themselves must be a ‘Registered NDIS Provider’ approved by the NDIS Commission in order to practice restrictive interventions.
5. Always attempt to limit the timeframe in which restrictive practices are implemented for as Eyecare Support Worker Services Pty Ltd. understands that this may cause PTSD, trauma or distress to others.
6. The implementation and use of restrictive interventions or practices must only be actioned if all other methods and implementations have been exhausted and have not proved efficient. It is Eyecare Support Worker Services Pty Ltd.obligation to follow a person-centred and evidence-based approach when governing the use or implementation of restraint or restrictive practices.
7. Always hold of the highest value the safety of others, including participant, workers, and others alike.
8. Always remain an advocate or representative for participants who may not be able to make their own choices or decisions due to illness, injury, disease or incapability. Eyecare Support Worker Services Pty Ltd. should always aim to make decisions in the participants best interest whilst ensuring others are safe from harm and injury.
9. Ensure to liaise with the participant, their family, their Health Practitioner and advocates/representatives when implementing restraint and restrictive interventions, whilst always remembering that participants under the age of 18 are legally unable to consent to partake in these methods. Eyecare Support Worker Services Pty Ltd. MUST liaise with their parent, guardian, advocate, or representative in this case.
10. If the participant does not have an advocate or representative assisting them in making choices and decisions in relation to restrictive practices, assisting and direct them to the Decision Making and Choice Policy and Procedure for further help. Ensure to refrain from prolonged restraint practices without obtaining consent. (In the circumstance where care and service provision has begun and the participant becomes violent or aggressive towards workers, workers may utilise least restrictive restraint measures to minimise harm to themselves, this then causes for a consultation with the worker in witness, HC Manager, the participant and their related persons)

Eyecare Support Worker Services Pty Ltd.workers and Management understand that thorough and accurate documentation must be retained and archived when utilising any form of restraint or restrictive intervention/practice. The following will be noted and provided to the HC Manager for further evaluation:

* Date of practice
* Reason for practice
* Participants response
* Type of restraint used (e.g. physical, chemical, mechanical, or environmental)
* Why was the restraint intervention implemented? Which action or behaviour was the participant expressing?
* If the participant was violent or aggressive, was anyone injured or hurt?

Restraint and Restrictive Practices for Children (Under the Age of 18)

On occasion, underage participants may require restraint and restrictive practice intervention if they are displaying challenging behaviours. Challenging behaviours include the following; however, is not limited to:

* Aggression
* Violence
* Refusal of Vital Care
* Refusal of Important Services
* (in some cases) Refusal of Critical Medication
* Risk of Self-Harm or Suicide
* Risk of Harm to Others.

Majority of the procedure mentioned above does apply for children under the age of 18; however, some aspects of practices must be altered or reconsidered. Consent must be reconsidered within the following ages:

* Between the Ages of 0-16: participants between these ages are under no circumstances able to provide consent for the implementation of restraint or restrictive practices. Eyecare Support Worker Services Pty Ltd. must discuss with the participants family, guardian, advocate, or representative in order to obtain consent.
* Between the Ages of 16-18: participants between these ages are able to consent to restraint and restrictive practices, provided they have the mental capacity to understand, acknowledge and agree to the actions/interventions implemented. Should the participant fail to demonstrate a capacity and sound mind, Eyecare Support Worker Services Pty Ltd. must discuss with the participants family, guardian, advocate, or representative in order to obtain consent.

However, specifically to children under the age of 18, Eyecare Support Worker Services Pty Ltd. under no circumstances is able to provide the following forms of restraint or restrictive practices:

* Seclusion
* Chemical Restraint (e.g. administration of sedative or antipsychotic medication such as Xanax).

Should the rare case arise where the child participant requires the above-mentioned restrictive practices, this notion will be decided by either the court or the parents of the child. Eyecare Support Worker Services Pty Ltd. must abide by all the information and protocol provided in the participants Interim Behaviour Support Plan, Comprehensive Behaviour Support Plan or the Care Plan.

### **Restrictive Practices in Emergency Situations**

Eyecare Support Worker Services Pty Ltd. workers may be required to implement a restrictive practice, that they may not have received prior consent for, to ensure the safety of participants and/or other involved individuals. This would be in the case of an emergency, and workers must always aim to minimise any risk associated with the implementation of restrictive practice.

If a restrictive practice is implemented in an emergency situation, Eyecare Support Worker Services Pty Ltd. workers must ensure that the restrictive practice is reviewed and then documented immediately. The family of the participant must also be informed, as well as reporting it to the Department of Communities using a Serious Incident Report (within 7 days).

**Documentation**

It is essential to inform the health care practitioner, reporting the use of restrictive practice.

* Chemical restraints (e.g. sedatives)
* Start date and time
* Physical/environmental/mechanical restraint
* Report to **Restrictive Intervention Data System**(RIDS)
* Start date and time
* End date and time

When reporting to the NDIS Commission, you can submit the monthly reports by clicking on ‘Authorised reporting officer report submission’ and clicking on ‘submit usage’. If individual reports are required for reporting or updating, click on ‘actions’.

This is essential if there is no behaviour support plan; the following procedure outlines how to report restrictive practices to the NDIS Commission:

**Individual Plans**

Eyecare Support Worker Services Pty Ltd. is required to develop an individual plan, specified to each participant, including what can be done by the participant, what conditions they have, whether they have an advocate or guardian and any other important details to ensure that there is efficient recording for management.

It is beneficial to include a mind map in the individual plans, as it helps make connections which are used to support the participant. Goals documented in the plan must include methods for achievement and a time frame. The plan is not only used by the support workers but also the family/advocates of the participant. These plans must be developed using a person-centred or family-centred approach to comply with the vision of Eyecare Support Worker Services Pty Ltd.. These plans should be based on a 12-month period, for what the participant wants to achieve. Eyecare Support Worker Services Pty Ltd. will have participants who are paying for services using the National Disability Insurance Scheme (NDIS). This scheme incorporates a plan for the participant, which includes goals; these are then just copied to the individual plans.

Development of the plan is done in a participant individual plan meeting, inclusive of only the necessary workers, and the participant may bring a support person. During the meeting, with the use of a template, the following areas are discussed and decided on:

**Development and Implementation of Personalised Behaviour Support Plans (Comprehensive and Interim)**

Personalised behaviour support plans are developed in conjunction with allied health professionals such as psychologists and other behaviour support specialists. There are two types of positive behaviour support plans:

1.     Comprehensive.

2.     Interim.

* Comprehensive positive behaviour support plans are developed for participants who require positive behaviour support over a long period of time (ongoing) and need measures to avoid harm to self and others, along with behaviour management supports.
* Interim positive behaviour support plans are developed for short-term responses to risks that potentially will harm or affect the participant or others if there is not a comprehensive behaviour support plan in place for the participant.

Eyecare Support Worker Services Pty Ltd. is required first to assess the participant for any possible behavioural support; this is done by working with the participant and doing the following:

1.     Plan.

2.     Identify needs (assess).

3.     Develop an understanding.

4.     Refine and clarify.

5.     Approach.

6.     Implementation and Review.

**Plan**

Positive behaviour support plans are all required to start with a planning process to be effective for the participants.

The planning process should include a range of points that need to be covered to have a successful outcome.

* Identifying the correct person and collecting any relevant data (with consent), such as any assessments involving the participant, history, risk/injury reports, behaviour reports, complaints, compliments, feedback, detail forms, past forms from other support providers (with consent), monitoring forms, likes and dislikes, previous assessments, support plan and any other relevant information that may assist in the development of a plan. (some of these documents may not be obtainable or exist at the time of planning)
  + - * Developing a complete A-Z summary of the plan.
      * Date for development.
      * Date for implementation.
      * Date for review.
      * Family arrangements.
      * Community commitments and arrangements.

**Identify Behaviour (Assess)**

It is important that Eyecare Support Worker Services Pty Ltd. assesses certain aspects of the participant's behaviour to implement a plan precise to their behaviour and to assess whether the participant's behaviour is a behaviour of concern and the type of plan they require. (if the behaviour has an immediate risk or has had/will have immediate use of restrictive practices, it is required to create an interim positive behaviour support plan first and MUST be reported to the NDIS Quality and Safeguards Commission within 1 month of unauthorised use of restrictive practice and every month if restrictive practice is used.). If a participant already has a comprehensive positive behaviour support plan in place, then it is not required to develop an interim support plan but is required to monitor and review continually. But in the event that a participant does not have one and has a behaviour of concern, an interim positive behaviour support plan is required for a maximum of 6 months which can then be followed by the development of a comprehensive support plan from a practitioner (both behaviour support plans can be found on the NDIS Quality and Safeguards Commission website). Eyecare Support Worker Services Pty Ltd. must document the severity of the behaviour, rate of occurrence, length of each behaviour period, what occurs during the behaviour and the outcome after the period of behaviour has ended.

**Develop an Understanding**

Eyecare Support Worker Services Pty Ltd. is required to identify and understand the participants reasoning to behaviour and any potential triggers to this. Generally, a participant will do this for a few different reasons due to wanting to remove or introduce a sensory feeling, to include or remove themselves from a certain activity/environment/situation, to get something in return such as an object or demand and to gain attention from others.

**Refine and Clarify**

Eyecare Support Worker Services Pty Ltd. will define and clarify types of behaviours to easily identify current and past situations to have an easy to read track record which allows all members of Eyecare Support Worker Services Pty Ltd. to identify changes and trends easily. To clarify the types of behaviour into an identifiable table within the plan, Eyecare Support Worker Services Pty Ltd. needs to develop an understanding of the behaviour states of the participant. This includes understanding what the normal behaviour of the participant day-to-day is, what behaviours occur and what is the state of escalation and de-escalation for the behaviour of the participant.

It is important to colour code the behaviour identifications, for each colour will have a different state of behaviour for the participant:

* + **Green**– The participant is at a general relaxed state.
  + **Orange**– The participant is beginning to escalate, becoming distressed and anxious.
  + **Red**– An incident has occurred.
  + **Black**– An incident involving serious harm to self or other has occurred.
  + **Purple**– The participant is de-escalating.

**Approach**

Eyecare Support Worker Services Pty Ltd. is required to implement a participant-centred approach and strategies into the plan; these strategies are to keep participants safe as well as ensuring the happiness and fulfilment of the participant.

Eyecare Support Worker Services Pty Ltd. understands the importance of implementing strategies to keep participants, workers and others safe during any service at any time. Eyecare Support Worker Services Pty Ltd. will assess different approaches in doing so to keep the participant as calm and happy as possible, these approaches should include avoiding eye contact for long periods of time, using off-putting tones of voice (sounding calm and relaxed), using relaxed body language, avoiding any specific catalysts, avoid touching the participant unless needing to, avoid making demands, listening to the participant and distracting the participant as much as possible. In some cases where this may not be effective, it is important to assess the potential need for restrictive practices and other interventions, including medication and physical contact for last resorts.

Eyecare Support Worker Services Pty Ltd. should implement a proactive approach when it comes to working with a participant with behavioural needs. Assessing the participants, goals, needs and wants for their daily supports and how Eyecare Support Worker Services Pty Ltd. can implement, improve or develop the correct skills to participate is important. Using a proactive approach will involve looking at the health and fitness of a participant, particular interests, hobbies and activities, favoured environments, preferred people, preferred items, how they like to be interacted with and what makes them happy. This approach will allow Eyecare Support Worker Services Pty Ltd. to implement a plan where the participant is happy and calm, the use of incentives is in place to incentivise good behaviour, allow the participant to learn new skills, and have particular boundaries in place for when the participant has an escalating moment to ensure further learning.

When understanding how a participant reacts when they are escalating in behaviour, Eyecare Support Worker Services Pty Ltd. will assess what areas need to be understood to prevent further escalation such as:

* Avoid responding to the displayed behaviour.
* Distracting the participant.
* Find the trigger and remove it (E.g. environment, person, item, etc.).
* Ask what is wrong and help them with what they need.
* Redirect the participant.

Once the assessment process is completed, it must be agreed on and signed by the participant, allied health professionals involved, family and any other person involved in the development of the plan. Report this to the NDIS Quality and Safeguards Commission within 1 month of unauthorised use of restrictive practice and every month if restrictive practice is used.

**Implementation and Review**

Every Positive Behaviour Support Plan is a living document and needs to be reviewed ongoing throughout its life span.

Once everything has been agreed on, the plan needs to be followed and implemented, including the collaboration of other important services that are part of the support plan.

Workers must be trained in dealing with participants who have an implemented interim or comprehensive positive behaviour support plan. Workers must be competent in dealing with participants with behaviour needs, how to manage a participant who shows behavioural concerns and participants who require physical interventions, medicine interventions and/or restrictive practices. It is important to delegate who reports to the NDIS Quality and Safeguards Commission and train them on how to make interim reports and the time frame if the use of restrictive practices occurs.

It is important to monitor and review the plans throughout the implementation of behaviour support.

Eyecare Support Worker Services Pty Ltd. will begin by setting and implementing a criterion in assessing and observing the plan, its advantages and disadvantages. The criteria will be developed during the planning process; the criteria will have a clear set of targets to produce a positive data-driven approach. Eyecare Support Worker Services Pty Ltd. will include:

* Assessments for an increase in health.
* Assessments for skill improvement (including life, social and other skills aimed towards the behaviour plan).
* Assessments for improvement of behaviour by the participant (particularly concerning behaviour).
* Assessments of incidents (including the intensity and recurrence rate).
* Assessments for the frequency of behaviour and incidents (including the improvement).
* Assessments for the occurrence of behavioural interventions such as medicine, physical and restrictive practices.
* Assessments for an increase in quality of life.

**Assessments for increase in obtaining goals**

The criteria should have details on data recording for the positive behaviour support plan, Eyecare Support Worker Services Pty Ltd. will include what data will be collected (as above, which may include further information), who will collect this information, where it will be collected, how often it is collected, and where it will be stored.

In the monitoring of the positive behaviour support plan Eyecare Support Worker Services Pty Ltd. will implement a question-based approach alongside the data-driven approach, the aim of this is to ensure that important factors of the plan are not overseen or missed. Questions will include:

* Are we effectively monitoring the plan?
* Are we effectively achieving the goals set by us and the plan? **If not**, why not? And how can we overcome this problem?
* Is the participant's situation improving? **If not**, why not? And how can we overcome this problem?
* Is the participant happy?
* Is there anything we can improve on?
* Do we require restrictive practices? **If yes**, why? How can we reduce the need for restrictive practices?
* Are there any gaps within the plan? **If yes**, why? How can we overcome these gaps?
* Is the plan being coordinated effectively?
* Are the workers trained to deal with this type of positive behaviour support plan?

Eyecare Support Worker Services Pty Ltd. will review plans during team meetings; this will include the participant, their family and other important members of the support plan. It will be completed at minimum every 6 months, usually every month for the participant and family-focused reviews or whenever a concerned has been raised. Eyecare Support Worker Services Pty Ltd. will work to focus on specific aspects during the meeting, such as:

* The progress made alongside the participant's plan.
* Where progress is not made alongside their plan.
* Incidents.
* Current health status of the participant (physical and mental).
* Current arrangements of support and care (both formal and informal).
* Any commitments of the participant, including social.
* Abilities of the participant.
* Needs of the participant.
* Level of function (physical and mental).
* Negative effects of the plan.
* Participants background.
* Is the pace of improvement as expected?
* Participants goals.
* Barriers for supports.
* If the plan is working.
* Behaviour of concern and the frequency.
* Restrictive practices and restraints and if the plan is decreasing the use of this.

In doing so, Eyecare Support Worker Services Pty Ltd. will discuss what could be changed to improve the areas mentioned above and how Eyecare Support Worker Services Pty Ltd. can implement different pathways for delivery of supports so overall the participant can further improve from the plan.

Any changes will have been assessed and consented with the participant and their families or other support persons.

 Once completed, Eyecare Support Worker Services Pty Ltd. will evaluate what has been learned and achieved from the review, take into account what previous strategies did and didn’t work, if all gaps have been filled (especially with behaviours of concern) and what measures to put in place to monitor the further adjustments.

**Inadequate Positive Behaviour Support Plans**

 Eyecare Support Worker Services Pty Ltd. understands if a plan is not adequate in reaching goals, developing skills, quality of life and reducing concerning behaviours, it is important to take immediate action to identify and amend/improve the issues. Issues may vary, but generally have two points of resolution which is either review the current support plan approaches/strategies or complete another positive behaviour support plan assessment which can be related back to the above procedure steps.

Eyecare Support Worker Services Pty Ltd. has identified common problems which can occur, Eyecare Support Worker Services Pty Ltd. will view the below and make any implement a necessary response if it is one of the common problems as listed:

* Communication issues between the participant, their families, allied health professionals and other support persons.
* Implementation of the plan is not as it should be or when it should be. (not following directions of the plan)
* Not taking other factors in consideration during planning and assessment phase, factors such as participants social aspect, environment, triggers, behaviours of concern, both physical and mental health of participant, cultural aspects, goals and other.
* Inconsistent support.
* Inconsistent data.
* The plan does not suit the participant's behavioural needs and behaviour of concern.
* Not including important persons during the planning, assessment and implementation of the plan.
* Insufficient data collection.
* Incompetent training, education and experience.
* No target for the plan.

These common issues will help narrow down the core problem(s) of the current plan set for the participant and assist with identifying the best way to go about resolving it.

It is important to re-do a positive behaviour support plan assessment if you cannot find the underlying issue.

Supporting Documents

* Feedback, Compliments and Complaints Policy and Procedure
* Decision Making and Choice Policy and Procedure
* Participant Charter
* Privacy and Confidentiality Policy and Procedure
* Behaviour Support Plan Toolkit
* Interim Behaviour Support Plan
* Comprehensive Behaviour Support Plan.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Positive Behaviour Support, Restrictive Practices and Support Plans Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

## 3.12 Complex Wound Management Policy and Procedure

### Policy and Procedure

Eyecare Support Worker Services Pty Ltd. provides excellent complex wound management services through the implementation of this Policy and Procedure. This policy and procedure set out quality complex wound management principles for participants that Eyecare Support Worker Services Pty Ltd. supports. It ensures that Eyecare Support Worker Services Pty Ltd.complex wound management is provided safely and hygienically while following the correct guidelines.

This extends to all workers and meets relevant laws and regulations and standards.

### Definitions

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| --- | --- |
| Palliative | Relieving the pain and improving quality of life without dealing with the cause of the condition, generally with people who are dealing with life-threatening illnesses which lead to death. |
| Haemorrhaging | Lose or expend large amounts of blood in a seemingly uncontrollable way. |
| Exudate | A mass of cells and fluid that has seeped out of blood vessels, organs or wounds. Especially in inflammation. |
| Sloughing | The shed and or removal of dead tissue. |
| Necrosis | The death of most or all of the cells in tissue due to disease, injury or failure of the blood supply. |
| Debride | Remove damaged tissue or foreign objects from a wound. |
| Autolysing | Autolysis refers to ‘self-digestion’. This is the destruction of cells through the action of its own enzymes or by another molecule/chemical. |
| Gauze | A thin transparent fabric of silk, linen or cotton. Generally used for wounds. |
| Sutures | A stitch or row of stitches holding together the edges of a wound or surgical incision. |
| Oxygen Saturation Levels (SaO2) | The extent to which haemoglobin is saturated with oxygen (O2) (generally should be 95-100). |
| Haemoglobin | An element in your blood that binds with oxygen to carry it through the bloodstream to the organs, tissues and cells within the body. |
| Systemic | A disease, drug or poison reaches and has an effect on the whole of the body instead of being localised. |
| Episodic | Made up of separate, especially loosely connected episodes. |
| Antimicrobials | A substance active against microbes. |
| Peri-wound | The tissue surrounding a wound. |
| Maceration | To soften tissue after death by soaking and by enzymatic digestion, as occurs with stillborn. |
| Desiccation | The removal of moisture from something. |

### Policy

Eyecare Support Worker Services Pty Ltd. follows and supports the guidelines for identifying, managing and implementing complex wound management. Eyecare Support Worker Services Pty Ltd. understands the importance of good practice when it comes to complex wound care/management and has implemented a range of processes to promote this. Eyecare Support Worker Services Pty Ltd. understands that supporting a participant with complex wounds will have impacts on the participants physical, social and mental aspects of life. It’s important to support the participant as a whole and not only just focus on the wound itself. The wound can have effects such as pain, low self-esteem, decreased social activities, decreased physical activities, increased hospital access and increased illness.

There are multiple things which can also magnify the effects such as; the age of the participant, smoking, medication, overweight/obese, poor overall health, medical issues, incorrect wound management, incorrect materials used for wounds and decrease in physical activities. It is important to take this into consideration when providing complex wound management. Eyecare Support Worker Services Pty Ltd. will take all wound management situations seriously and will implement the correct procedures for each area of management to ensure the participant benefits in every way possible.

### Procedures

When a participant has a complex wound, it is important to follow strict procedures to ensure the wound is managed as best as possible through the correct preparation, PPE, equipment, infection prevention, hygiene and ongoing management.

**Initial Consent**

Eyecare Support Worker Services Pty Ltd. will ensure the participant has provided consent for complex wound management before the management has begun; this will be provided via a consent form and will be provided verbally as well. Eyecare Support Worker Services Pty Ltd. will ensure the participant understands each step of the complex wound management process before gaining the consent, this will be done verbally and through a participant handbook which will have an added section for complex wound management. To make sure the participant has understood what is involved in the complex wound management process, the participant will complete an acknowledgement form.

**Palliative Care**

A participant may require palliative care, when palliative care is required Eyecare Support Worker Services Pty Ltd.goal will be maintaining and improving the participant’s comfort from the wound. This will be done by reducing the pain of the wound, removing odours, any itching or sensations and avoiding haemorrhaging.

Steps of complex wound management:

1. Prepare the participant: the worker of Eyecare Support Worker Services Pty Ltd. will begin by introducing themselves, followed by explaining what they are about to be doing with the participant. The worker will explain why they are going to be doing the procedure. The worker will then gain the participant's consent again, which can be made verbally. The worker will revise participants notes regarding the wound and any other relevant information to consider any changes, and if the participant's dressings are due for changing. Once complete, the worker will then ensure the participant is comfortable, and the participant has complete privacy and dignity.
2. Initial cross-contamination management: The worker will reduce the risks of cross-contamination, by washing hands thoroughly, using soap and water, cleaning the work area (such as the trolley) with soap and water followed by disinfectant wipes.
3. Preparing equipment: The worker will use the cleaned workspace (such as a trolley or big bench) to prepare the equipment on. The equipment needed will be non-sterile gloves, an apron, correct dressings and solutions for the wound and a sterile dressing pack.
4. Secondary cross-contamination management: The worker will re-wash hands and put the non-sterile gloves onto hands.
5. Remove the dressing: The worker will now remove the dressing; this will be done by gentle manipulating the edges of the dressing and gently pulling it away from the skin. If the dressing is difficult to remove gently, the worker will use a solution such as saline to dampen the area to make it easier. Once removed, the dressing should be disposed of in a waste bag/bin.
6. Wound assessment: The worker will assess the wound for anything noticeable, including the odour of the wound and the size of whether it is increased, decreased or stayed the same in size. Throughout the assessment, the worker should note the level of swelling/erythema involved in and surrounding the wound, including the level of exudate, bleeding, colour, sloughing, nature of the wound and any other noticeable features. The below table can be used for assessment, action and outcomes.

A screenshot of a cell phone

Description automatically generated

If the worker is concerned about any infections, they should take a swab for analysis by a local professional. If the wound seems to have started the necroses stage, the worker may be required to debride the affected area or apply autolysing dressings. The Eyecare Support Worker Services Pty Ltd. should refer the participant to a GP if the wound is getting worse. If Eyecare Support Worker Services Pty Ltd. is in doubt or hasn’t improved as per the participants care plan, Eyecare Support Worker Services Pty Ltd. should also review the care plan and include any medical professionals in the review process to develop a more effective plan.

1. Gather correct dressings and cleaning materials: The worker should gather correct dressings and cleaning materials based on the assessment made taking into consideration the size, type, location and the moisture of the wound.
2. Clean wound: The worker will then begin the cleaning process by wash hands and applying the sterile gloves as carefully as possible to avoid contamination. If the gloves become contaminated at any time, the worker must dispose of gloves and re-apply new sterile gloves. The worker should pour the recommended solution into the sterile pack/on the sterile gauze. The worker should have tweezers within the sterile cleaning pack; the worker will use these to pick up the solution covered cleaning gauze and begin cleaning the wound (starting from the dirtiest area to the cleanest). The worker must be gentle to avoid any further damage, pain and distress of the participant (especially if sutures are in place). The worker will not overuse the gauze to prevent re-contamination, after a few short circular motions of the gauze, the gauze will be put into the waste bag/bin without contaminating any sterile materials (avoid going above clean areas). Do this until the wound is free of exudates, slough, remnants of previous dressings and any necrotic tissue (which may require debridement).
3. Dress wound: Using the sterile materials, the worker should dress the wound with the correct dressing to suit the wound and using the dressing instructions supplied along with the dressing.
4. Clean workplace: The worker will now begin the cleaning process by gathering all used items and placing them into the waste bag/bin. The worker will now remove gloves carefully and put them in the waste bag/bin. This will be followed by washing hands with soap, water and disinfectant along with the workspace (trolley/bench).
5. Document: The worker should now document the wound assessment and the cleaning/dressing procedure.
6. Educate: The participant should be educated on how to manage the current wound situation and what to do if it gets worse.
7. Report: The worker should report any changes of the wound to the GP.

**Hydration**

Hydration is an important factor when it comes to wound management. The participant should be kept well hydrated to best benefit the healing process, Eyecare Support Worker Services Pty Ltd. will promote best fluid intake practices and may also document fluid intakes if the participant lacks fluids.

**Nutrition**

Nutrition plays a vital role in wound healing; having a balanced diet should be implemented for a participant who is going through the wound healing process. This diet should consist of proteins for tissue growth, carbohydrates and vitamins such as C, A and zinc. Having a nutritionist or dietician make an assessment may be needed.

**Oxygenation**

Wounds need plenty of oxygen to promote healing; this is ensuring the participant has plenty of oxygen, too; this is known as Oxygen Saturation Levels (SaO2). If these levels our below normal, Eyecare Support Worker Services Pty Ltd. should take additional steps to increase the levels, which may also require medical assistance.

### Supporting Documents

Relevant documents relating to this policy and procedure:

* Participant Consent Form
* Client Handbook.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers, and workers.

### Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participant and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Complex Wound Management Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

## 3.13 Bowel Management Policy and Procedure

### Policy and Procedure

Eyecare Support Worker Services Pty Ltd. provides excellent bowel management services through the implementation of this Policy and Procedure. This policy and procedure set out quality bowel care principles for participants that Eyecare Support Worker Services Pty Ltd. supports. It ensures that Eyecare Support Worker Services Pty Ltd.bowel care management is provided safely and hygienically while following the correct guidelines.

This extends to all workers and meets relevant laws and regulations and standards.

### Definitions

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| --- | --- |
| Provision | The action of providing or supplying something for use. |
| Commode Chair | A type of chair used by someone who needs help going to the toilet due to illness, injury or disability. |
| Flatulence | The accumulation of gas in the alimentary chamber. |
| Acute (in relations to illness) | Conditions of a severe and sudden onset of an illness, disability or injury |
| Chronic (in relations to illness) | Conditions of illness, disability or injury persisting for a long time or constantly recurring. |
| Enema | A procedure in which liquid or gas is injected into the rectum to expel its contents or to introduce drugs or permit X-ray imaging. |
| Glycerol | Belongs to a group of medicines called laxatives which tends to stimulate or facilitate expelling of the bowel contents. |
| Suppository | A solid but readily meltable cone or cylinder of usually medicated material for insertion into a bodily passage or cavity such as the rectum. |

### Policy

Eyecare Support Worker Services Pty Ltd. follows and supports the guidelines for identifying, managing and implementing bowel care. Eyecare Support Worker Services Pty Ltd. understands the importance of good practice when it comes to bowel care/management and has implemented a range of processes to promote this. Good practice management includes overseeing and implementing good participant and staff hygiene, monitoring of participants, participant intake management (dietary and fluids), use of disposables and environment cleanliness. Eyecare Support Worker Services Pty Ltd. strives for healthy bowels for its participants.

### Procedures

Eyecare Support Worker Services Pty Ltd. follows a series of processes to ensure all participants have bowels in good physical condition both now and ongoing through quality service provision.

**Evaluation**

All participants go through an evaluation phase during the joining of Eyecare Support Worker Services Pty Ltd., this evaluation phase begins after an initial intake interview which can identify any issues regarding the bowel. As per the Assessment, Planning and Review Policy and Procedure, the evaluation will begin within 5 working days of participant acceptance into the service. The assessment process includes how, when and where the participant requires the supports to be delivered and will be reviewed consistently when changes or improvements are required. Eyecare Support Worker Services Pty Ltd. will use participant details and participant assessment form to assess the needs of the participant to see if the participant needs bowel management.

**Planning**

Eyecare Support Worker Services Pty Ltd. will begin the planning process after the completion of the evaluation. The planning will be completed in correlation with the Assessment, Planning and Review Policy and Procedure. The participant and/or their nominated family member or carer will be involved in the completion of both the service agreement and support plan. This will outline the detailed bowel management plan when required and will be reviewed at least quarterly.

**Providing Continual Supports**

Providing continual quality supports is important when a participant requires bowel management. Eyecare Support Worker Services Pty Ltd. will ensure each bowel management support will be provided with the utmost privacy of the participant and keep the dignity and respect of the participant. Eyecare Support Worker Services Pty Ltd. is to keep a record of each bowel movement in its bowel management register which will be reviewed monthly. Eyecare Support Worker Services Pty Ltd. will urge and encourage the participant to move their bowels as regularly as possible to keep the bowel movements continual. By doing this, Eyecare Support Worker Services Pty Ltd. will also make sure a toilet is accessible at all times which can be done by utilising commode chairs, walkers, bedpans (as a last resort) and the use of hoists.

**Identifying Irregularities**

A participant may be experiencing irregularities with bowel movements; it is important for Eyecare Support Worker Services Pty Ltd. to be able to identify this as soon as possible. Eyecare Support Worker Services Pty Ltd. will regularly examine the participant using both verbal, non-verbal and physical examinations.

Eyecare Support Worker Services Pty Ltd. will:

* Verbally ask the participant if they are feeling discomfort, flatulence, changes, cramping or pain within the bowel.
* Use a bowel feedback chart to see if the participant is experiencing any changes, flatulence, discomfort, cramping or pain.
* Listen for any bowel sounds.
* Check for tenderness or tension of the bowels.

**Intervention**

Intervention is required when a participant is experiencing changes or difficulties with bowel movements. Changes may vary, and it is important to identify which intervention is required.

* Diarrhoea-

If a participant is experiencing diarrhoea to is important to ensure the participant is kept hydrated and encourage the participant to drink extra fluids than usual. If the diarrhoea is ongoing for more than 24 hours, Eyecare Support Worker Services Pty Ltd. will seek medical attention for the participant.

* Constipation-
* Acute – A participant may experience acute constipation, Eyecare Support Worker Services Pty Ltd. will review the participant's diet and include more foods that are of high fibre-high residue. These foods will include:
* Wholegrain foods
* Legumes, nuts and seeds
* Vegetables
* Whole fruits

Eyecare Support Worker Services Pty Ltd. will review the participant's daily activities and make improvements to the number of daily activities the participant is doing.

Eyecare Support Worker Services Pty Ltd. will also encourage the participant to drink more fluids, especially if the participant has participated in physical activities or if the weather is of hot nature.

* Chronic – When a participant is experiencing chronic constipation, they must have had a review by a General Practitioner or Specialist. Generally, the practitioner specialist will suggest that the participant has regular stool softeners, has an enema, takes bowel stimulants or takes a glycerol suppository.

The professional may also take a stool sample for pathology testing or take blood tests to search for any underlying problems.

* Bowel Incontinence-

A participant may have the inability to control bowel movements resulting in involuntary soiling; if so Eyecare Support Worker Services Pty Ltd. must ensure that symptoms are managed as well as possible. This includes encouraging and participating in high hygiene activities such as; actively showering, washing any soiled skin and removing and the replacement of soiled materials (underwear, pads, sheets, etc.). If the participant is experiencing constipation, Eyecare Support Worker Services Pty Ltd. must refer to the constipation interventions.

Eyecare Support Worker Services Pty Ltd. will review the participant’s diet and make any improvements where possible to avoid any catalysts that worsen symptoms of bowel incontinence.

* Seeking Medical Attention

It is important that Eyecare Support Worker Services Pty Ltd. identifies when to seek medical attention for the participant. Eyecare Support Worker Services Pty Ltd. must contact a General Practitioner (use of GP hotlines may be important to get advice quickly), go to the hospital or call an ambulance in serious situations. This action must be taken if a participant is experiencing:

* Blood in stool (maybe black or red in nature)
* Diarrhoea that lasts more than 24 hours
* Vomiting that is more than a one-off or contains blood/stool substances
* Rectal bleeding
* Pain or odd feeling before, during or after bowel movements
* Constipation which cannot be resolved

**Hotlines**

(Call 000 if it is an emergency)

* Nurse-On-Call – 1300 60 60 24
* Health direct – 1800 022 222
* Emergency Department – 000 (call in all emergencies)

### Supporting Documents

Relevant documents relating to this policy and procedure:

* Assessment, Planning and Review Policy and Procedure
* Support Plan
* Service Agreement
* Bowel Feedback Chart
* Bowel Management Register
* Participant Details Form
* Participant Assessment Form.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

### Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participant and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Bowel Management Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

## 3.14 Subcutaneous Injections Policy and Procedure

### Policy and Procedure

Subcutaneous injections are injections that are made via the subcutaneous route; this means that medications or fluids are injected into the subcutaneous tissue. The Subcutaneous Injections Policy and Procedure aim to prepare Eyecare Support Worker Services Pty Ltd. and its workers to safely preparing and administering this particular type of medication referred to as ‘Subcut Injections’. Eyecare Support Worker Services Pty Ltd. understands that injecting such medications and fluids can come at a risk due to the complexity and route, Eyecare Support Worker Services Pty Ltd. will minimise those risks at all costs.

This extends to all workers and meets relevant laws and regulations and standards.

### Definitions

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| Subcutaneous | Subcutaneous means under the skin. In this type of injection, a short needle is used to inject a drug into the tissue layer between the skin and the muscle. For small amounts of delicate drugs, a subcutaneous injection can be a useful, safe, and convenient method of getting medication into your body. |
| Viable | Capable of working successfully; feasible. |

### Policy

Eyecare Support Worker Services Pty Ltd. and the workers of Eyecare Support Worker Services Pty Ltd. hold a certain level of responsibility when it comes to the safety of participants, others and themselves when injecting medications or fluids through the subcutaneous route.

It all starts with correct qualifications, without the correct qualifications, workers of Eyecare Support Worker Services Pty Ltd. are unable to perform subcut injections. Generally, these types of procedures are performed by Registered Nurses, but other types of qualified staff members can perform this if their qualification has included a scope of practice for subcut injections.

Workers will have to adhere to all procedures when taking part in the injection. Workers are required to wear correct personal protective equipment (PPE) when injecting via the subcutaneous route; this includes:

* Apron
* Gloves
* Closed Shoes

Workers must understand that gloves won’t protect them from needle penetration of the hands; they are required to follow and implement effective administering approaches to protect both themselves and the participant. This includes never recapping a needle which has been uncapped and disposing of the needle immediately after use or if the needle is uncapped and has no use to minimise risks of needle stick injuries.

Eyecare Support Worker Services Pty Ltd. and the workers must ensure they correctly identify the participant who requires the injection to avoid any harm to participants; this can be done via the medication chart. The medication chart is also important for identifying the correct dates, times, type of medications and needle size of administering and must be followed accordingly. Once identified, each participant must be informed of the procedure and receives any relative information to make the participant aware and confident about what is happening.

Workers of Eyecare Support Worker Services Pty Ltd. are required to practice good hand hygiene before and after the injection.

It is imperative that workers report incidents immediately to management and use available incident report forms.

Eyecare Support Worker Services Pty Ltd. has set responsibilities to ensure the safety of workers and their participants. These responsibilities extend to providing workers of Eyecare Support Worker Services Pty Ltd. with the correct training to allow workers to complete the duty of injections safely and correctly as well as informing/supplying the participants with the correct information and supporting materials. This includes ongoing training and reviews to maintain the quality of the injections. It is important that Eyecare Support Worker Services Pty Ltd. make workers understand and follow the procedures of both the Subcutaneous Injections Policy and Procedure and the Medication Management Policy and Procedure.

Other guidelines include:

* Any needles and syringes must be used ONCE and disposed of.
* If anything is blocking the site of injection, E.g. clothing, it must be moved out of the way with respecting the participant's privacy, requests, and rights. Injections must not be made through any materials.
* Needles and syringes must suit the participant, for example., shorter needles for younger participants, longer needles for older participants without surpassing the 8mm recommendation.

### Procedures

Eyecare Support Worker Services Pty Ltd. implements a procedure which covers the prescription, preparation, injection procedure and the post-treatment to minimise as many risks as possible and to keep everyone involved safe. These injections are administered subcutis, which is the layer of skin below the dermis and epidermis and are typically administered with a maximum of 2 ml of medication/fluid. The types of medications administered via the subcutaneous route are quite often insulin, morphine, heparin, epinephrine, allergy medications and other forms of medications that are water-soluble.

**Prescriptions**

Each participant must have a prescription for the administration of injectables, Eyecare Support Worker Services Pty Ltd. and workers of Eyecare Support Worker Services Pty Ltd. must ensure that the information on the prescription is read and understood clearly. If the information is difficult to understand or if in doubt, refer to someone suitably qualified for assistance. Once understood, choose the correct medication and suitable dose which matches the prescription. The storage of the medication must be checked to be sure it has been stored in its correct environment, and temperature, as well as the expiry date, must still be in date for use. If the medication does not meet the environment, temperature, or expiry requirements, it must be disposed of.

**Participant Preparation**

Before a subcutaneous injection, the participant must be prepared and know the procedure which will occur. Initially, the participant must give consent after the procedure is explained sufficiently. The participant must have a check for allergies and identify that it will not interfere with the injection if the participant does have an allergy. The worker and the participant must both select a viable injection site which both suit the medication and the participant's preferences. The Medication Management Policy and Procedure must be applied where possible.

**Staff Preparation**

Workers of Eyecare Support Worker Services Pty Ltd. must be suitably prepared for a subcutaneous injection:

* Confident in the duties.
* Suitably qualified.
* Completes effective hand hygiene practices (wash hands thoroughly and dry correctly to avoid as much contamination as possible).
* Apply correct personal protective equipment, such as gloves, apron, and closed shoes.

**Medication Preparation**

1. Prepare the syringe and needle as per the directions supplied with the item. Some may not need preparation, and some may have specific preparation guidelines, for example, Insulin may have specific preparation instructions.
2. Confirm the medication gathered is correct for the participant requiring it; this is done by checking the label and the expiry date.
3. Confirm the amount required to be drawn.
4. Follow the directions of the vial medication as some vials may have a powder that needs to be mixed with liquid.
5. Check for things in the vial, for example floating pieces or unmixed/cloudiness. Ensure it is mixed properly.
6. Uncap the vial and wipe with an alcohol wipe.
7. Uncap the needle or syringe. Some may not have a cap and may be controlled by a button or some other indicator as they are already pre-filled.
8. Draw the confirmed amount from the sealed vial of medication/liquid using the syringe and needle. Some syringes and needles are already pre-filled such as the insulin needles, and it is not required to fill them. It is important to follow directions set by the prefilled syringes and needles. Recommendations apply when drawing from a vial:

* Hold the syringe in your hand like a pencil with the needle pointed upwards.
* Pull back the plunger on the syringe to fill the syringe full of air; this should only be pulled back to the required amount of dosage. (If the dose required is 2ml, it is recommended you fill the syringe with air up until the 2ml mark)
* Insert the needle through the rubber top of the vial, do not bend or touch the needle.
* Push the air into the vial. This keeps a vacuum from forming. If there is too little air, you will find it hard to draw the medicine. If there is too much air, the medicine may be forced out of the syringe.
* Turn the vial upside down and hold it up in the air. Keep the needle tip in the medicine.
* Pull back the plunger to the line on your syringe for your dose. For example, if you require 2ml of medicine, pull the plunger back to the 2ml line marked on the syringe. Please note that some vials may say ‘cc’; this is the same as ‘ml’.

1. Remove any bubbles from the syringe using the following recommendations:

* Keep the syringe tip in the vial.
* Tap or flick the syringe to get the bubbles to the tip of the syringe/needle. Then slowly push the plunger to force the bubbles into the vial. If you have accidentally pushed too much medicine into the vial, then draw it back up carefully when avoiding the drawing of air.
* If you have a lot of bubbles, push the medicine back into the vial. Then repeat step 8.

1. Pull the syringe out of the vial. If the syringe is being put down, make sure it is put in a safe and clean sharps tray with the cap on to avoid contamination. Be careful if you do recap the syringe as this becomes a finger prick hazard. Recapping should be minimised at all costs.
2. Make sure the correct needle is added to the syringe, a sharp needle is important to reduce pain and to suit the type of person. Refer to the table ‘Figure 1.’ below to choose the correct needle size.
3. Using the designated safety sharps bin, dispose of the needle used to draw the fluids from the vial.

Figure 1.

|  |  |  |
| --- | --- | --- |
| Type of Person | Size of Needle | Type of Angles |
| Children (2-6 years old) | 4mm | 90-degree angle is recommended |
| Children (7-15 years old) | 4-6mm | 90-degree angle is recommended |
| Adults (16+ years old) | 4-8mm | If the needle is below 8mm long, insert at 90-degree angle.  If you can only pinch 2.5cm of skin, insert needle at 45-degree angle  If you can pinch 5cm of skin, insert needle at 90-degree angle  If the needle is 8mm long, it is recommended to complete at a 90-degree angle |

**Injection Procedure and Post-Injection Steps**

1. Place the needle within the safe and clean sharps tray along with the empty vial and place it on a trolley or stable, clean stand where the participant is located.
2. Place the safety sharps bin next to the sharps tray.
3. Check the medication chart to ensure you have the right participant, the medication is correct, the date is correct, the time is correct, the participant hasn’t already had their dose, and the dose amount is correct. You should also get the participant to verbally identify themselves if the participant is verbal.
4. It is important (if possible), to have someone to check and confirm those details as a witness, preferably with a qualification.
5. Confirm the participant is still happy with the injection site.
6. Make sure the privacy of the participant is upheld. This can be done by removing anyone who should not be in the room, closing the door, closing blinds or having a clinical sheet which hangs from the roof, etc.
7. Help the participant into a comfortable position which exposes the injection site.
8. Inspect the injection site, choose a different site if the current site is infected or having visible issues such as redness, oedema etc.
9. Wash hands, dry thoroughly and apply gloves.
10. Wipe the skin with an alcohol-based wipe if the area is not clean.
11. Discuss with the participant that you are going to insert the needle; it is important to calm the participant as much as possible.
12. Pick the syringe up, remove the cap carefully and hold this with your dominant hand.
13. Using your other hand, use 2 fingers to pinch the participant's skin to pull it away from the muscle underneath.
14. Using an angle of roughly up to 90 degrees (refer to figure 1. For directions), insert the needle into the pinched skin as if you were throwing a dart or using a pencil.
15. Inject the medication by slowly pushing on the plunger, this should be completed over roughly 20-30 seconds, and it should be left in the skin for 10-15 seconds afterwards to prevent retracting of the medication into the syringe.
16. Withdraw the needle.
17. Release the skin pinch.
18. Dispose of the sharps into the safety sharps bin immediately, do NOT recap the needle.
19. If the site bleeds, use a cotton ball to hold over the area.
20. Wash hands and dry thoroughly.
21. Ask if the patient is happy and comfortable with the injection.
22. Using the medication chart, record the injection details onto the chart, including the date, time, medication, site of injection and other details that are required on the form.

**Monitoring and Review**

After the initial injection and over the day, monitor the participant to ensure they do not suffer any adverse effects from the medication. If they do, take any necessary steps to ensure the safety of the participant, which can include calling emergency services if the adverse effects are bad enough.

### Supporting Documents

Relevant documents relating to this policy and procedure:

* Medication Management Policy and Procedure
* Medication Chart.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and worker.

### Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participant and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Subcutaneous Injection Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

## 3.15 PEG & NG Tube Feeding Policy and Procedure

### Policy and Procedure

The PEG & NG Tube Feeding Policy and Procedure set out how Eyecare Support Worker Services Pty Ltd. manages participants during feeding with the implementation of a feeding tube and the responsibilities in which are implemented by Eyecare Support Worker Services Pty Ltd.. This policy and procedure will ensure staff and management are completely trained in aspects including implementation, management, documentation, incidents, hazards, participant management and support.

Enteral feeding is a procedure in which a flexible feeding tube is inserted through the wall of the abdomen and into the stomach or GI tract to provide the participant with the nutrition and fluids they require to support their daily needs. This includes medications that can be inserted into the stomach or GI tract, ultimately to bypass the mouth and oesophagus. Other forms of tubes can include Nasogastric Tubes (NG), which are inserted via the nasal cavity.

Eyecare Support Worker Services Pty Ltd. understands the importance of implementing a strong policy and procedure to maintain safe practices when preparing, implementing and documenting enteral feeding.

This extends to all workers and meets relevant laws and regulations and standards.

### Definitions

|  |  |
| --- | --- |
| PPE | Personal Protective Equipment |
| Oesophagus | The part of the alimentary canal which connects the throat to the stomach. In humans and other vertebrates, it is a muscular tube lined with mucous membrane. |

### Policy

The Tube Feeding Policy sets out Eyecare Support Worker Services Pty Ltd.responsibilities in the process of managing participants during feeding with the implementation of a feeding tube.

Eyecare Support Worker Services Pty Ltd. understands the importance of ensuring interventions are in place, responsibilities are implemented, incident management, assessments and reporting are implemented to ensure the best and safest possible outcome for participants who require feeding using a tube.

Both workers and management play a key role in the responsibilities of enteral feeding.

Worker Responsibilities -

* Ensuring cleanliness of tubes and other materials used for the input and removal of tubes.
* Feeding tubes are flushed before and after food.
* Feeding tubes are flushed before and after medication.
* Are trained for the implementation, management and safe practice of feeding tubes.
* Good cleanliness and hygiene practices are followed for both self and the workplace, e.g. Disposal of wastes, sanitising workbench, washing hands correctly etc.
* Correct procedures for documenting are followed.
* Correct procedures for minimising risks and complications are followed.
* The participants Enteral Feeding Support Plan is followed along with the procedures of this Policy and Procedure.
* Correct PPE is worn.
* Identifying hazards, incidents and providing the correct interventions.
* Reassure participants as much as possible and keep them updated on everything being done.
* Ask for support where possible or if the worker feels incompetent.
* Equipment is disposed of or cleaned as directed by the equipment instructions.
* Good oral hygiene practices are implemented with participants.
* Report any incidents to management.

Management Responsibilities-

* Ensure workers are competent, trained and confident with the implementation, management (including participant management) and removal of feeding tubes, documenting of tube feeding, and the equipment used.
* Workers understand safe practices and hygiene practices of self and the workplace.
* Participants are fully informed on the process of feeding using a tube, how it can positively and adversely affect them and possible implications.
* Monitor workers consistently.
* Provide emergency responses to workers and participants if an emergency or complication arises.
* Training workers on identifying hazards, incidents and emergencies.
* Report any reportable incidents to the NDIS Quality and Safeguard Commission.

### Procedures

The Tube Feeding Procedure is designed to have a step by step process of what is involved throughout the enteral feeding process to ensure the utmost safety to the participant and the worker along with ensuring the competency of the worker performing the procedure.

**Participants at Risk**

Participants who require enteral feeding are at risk of malnourishment due to a medical reason, including but not limited to:

* Anorexia
* Complete debilitation/paralysed
* Impairment in the oesophagus, stomach, bowel or GI tract
* Inability to intake food orally
* Deformities including facial, structural (bone), fractures or other deformities that make it difficult to intake food
* Mental health that severely affects food intake
* Severe disability which results in minimal/no oral intake

Eyecare Support Worker Services Pty Ltd. will work with participants currently facing these difficulties and support them through the feeding process. Participants will have a nutrient-based diet to support their needs.

**Nutrition**

All participants who require enteral tube feeding must be seen by a GP and referred to a dietitian (or dealt with by a team of highly skilled professionals) for a feeding schedule and well-balanced nutritional diet to suit the participants requirements. Nutritional diets are generally made up of carbohydrates, proteins, fat (made up mostly of monounsaturated and polyunsaturated fats), vitamins, and minerals which are tailored to fit the participant's requirements such as age, deficiencies, goals, weight, disability, intolerances, energy output, religion, etc. This will include drinking the correct fluids required to maintain or improve to a healthy state.

**Route of Tube Feeding**

Participants may have specific routes for feeding tubes to ensure the participant is getting the maximum benefit from the enteral feeding. There may be multiple reasons for a participant being unable to receive this via a general route; this decision is made between the participant's group of allied health professionals, the participant and/or their family and carers. The team will develop a suitable plan which will then be provided to Eyecare Support Worker Services Pty Ltd. for the use upon the requested start date.

**Preparation**

Eyecare Support Worker Services Pty Ltd. follows a strict guideline for preparation of both medications and feed to ensure safe practice throughout the procedure.

Worker Prerequisites:

* Workers uphold relevant qualifications, skills and experience for enteral feeding. It is recommended that a Registered Nurse provides this service.
* Workers will have participated in a Medication Management course through a Registered Training Organisation (RTO).
* Workers will have completed a refresher course every 3 years to ensure competencies concerning Medication Management.
* As per the Medication Management Policy and Procedure, workers must participate in refresher training if the following occurs:
* Changes to the participants’ medication or wellbeing, requiring the employee to possess certain training or qualifications.
* When a proposal made by CEO/ Director in which there are condition issues relating to specific medical management tasks.
* An incident or event requiring medical management skills occurs.
* Changes regarding the participants living arrangements or environment alter the capability of workers completing this to fulfil their tasks of medication management or.
* A recommendation is developed from by the Registered Nurses of Eyecare Support Worker Services Pty Ltd..

Participant Preparation:

* The participant will be informed of what is about to happen and the entire process to follow.
* Eyecare Support Worker Services Pty Ltd. will ask for verbal consent (if physically possible).
* The participant will be positioned comfortably and in a way that is accessible for enteral feeding.
* The participant is comfortable with who is in the room, and the one doing the procedure.
* The participant has complete privacy and dignity upheld. E.g. close door, blinds closed, private areas covered, etc.
* Participant is at a 30-degree angle for feeding.

Hygiene Preparation:

* Wash hands thoroughly (Follow best hand hygiene practice)
* Wear correct PPE such as: gloves, closed shoes, apron

Tube Preparation:

1. The tube is not kinked, covered or blocked by anything in any way.
2. The tube is flushed.

Medication Preparation:

1. Read the participants medication plan.
2. Follow alongside the Medication Management Policy and Procedure for safety and correct procedures.
3. Select the correct medication. (preferably liquid or tablets which are soluble)
4. Check the expiry date, amount, type and label correctly. (cross-reference with the medication order)
5. Get a second opinion if in doubt.
6. If tablets are in use, they must be crushed using the correct equipment and mixed with 20 mls of water.
7. Draw up medication in a syringe.
8. Place in a safe plastic container for transport to the participant.

Feed Preparation:

1. Read the participants feed order.
2. Collect the correct feed.
3. Check the expiry date, amount, type and label. (cross-check with the feed order)
4. Get a second opinion if in doubt.
5. If the feed is not pre-packaged/prepared and the formula is used, Eyecare Support Worker Services Pty Ltd. will use an alcohol swab.

**Feed Administer**

After following the correct preparation procedures of staffing, participant, hygiene, feed and tube, Eyecare Support Worker Services Pty Ltd. will begin the administration of feed steps:

1. The feed mixture must be sufficiently shaken.
2. Double-check the tubing for any kinks and blockages.
3. Ensure the participants head is positioned at 30-degrees.
4. Check the nasal and oral cavity and document findings. [Only necessary for NG feeding]
5. Check insertion site.
6. Ensure the tube has been flushed.
7. Adopt infection control measures that minimise the presence of pathogenic organisms. This can be applied by following the Infection Control Policy and Procedure along with the Aseptic Technique Learning Module set by the Department of Health: <https://www2.health.vic.gov.au/about/publications/policiesandguidelines/standard-3-aseptic-technique-learning-module-preventing-and-controlling-healthcare-associated-infections>
8. Set up a drip stand.
9. Hang the feed bag/bottle on the drip stand.
10. Choose either a bolus connection set or giving set.
11. Prime and connect this with the feeding tube.
12. Unclamp tube.
13. Allow for the feed to flow through the tube.
14. Set the feed pump’s action rate as per their feed plan.
15. Monitor the line or pump for any disruptions.
16. Monitor the participant for any concerns such as diarrhoea, vomiting, pain, allergic reactions, and discomfort.
17. Once complete, flush the tube.
18. Clamp the tube.
19. Anchor the tube to something, e.g. if an NG Feed Tube, anchor it to the nose.
20. Document the feed, flush and any other important details.
21. Dispose of any materials such as feed bag/bottle.

**Medication Administer**

After following the correct preparation procedures of staffing, participant, hygiene, medication and tube, Eyecare Support Worker Services Pty Ltd. will begin the administration of medication steps:

1. Double-check and follow the Medication Preparation process.
2. Ensure feed has been stopped if feeding is currently in action.
3. Flush tubing.
4. Using the medication drawn syringe, flush it down the tube. (ensure it is only one medication at a time)
5. Flush 10ml of water between medications if multiple medications are used. [go to step 6 if 1 medication was used]
6. If a feed was stopped, flush the tube and restart the feed. [Go to step 7 if a feed was not in progress]
7. Flush the tube.
8. Monitor for any adverse effects, such as vomiting, pain, discomfort, changes in a conscious state, etc.
9. Document all flushes, medication administering and adverse effects.

**Preventing Blockages**

Blockages can occur, which could prevent feeds and medication administering. To prevent blockages, Eyecare Support Worker Services Pty Ltd. must:

* Flush before and after each administering of feed and medication.
* Flush every 4-6 hours during continuous feeding.

If Creon (pancreatic Lipases is used, pellets may stick to fine bore tubes, it is recommended that:

* Use granule formulation (smaller pellets)
* Consider using acidic fluids such as fruit juices to reduce pellet clumping

If Proton Pump Inhibitors (PPIs) are used, crushing inactivates PPIs which can give granule formulation, in order to prevent a blockage, it is recommended to:

* Use in 16 french or larger.
* Wait 30 minutes post-dose before restarting feeds unless plan specifically mentions to start feeds immediately after medication administering.

**Observations & Considerations**

Participants may struggle with low self-esteem due to the physical image of the attached device and/ or body image, Eyecare Support Worker Services Pty Ltd. must:

* Reassure the participant
* Provide information to family members, carers and friends on providing reassurance

Get assistance from another worker if the participant is:

* Restless
* Confused
* Experiencing discomfort
* Experiencing pain
* Distressed
* Showing signs of skin reactions
* Showing signs of an allergic reaction

Eyecare Support Worker Services Pty Ltd. must monitor:

* Participants stool, the size, colour, smell and how often it comes
* Abnormalities
* The insertion site and its surroundings
* The tube and how it's sitting, if its blocked, kinked and anchored
* How the participant is feeling, both physically and mentally
* Allergic reaction to tap that is anchoring tube
* Tubes length, this is done by monitoring markers on the tube to avoid the tube coming out or going in too far. This must be done every shift
* Participants hydration and keep participants hydrated

Eyecare Support Worker Services Pty Ltd. must never:

* Move tube further if there are signs of resistance or pain
* Proceed with any procedure without making the participant aware of what is happening
* Proceed with medications or feed with flushing tube before and after
* Force solutions
* Leave tube hanging without it being anchored
* Introduce air into the tubing; this can be prevented by positioning the syringe correctly

Eyecare Support Worker Services Pty Ltd. must:

* Unless told otherwise, rotate the tube 360 degrees regularly
* Clean site regularly with a sanitize pack using aseptic technique
* Dispose of any materials that have been used immediately, safely and correctly.
* Inspect the site of insertion every 6 hours (or at the beginning of a new shift if the shift is shorter)
* Ensure the clamp is closed if the feeding tube is not in use
* Inspect drainage and clean using aseptic technique
* Feed with a volume of 300-500mls as a recommendation if the feed is not a constant feed

**Oral Hygiene**

Oral hygiene plays a key role in infection control when participants are receiving enteral tube feeding. Eyecare Support Worker Services Pty Ltd. must ensure:

* Oral hygiene is done daily.
* Teeth are brushed.
* Tongue is brushed.
* Gums are brushed.
* Palate is brushed.
* Use mouthwash if recommended by a specialist.
* Brushing is done softly and carefully.
* A mild toothpaste is used.
* A soft toothbrush is used.
* If participants find it difficult to swallow, the use of a section toothbrush may be required.

**Tube Removal**

Eyecare Support Worker Services Pty Ltd. will work with an appropriately qualified health care professional to determine when a feeding tube is to be removed with the final OK to be made by the qualified health care professional. Sometimes, removal of feeding tubes may be required to be removed at a hospital.

1. Obtain participant consent
2. Express the importance of having a shower before the procedure as the participant will not be able to have a complete shower for at least 24 hours after the removal
3. Ensure a qualified person is completing the duty (Registered Nurse, etc.)
4. Ensure the qualified person is trained on the risks and response
5. If the worker is uncomfortable or unsure, help must be obtained from another appropriately qualified health professional
6. Maintain the dignity and privacy of the participant
7. Let the participant know what is happening as it is happening
8. Remove any materials and expose the insertion site
9. Clean the area around the insertion site using aseptic technique and a betadine solution [or saline with NG tube]
10. Use a local anaesthetic with qualified health professionals and participants approval to decrease discomfort [Not necessary for NG tube]
11. Slowly remove the tube, avoid using too much force
12. Apply silver nitrate to the area if bleeding is prominent [Not necessary for NG tube]
13. Clean the area for blood using warm water
14. Apply a suitable dressing using aseptic technique [May not be necessary for NG tube]

After Removal:

* Monitor for fever, tenderness and redness from site
* Monitor for unusual drainage
* Do not apply Bacitracin, Neosporin, Hydrogen Peroxide or any other cleanser/ointment to the site, use warm water
* Do not bathe the participant in a bathtub, allow the use of a jacuzzi/hot tub or allow them to swim for at least 2 weeks to avoid infection
* The participant should avoid excessive exercise that could put pressure on the site area for at least 2 weeks
* Change the dressing daily for 5 days
* Dressings must be kept dry
* A shower must not be taken until 24 hours after the removal; a participant must be bathed with a washcloth during this period
* While showering within the first week, avoid direct water pressure on the site

**Accidental Tube Removal**

In some cases, a tube may be removed accidentally and can cause the stoma to close, especially if the stoma is less than 6 weeks old. Eyecare Support Worker Services Pty Ltd. must seek medical advice by calling an ambulance immediately, especially if the stoma is less than 6 weeks old.

If the stoma is older, Eyecare Support Worker Services Pty Ltd. could contact the participant's specialists, which may include, GP or gastrologist/enterologist. If uncontactable, call emergency services.

**Obtain Medical Advice**

Eyecare Support Worker Services Pty Ltd. will contact medical advice immediately of the following occurs-

NG Tube:

* The tube has become blocked and cannot be unblocked
* If any concerns or feeling of concerns arise
* Shows signs of malnourishment
* If the tube needs to be replaced
* Difficulties breathing
* Swelling and/or redness around the nasal, oral or pharynx cavities
* If the participant continually gags
* Nausea or vomiting
* Constipation or diarrhoea
* Sore throat
* If the length of the tube has changed or the tube has been displaced.

PEG Tube:

* The tube is suspected to be displaced or the length changed
* The tube has become blocked and cannot be unblocked
* If any concerns or feeling of concerns arise
* If the tube needs to be replaced
* Swelling or redness around the injection site
* A fever occurs
* Suspected of infection
* Difficulties breathing
* Constipation or diarrhoea
* Sore throat
* Nausea or vomiting
* If the tube has drainage in or around the tube
* Abdomen swelling, bloating or pressure
* Abdomen pain
* Shows signs of malnourishment.

### Supporting Documents

Relevant documents relating to this policy and procedure:

* Support Plan
* Enteral Feeding Support Plan.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers

Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participant and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the PEG & NG Tube Feeding Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

## 3.16 Catheter Care Policy and Procedure

### Policy and Procedure

The Catheter Care Policy and Procedure indicate how Eyecare Support Worker Services Pty Ltd. manages participants during catheterisation as well as abides by the correct procedure and protocol when Eyecare Support Worker Services Pty Ltd. undertakes urinary catheter care. This policy and procedure will ensure staff, workers and management are comprehensively trained in all aspects, including implementation, intervention, documentation, management, restorative care, incidents, hazards, participant management and seeking additional support.

Catheter Care is a procedure where a hollow flexible tube is inserted via either the urethra or through an incision in the lower abdomen. This tube sits in the bladder to drain urine from the bladder and into either a regular drainage bag or a small leg bag. Participants may require this for various reasons, such as urinary incontinence, urinary retention, underlying health conditions or may require a catheter post-surgery.

Participants may have various catheters depending on which suits them best in their individual situation. The main types of catheters are an Indwelling Catheter, which resides in the bladder via the urethra. This could also be known as the Foley Catheter. Another catheter used is the Suprapubic Catheter which is inserted through an incision in the lower abdomen, or the Intermittent Catheter (IC), also known as the In-Out Catheter, which is only left in the bladder long enough to drain the urine.

Eyecare Support Worker Services Pty Ltd. recognises the importance of implementing and utilising a thorough policy and procedure to ensure safe practices when preparing, implementing, managing, and documenting catheter care.

This extends to all employees and meets relevant laws and regulations and standards.

Definitions

|  |  |
| --- | --- |
| Catheter Care | To provide guidance for care of catheter tubing, bag and urine output. Urinary incontinence and urinary retentions are the most common reasons for long-term indwelling urinary retention are the most common reasons for long-term indwelling urinary catheters. |
| Implementation | The process of putting a decision or plan into effect; execution. |
| Restorative Care | Restorative Care means activities designed to assist the participant in reaching or maintaining their level of potential. |
| Urethra | The duct by which urine is conveyed out of the body from the bladder, and which in male vertebrates also conveys semen. |
| Indwelling Catheter | "Indwelling" means inside your body. This catheter drains urine from your bladder into a bag outside your body. Common reasons to have an indwelling catheter are urinary incontinence (leakage), urinary retention (not being able to urinate), surgery that made this catheter necessary, or another health problem. |
| PPE | Personal protective equipment. |
| Predominant | Present as the strongest or main element. |
| Autonomic dysreflexia | Autonomic dysreflexia (AD) is a condition in which your involuntary nervous system overreacts to external or bodily stimuli. It is also known as autonomic hyperreflexia. This reaction causes a dangerous spike in blood pressure. |
| Suprapubic Catheter | A suprapubic catheter is a hollow flexible tube that is used to drain urine from the bladder. It is inserted into the bladder through a cut in the tummy, a few inches below the navel (tummy button). This is done under a local anaesthetic or a light general anaesthetic. |

### Policy

The Catheter Care Policy sets out Eyecare Support Worker Services Pty Ltd.responsibilities in the process of managing participants during catheter insertion, catheter changing, catheter removal and catheter management.

Eyecare Support Worker Services Pty Ltd. recognises the importance of ensuring all staff implementing catheter care adhere to safe and best practices accordingly. Eyecare Support Worker Services Pty Ltd. will prioritise set out responsibilities and ensure they are implemented.

Obtaining consent is mandatory, and any interventions in place will be implemented to ensure the best and safest possible outcome for participants who require catheterisation.

Eyecare Support Worker Services Pty Ltd. understands that only qualified health care professionals can indicate when to change or remove a catheter from a participant. This could be the participants General Practitioner (GP) or Specialist, e.g., Urologist.

Workers Responsibilities –

Eyecare Support Worker Services Pty Ltd.workers are responsible for ensuring catheterisation is completed safely and accurately. Eyecare Support Worker Services Pty Ltd. recognises the importance of guaranteeing catheter change or removal is completed by a trained and qualified health care professional, such as a Registered Nurse. Eyecare Support Worker Services Pty Ltd. will ensure any other workers, such as support workers, are trained thoroughly and adequately to support participants in catheter care.

Any worker at Eyecare Support Worker Services Pty Ltd. will be responsible for:

* Ensuring all care delivered is conducted within their scope of practice.
* Ensuring consent is given by any participant requiring catheterisation.
* Prioritising participant comfort and safety.
* Verbalising the procedure to the participant.
* Ensuring cleanliness of tubes and other materials used for the input and removal of catheters.
* Determining any participant discomfort and adjusting accordingly.
* Determining any possible allergies to materials used for the input and removal of tubes such as allergies to latex, tape, lubricant etc.
* Ask for support where possible or if the worker feels incompetent.
* Equipment is disposed of or cleaned as directed by the equipment instructions.
* Only inserting catheters using the aseptic non-touch technique (ANTT).
* Recognising that catheterisation care is invasive and needs to be practised sensitively.
* Understanding that catheterisation can result in serious complications, therefore workers must be prepared to deal with these situations should they arise.
* Understanding and recognising the signs and symptoms of autonomic dysreflexia.
* Understanding and recognising the signs and symptoms of urinary tract infections and renal complication, therefore workers must be prepared to deal with these situations should they arise.
* Correct procedures for documenting are followed.
* Correct procedures for minimising risks and complications are followed.
* Good cleanliness and hygiene practices are followed for both themselves and in the workplace such as the disposal of wastes, sanitising workbench, washing hands correctly etc.
* The participant's Catheter Care Support Plan is followed along with the procedures of this Policy and Procedure.
* Correct PPE is worn.
* Identifying hazards, incidents and providing the correct interventions.
* Report any incidents to management should they arise.

A vital responsibility of workers at Eyecare Support Worker Services Pty Ltd. is to be aware and be able to manage any catheterisation issues or malfunctions. Therefore, works must continuously observe draining tubing for patency, as well as note any malfunctions or inability to expel urine into the catheter bag. It is the workers due diligence to ensure the continuous monitoring of any participant with catheterisation. Workers should adopt a thorough understanding of any potential issues that could arise due to catheterisation. Workers should be aware of oliguria (low urine output) and the reasoning behind the issue, such as misplaced catheter tube. Eyecare Support Worker Services Pty Ltd. will ensure all workers recognise the potential malfunctions for both female and male anatomy, as well as understand and receive education on possible malfunction. For example:

* Catheterisation resulting in the participant suffering from hypotension due to rapid urinary excretion.
* Should the participant complain of pain, fever or discomfort, appropriate interventions should be implemented.
* Conditions requiring Intravenous Electrolyte Replacement.

Eyecare Support Worker Services Pty Ltd. understands that accurate recording of documentation is imperative when ensuring care and safety of participants. All workers must document the following:

* Date of catheterisation/removal date.
* Due date for changing the Indwelling Catheter.
* Catheter size, type, amount of water in the balloon and expiry date of any relevant products.
* When discarding the catheter bag; document time and urine output, fluid balance, urine colour, odour, and consistency.
* Adverse events/effects, e.g. Bleeding, fever, discomfort, and pain.

All documents will be kept and recorded in situ with the Information and Record Keeping Policy and Procedure. All documents and records will be completed accurately and consistently.

Eyecare Support Worker Services Pty Ltd. will ensure all workers recognise and understand the signs and symptoms of Autonomic Dysreflexia (AD), as AD is a condition which occurs in response to external or bodily stimuli. The nervous system is predominantly affected. Signs and symptoms include increased blood pressure, sweating, nausea, headache etc. Eyecare Support Worker Services Pty Ltd. ensures all workers understand that participants who require or undergo catheterisation are more susceptible to AD, as it potentially can be caused by irritation of the bladder wall, urinary tract infection, blocked catheter, and overfilled collection bag etc. All workers will be prepared to deal with any situations should they arise.

Both workers and management will be responsible for ensuring sterile stock and equipment is readily available and ordered as necessary.

Management Responsibilities –

Eyecare Support Worker Services Pty Ltd.management is responsible for the oversight and implementation of all catheter care provided to participants. Management will ensure all workers and personnel receive the appropriate training in accordance with set out standards. Management will provide correct and accurate training to workers and ensure they adapt practice with up to date and current knowledge.

Eyecare Support Worker Services Pty Ltd.management will ensure the implementation of regular audits and overview of safe, appropriate and successful catheter care provision and practice. This will ensure safe and best practice is utilised, and the minimisation of harm and risk reduction is certified.

Eyecare Support Worker Services Pty Ltd. recognises the possibility of abnormalities or malfunctions arising from catheter care provision. Management understands that they may not be equipped to manage all possible circumstances should they arise. In this case, management is prepared to reach out to alternative health care professionals for further assistance, support, reporting or management of issues, hazards and incidents. Management will also ensure all workers understand where to receive additional support and where to report any specific abnormalities or complications.

### Procedures

The Catheter Care Procedure is designed to provide guidance and support for Eyecare Support Worker Services Pty Ltd. when providing catheter care to participants. Collaboration between workers and participants is highly regarded as it is beneficial when providing service provision. Eyecare Support Worker Services Pty Ltd. adopts a step by step process of what is required throughout catheter care service provision to promote normal urinary function.

**Considerations**

Eyecare Support Worker Services Pty Ltd. recognises important considerations in catheter care provision such as preventing infection, harm reduction and cross-contamination. Eyecare Support Worker Services Pty Ltd. will implement the meticulous aseptic practices to prevent infection of the urinary system. Eyecare Support Worker Services Pty Ltd. will ensure all considerations of infection control as well as knowledge of arising conditions are continuously considered. Eyecare Support Worker Services Pty Ltd. recognises that there are many different types of urinary catheters; however, all workers will be comprehensively trained on the three main forms, these being indwelling catheters, suprapubic catheters, and in-out catheters. Eyecare Support Worker Services Pty Ltd. understands the importance of utilising reviews from health care professionals when required and will always collaborate with professionals regarding any issues or concerns.

Eyecare Support Worker Services Pty Ltd. will ensure only workers trained in catheter management are able to support participants with catheter care. No workers within Eyecare Support Worker Services Pty Ltd. will be allowed to participate or undertake any support or provision of catheter care without undergoing the appropriate training from Eyecare Support Worker Services Pty Ltd. and appropriately demonstrating their acquired knowledge. Eyecare Support Worker Services Pty Ltd. will continuously ensure participants are provided with additional support or education regarding catheter care should they require or indicate the additional support. Eyecare Support Worker Services Pty Ltd. and their workers will continuously maintain their participant's dignity, privacy, and safety at all times during service provision.

**Set Goals**

Eyecare Support Worker Services Pty Ltd. provides all workers with a set of goals to achieve when providing catheter care. This assists participant’s safety and equity. The goals are as follows:

|  |  |
| --- | --- |
| GOAL 1 | Attempt to promote and sustain normal and functional micturition (urination). |
| GOAL 2 | Promote and sustain participant safety and comfort by always verbalising actions of care and reasoning behind actions. |
| GOAL 3 | Always obtain consent as catheter care is an intrusive procedure. |
| GOAL 4 | Always aim to prevent infection, cross-contamination, injury and pain. |
| GOAL 5 | Continuously aim to maintain skin integrity. |
| GOAL 6 | Aim to achieve full emptying of the bladder through catheter care for participants. |

**Decision to Remove Urinary Catheter**

Eyecare Support Worker Services Pty Ltd. understands that the provision of catheters will be directed by a health care professional, usually in direct contact with the participant. The choice to remove a catheter will be directed from a health care professional, as well as the due date and time. Eyecare Support Worker Services Pty Ltd. will adhere to all directions given by the health care professional. Eyecare Support Worker Services Pty Ltd. understands that participants will require regular monitoring and review post catheter removal.

Eyecare Support Worker Services Pty Ltd. will promote the participants transition to regular continence and review provision accordingly. Should any issues or discrepancies arise, Eyecare Support Worker Services Pty Ltd. will contact the participant's health care professional responsible for requesting the removal of the catheter. Eyecare Support Worker Services Pty Ltd. is prepared to use a bladder ultrasound scanner to measure residual urine volume following catheter removal. This will be conducted across an 8-hour period. Eyecare Support Worker Services Pty Ltd. is aware of potential issues and infections that could arise to participants. Failure to excrete urine or urinary retention are certified as high risk, Eyecare Support Worker Services Pty Ltd. will contact the participants nominated health professional for consultation and possible further action.

Eyecare Support Worker Services Pty Ltd. recognises the potential to implement a urinary continence assessment, should the participant complete successful urinary continence. This is to ensure the participant is completely continent post catheter removal. Eyecare Support Worker Services Pty Ltd. will ensure all workers are competent to observe for any signs or symptoms indicating a negative outcome of urinary catheter removals such as fever, pain, confusion, possible urinary tract infection and bleeding. Eyecare Support Worker Services Pty Ltd. will follow the Waste Management Policy and Procedure when disposing of all catheters, equipment, and drainage bags to prevent infection control and cross-contamination.

**Dietary Requirements**

Eyecare Support Worker Services Pty Ltd. recognises the importance of ensuring participants receive adequate and appropriate dietary requirements. Eyecare Support Worker Services Pty Ltd. will ensure participants with catheters consume a minimum of 2 litres of fluid, preferably water, per day. Should worker shift’s overlap, workers will communicate with each other to ensure relevant information is communicated to appropriate workers or personnel. Eyecare Support Worker Services Pty Ltd. will also ensure workers are encouraging participants to consume a balanced high fibre diet which assists in preventing constipation.

**Hygiene Requirements**

Eyecare Support Worker Services Pty Ltd. recognises the importance of maintaining participants personal hygiene. Eyecare Support Worker Services Pty Ltd. will support participants to maintain their personal hygiene by assisting them to shower when necessary and ensuring they use soap and warm water around the entire body and around the external ureteral orifice in aims to prevent infection and discomfort. After any care of showering or cloth washing, workers will avoid the use of powders, deodorant or creams around the catheter area as this can promote infection and become painful or irritating to participants. However, Eyecare Support Worker Services Pty Ltd. recognises that urine is acidic and can easily irritate participants skin; therefore, workers will utilise a barrier lotion around the genitalia area to keep the skin moisturised and promote skin integrity. During this process, workers will maintain dignity and obtain consent as it is an invasive procedure.

**Participant Preparation for Catheter Procedures**

* The participant will be informed of what is about to happen and the entire process to follow.
* Eyecare Support Worker Services Pty Ltd. will ask for verbal consent (if physically possible).
* The participant will be positioned comfortably and in a way that is accessible for changing, removing, or inserting a catheter.
* The participant is comfortable with who is in the room, and the one doing the procedure.
* The participant has complete privacy and dignity upheld, e.g. close door, blinds closed, private areas covered, etc.
* Ensure the participant is in their chosen position and is comfortable.

**Hygiene Preparation for Catheter Procedures**

* Wash hands thoroughly (Follow best hand hygiene practice)
* Wear correct PPE such as: gloves, closed shoes, apron, goggles etc.

**Catheter Maintenance/Emptying**

Workers at Eyecare Support Worker Services Pty Ltd. will inspect the site of the urinary catheter at least once a day, the catheters usually utilised are indwelling and suprapubic catheters; which reside through an incision in the abdomen and into the urethra (suprapubic).

1. Follow above-mentioned Participant Preparation for Catheter Procedures.
2. Collect all equipment required (new collection bag, rubbish bin, PPE, measuring equipment)
3. Follow above-mentioned hygiene preparation for catheter procedures.
4. Workers will empty the drainage bag/collection bag under the following circumstances:
   * At a minimum, once per shift.
   * Every 2-3 hours.
   * When the bag half full.
   * When the bag is over half full.
5. When emptying urine, empty into separate measuring equipment and measure urine output and document on the participant's notes accordingly.
6. Then empty the urine from the measuring equipment into the toilet bowel slowly to avoid splashback—flush toilet after emptying urine output.
7. Wash measuring equipment with hot water and disinfectant soap.
8. Wash around the site of catheter insertion with mild soap – always avoiding high pH soaps.
9. Avoid disconnection of tubing to minimise pain, infection, contamination, and malfunction.
10. Connect the new connection bag via the instructions provided.
11. Ensure the connection bag is reattached to the participant and is lower than the site of catheter insertion to ensure adequate flow and drainage in a downwards gravitational pull; this is also done to prevent urine reflux.
12. Discard the old catheter bag by placing the bag in the designated rubbish bin, in accordance with the Waste Management Policy and Procedure.

When showering participants, leave indwelling and catheter leg bags in place, however being mindful not to knock or pull on the equipment.

Eyecare Support Worker Services Pty Ltd.workers will also ensure the collection bag is only removed in the following circumstances:

* When it needs to be replaced due to fullness.
* As directed by a health care professional.

**Leg Drainage Bag Maintenance**

1. Follow above-mentioned Participant Preparation for Catheter Procedures.
2. Collect all equipment required (new collection bag, rubbish bin, PPE, measuring equipment).
3. Follow above-mentioned hygiene preparation for catheter procedures.
4. Assess for tightness, impaired circulation, rash, or irritation and manage accordingly.
5. Before the participant is going to sleep, undo old night bag and replace with a new night bag as specified on the instructions. Careful not to touch the end that is inserted into the catheter.
6. Take note of measurements and document accordingly.
7. Observe for any presence of blood clots, offensive odour, and cloudy, discoloured urine. Notify the participants GP or specialist if concerned. Also, observe the site of catheterisation and the equipment on the participant to minimise malfunction and error.
8. Question the participant on how they feel if they have any pain or bladder spasm etc.
9. Reattach the bag back to the participant's leg, lower than the site of catheterisation.
10. Discard the old catheter bag by placing the bag in the designated rubbish bin, in accordance with the Waste Management Policy and Procedure.

Eyecare Support Worker Services Pty Ltd. will continuously ensure there is an adequate supply of catheterisation equipment for participants or workers that is in date and undamaged. Equipment includes indwelling catheters, uridomes, drainage bags, leg bags, leg bag cover, securement devices, PPE (gloves) and sterile syringes (depending on the participant's requirements).

Eyecare Support Worker Services Pty Ltd. will ensure their workers remind participants who self-catheterise to empty their collection bags every 2-3 hours and complete the above steps as Eyecare Support Worker Services Pty Ltd. would. Workers will ensure they offer help and support where necessary or when requested by the participant. For participants utilising in-out catheters (also known as IC) by themselves, ensure sterile lubricant is provided for insertion. Also ensuring help and support is provided when required by participants.

**Risk of Infection**

Eyecare Support Worker Services Pty Ltd.workers will be made aware of potential risks of infection in aim to minimise and prevent participant’s contracting infection. Eyecare Support Worker Services Pty Ltd. understands that if the following issues arise, the risk of infection greatly increases:

* Lack of care for the catheter/catheter site, e.g. lack of hand hygiene.
* Poor handling of the catheter.
* If the catheter is inadequately secured (which causes trauma to the urethra and the bladder).
* If the connection between the catheter and the drainage bag is broken.
* If the drainage device tap becomes contaminated when the bag is being emptied or comes into contact with the infected or bacteria-filled surface.
* If participants have inadequate fluid intake.
* If a participant’s personal hygiene is inadequate, which impacts on catheter care.
* If reflux of urine occurs, which is urine going from the bag and into the bladder due to the bag being full or the bag being above the level of catheterisation.

Eyecare Support Worker Services Pty Ltd. will adopt infection control measures that minimise the presence of pathogenic organisms. This can be applied by following the Infection Control Policy and Procedure along with the Aseptic Technique Learning Module set by the Department of Health:

<https://www2.health.vic.gov.au/about/publications/policiesandguidelines/standard-3-aseptic-technique-learning-module-preventing-and-controlling-healthcare-associated-infections>

**Inserting an Indwelling Catheter/Changing an Indwelling Catheter**

When inserting an Indwelling Catheter or Changing an Indwelling Catheter, Eyecare Support Worker Services Pty Ltd. will follow a step by step procedure to ensure the procedure is carried out safely and accurately. Eyecare Support Worker Services Pty Ltd. will only allow Registered Nurses (RN) to carry out catheter removal and insertion as they are the only qualified and trained personnel equipped to conduct this procedure. No other worker will insert or remove a catheter. However, other workers are able to change the drainage bag if they are trained accordingly. For example, if an RN trains a disability support worker.

Removal of an Indwelling/Foley Catheter:

1. Check the order from the health care professional to remove the catheter. If correct, proceed to the next steps. If incorrect, contact the health care professional immediately.
2. Follow above-mentioned Participant Preparation for Catheter Procedures.
3. Collect all equipment required (gloves, 10ml syringe and absorbent pad)
4. Follow above-mentioned hygiene preparation for catheter procedures.
5. Place absorbent pad underneath the participant to catch any excess fluids or excretion.
6. Begin by deflating the balloon on the tip of the catheter by connecting the syringe to the empty connector on the catheter tube. Note: the other connector will be connected to the catheter bag. Ensure the syringe has not been pulled back at all.
7. Once connected, pull the syringe towards you (drawing back) until the catheter tube collapses where the syringe is connected. This indicates that the saline in the catheter, as well as air, has been expelled into the syringe.
8. Dispose of the contents of the syringe and repeat if necessary. Ensure all fluid is expelled from the participant.
9. Ask the participant to take a deep breath and slowly pull the catheter tubing from the urethra.
10. Observe the catheter tubing for any blood droplets, infection etc. and note down any adverse findings including urine output during the process in the participant's Catheter Care Support Plan.
11. When disposing of the catheter, hold the tubing rolled up in one hand and with the other hand, slide the glove off to cover and conceal the old catheter tubing.
12. Dispose of all contents in the designated rubbish bin in accordance with the Waste Management Policy and Procedure.

Insertion of an Indwelling/Foley Catheter:

1. Check the order from the health care professional to insert the catheter. If correct, proceed to the next steps. If incorrect, contact the health care professional immediately.
2. Follow above-mentioned Participant Preparation for Catheter Procedures.
3. Collect all equipment required (catheter kit containing sterile drape, catheter, sterile receiver, absorbent pad, catheter bag, local anaesthetic, normal saline for catheter balloon, sterile gloves, gallipot, normal saline and optilube gel lubricant) Check the catheter size and material as recommended by the participant's health care professional requesting the insertion.
4. Follow above-mentioned hygiene preparation for catheter procedures.
5. Remove outer pack of the catheter kit in a sterile field, then open catheter kit aseptically.
6. Check the catheter expiry date and set up equipment on a sterile field.
7. Pour normal saline into the gallipot and soak cotton balls in the solution.
8. Complete hand hygiene again and put on sterile gloves.
9. Place an absorbent pad under the participant to prevent spillages.
10. Clean the area surrounding the urethral meatus, the direction of cleaning should be away from the urethral meatus.
11. Dispose of gloves and replace with a new pair of sterile gloves.
12. Use the sterile drape and place on the participant, exposing the genital area.
13. Inject local anaesthetic into the urethra of the participant (always check medication type and expiry date and dosage required).
14. Allow up to 5 minutes for the local anaesthetic to take effect.
15. Place sterile receiver under the participant's genital area.
16. Open catheter wrapper ensuring not to touch the catheter tip.
17. Lubricate the tip of the catheter.
18. Gently insert the catheter into the urethra (For males, grip the penis to prevent the catheter from sliding back out and loosen grip when continuing to advance the catheter).
19. As you insert the catheter, pull back the wrapper to expose more of the catheter. Fully insert the catheter until you feel the bladder wall.
20. Ensure urine is drained out before inflating the balloon.
21. Inflate the balloon with 10ml of water from the syringe whilst assessing for discomfort.
22. Once filled, gently retract the catheter until resistance is felt.
23. Attach the catheter bag and place catheter below the level of the participant.
24. Clean up the participant and dispose of equipment and gloves.
25. Document the procedure in the participant's individual Catheter Care Support Plan and note down the next requested change date from the participant's health care professional.
26. Dispose of all contents in the designated rubbish bin in accordance with the Waste Management Policy and Procedure.

**Inserting a Suprapubic Catheter/Changing a Suprapubic Catheter**

When inserting a Suprapubic Catheter or Changing a Suprapubic Catheter, Eyecare Support Worker Services Pty Ltd. will follow a step by step procedure to ensure the procedure is carried out safely and accurately. Eyecare Support Worker Services Pty Ltd. will only allow Registered Nurses (RN) to carry out catheter removal and insertion as they are the only qualified and trained personnel equipped to carry out this procedure. No other worker will insert or remove a catheter. However, other workers are able to change the drainage bag if they are trained accordingly. For example, is an RN trains a disability support worker.

Removal of a Suprapubic Catheter:

1. Check the order from the health care professional to remove the catheter. If correct, proceed to the next steps. If incorrect, contact the health care professional immediately.
2. Follow above-mentioned Participant Preparation for Catheter Procedures.
3. Collect all equipment required (gloves, 10ml syringe and sterile gauze.)
4. Follow above-mentioned hygiene preparation for catheter procedures.
5. Begin by deflating the balloon on the tip of the catheter by connecting the syringe to the empty connector on the catheter tube. Note: the other connector will be connected to the catheter bag. Ensure the syringe has not been pulled back at all before beginning.
6. Once connected, pull the syringe towards you (drawing back) until the catheter tube collapses where the syringe is connected. This indicates that the saline in the catheter, as well as air, has been expelled into the syringe.
7. Dispose of the contents of the syringe and repeat if necessary, to ensure all fluid is expelled from the participant.
8. Slowly pull the catheter from the abdominal opening and immediately place pressure on the opening with a gauze.
9. Measure how far the catheter was inserted as this will be useful for replacement/insertion of a new catheter.
10. Observe the catheter tubing for any blood droplets, infection etc. and note down any adverse findings including urine output during the process in the participant's Catheter Care Support Plan.
11. When disposing of the catheter, hold the tubing rolled up in one hand and with the other hand, slide the glove off to cover and conceal the old catheter tubing.
12. Dispose of all contents in the designated rubbish bin in accordance with the Waste Management Policy and Procedure.

Insertion of a Suprapubic Catheter:

1. Check the order from the health care professional to insert the catheter. If correct, proceed to the next steps. If incorrect, contact the health care professional immediately.
2. Follow above-mentioned Participant Preparation for Catheter Procedures.
3. Collect all equipment required (catheter kit containing sterile drape, catheter, catheter bag, normal saline for catheter balloon, sterile gloves, gallipot, normal saline and optilube gel lubricant) Check the catheter size and material as recommended by the participant's health care professional requesting the insertion.
4. Follow above-mentioned hygiene preparation for catheter procedures.
5. Remove outer pack of the catheter kit in a sterile field, then open catheter kit aseptically.
6. Check the catheter expiry date and set up equipment on a sterile field.
7. Pour normal saline into the gallipot use and soak cotton balls in the solution.
8. Complete hand hygiene again and put on sterile gloves.
9. Clean the area surrounding the opening in the abdomen, direction of cleaning should be away from the opening.
10. Dispose of gloves and replace with a new pair of sterile gloves.
11. Use the sterile drape and place on the participant, exposing the opening in the abdomen.
12. Open catheter wrapper ensuring not to touch the catheter tip.
13. Lubricate the tip of the catheter.
14. Gently insert the catheter into the opening in the participant's abdomen.
15. As you insert the catheter, pull back the wrapper to expose more of the catheter. Fully insert the catheter until you feel the bladder wall.
16. Use the measurement previously taken when removing the old catheter distance.
17. Ensure urine is drained out before inflating the balloon.
18. Inflate the balloon with 10ml of water from the syringe whilst assessing for discomfort.
19. Once filled, gently retract the catheter until resistance is felt.
20. Attach the catheter bag and place catheter below the level of the participant.
21. Clean up the participant and dispose of equipment and gloves.
22. Document the procedure in the participant's individual Catheter Care Support Plan and note down the next requested change date from the participant's health care professional.
23. Dispose of all contents in the designated rubbish bin in accordance with the Waste Management Policy and Procedure.

**Intermittent Self Catheterisation**

Intermittent Catheterisation (IC) is also known as an “in and out” catheterisation method. This means that the catheter is inserted by the participant themselves only long enough to empty their bladder into the toilet; it is then removed. Participants usually complete this action every 4 to 6 hours, depending on the individual participant's requirements. Participants are usually competent in completing this procedure by themselves; however, Eyecare Support Worker Services Pty Ltd.workers must be prepared to assist participants should they require. Eyecare Support Worker Services Pty Ltd. will ensure that no participant is denied help and support in their care provision. Eyecare Support Worker Services Pty Ltd. recognises the importance of educating self-catharising participants regarding sterile techniques as it helps prevent infection and cross-contamination.

**Completed Urinary Catheter Process and Restorative Care**

Eyecare Support Worker Services Pty Ltd. fundamentally understands the circumstances in which participants no longer require catheterisation and are now required to undergo restorative care to improve bladder function. Should a participant of Eyecare Support Worker Services Pty Ltd. no longer require a catheter, Eyecare Support Worker Services Pty Ltd. will provide the assistance, education and support stated by participants and their health care professional to regain or improve bladder function. Post catheterisation participants will always attempt to regain normal urinary function via retraining the bladder to operate efficiently and effectively. Some methods Eyecare Support Worker Services Pty Ltd. will implement are:

* Educating the participant on post catheterisation techniques to promote urinary function.
* Encouraging participants always to attempt to urinate when the urge arises.
* Encourage participants to retain their bladder by practising voiding regimes.
* Involve and promote the participant in their own care.
* Minimise harmful substances such as tea, coffee, and alcohol as these can interfere with urine production in the body.
* Encourage participants to undertake pelvic floor exercise to strengthen muscles to improve bladder control (may need to collaborate with a physiotherapist).
* Ensure the correct and safe administration of medication therapy for participants who require medication post catheterisation.

**Fixing Urinary Catheter Issues**

Eyecare Support Worker Services Pty Ltd. promotes the assistance and support of participants with catheterisation. Eyecare Support Worker Services Pty Ltd. will continuously ensure participants have the assistance of a health care professional if required, therefore Eyecare Support Worker Services Pty Ltd. is prepared to escalate care concerns or issues to a medical team if requested by the participant.

All workers of Eyecare Support Worker Services Pty Ltd. will be trained in observing and recognising any potential issues that could arise due to catheterisation such as obstruction of flow, risks of autonomic dysreflexia and infection as potential risks. The main malfunction to occur with catheterisation is urine failing to drain to the collection bag.

Eyecare Support Worker Services Pty Ltd. has implemented various protocols to undertake should a participant experience catheter draining malfunction. These include:

* Determine if the catheter or tubing is twisted, folded, squashed, or damaged.
* Determine if the tubing to the bag is blocked from bodily excretions.
* Determine if the collection bag is at the appropriate height (above the site of catheterisation, needs to be situated above the bladder).
* Ask the participant how they are feeling and if they feel constipated or unwell.
* Ensure the participant is consuming an adequate amount of fluid, preferably water (2 litres).
* Should the participant have a leg bag; determine if the straps are situated correctly and are not blocking the inlet valve of the leg bag, possibly readjust or resituate the leg bag or possibly disregard the old leg bag and replace with a new one.

If all methods are exhausted, Eyecare Support Worker Services Pty Ltd.workers should contact the participant's health care professional or their General Practitioner for further advice and assistance.

If the participant is experiencing pain and urinary drainage that cannot be fixed or managed, immediately contact the participant's health care professional. In the event of the health care professional being uncontactable, transport the participant to the nearest hospital emergency department or call an ambulance.

**Seeking Medical Attention**

Eyecare Support Worker Services Pty Ltd. ensures all workers providing care to a participant recognise when to seek further medical advice. All workers will be trained in observing signs and symptoms in correlation to potential underlying infection or issues. A common complication of catheterisation is developing a urinary tract infection. Workers will observe signs and symptoms such as cloudy or odorous urine, with or without the presence of blood, participant complaining of feeling unwell, having a fever, shakes or chills and participant indicating bladder, pelvic or lower back pain. Workers will then be required to contact the participant’s General Practitioner or health care professional for further treatment. Other situations that are reportable and require workers to seek medical advice are persistent leakages, no urine output for a total of 4 hours, catheter malfunction such as the catheter tube falling out.

A major complication of catheterisation is Autonomic Dysreflexia (AD). Workers of Eyecare Support Worker Services Pty Ltd. will immediately call an ambulance, should their participant demonstrate signs and symptoms including severe pounding headache, sweating, blurred vision, nausea, high blood pressure, cool, clammy skin, goosebumps, and flushed face as these are potential indicators for AD. AD is often caused by a participant having a full bladder, full bowel, pressure sores, tight-fitting clothing or a bladder infection. Should a participant demonstrate these signs and symptoms workers will immediately call for an ambulance, sit the person upright, remove any tight or restricting clothing, observe urinary catheter malfunctions, and follow the participant's Catheter Care Support Plan.

### Supporting Documents

Relevant documents relating to this policy and procedure:

* Support Plan/Care Plan
* Catheter Care Support Plan
* Information and Record Keeping Policy and Procedure
* Waste Management Policy and Procedure
* Infection Control Policy and Procedure.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

### Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Catheter Care Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

## 3.17 Tracheostomy Management Policy and Procedure

### Policy and Procedure

The Tracheostomy Management Policy and Procedure has been developed to ensure workers understand the equipment, their functions, care, cleaning methods, failure management, participant assessment, seeking additional support and restorative care.

A tracheostomy is a medical procedure designed to assist those who are struggling to breathe efficiently. A tracheostomy can be either temporary or permanent depending on individual requirements. The procedure itself involves creating a small artificial opening of the neck to place a tube into the windpipe. This tube allows people to breathe more effectively, as well as create an alternate airway depending on their situation.

People who may require a tracheostomy are people in ICU, people who require ventilator support or people with an upper airway obstruction such as cancer of the larynx. If the participant is unable to remove respiratory secretions, this could be because they are in a coma, respiratory muscle paralysis. Or possibly respiratory insufficiency such as chronic lung diseases etc.

Caring for the tracheostomy tube is vital as it helps limits trachea trauma, damages, seclusion, secretion reduction and infection.

Eyecare Support Worker Services Pty Ltd. understands the importance of implementing a strong policy and procedure to maintain safe practices and care when caring for a participant’s tracheostomy tube.

This extends to all employees and meets relevant laws and regulations and standards.

### Definitions

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| Tracheostomy | Tracheotomy, or tracheostomy, is a surgical procedure which consists of making an incision on the anterior aspect of the neck and opening a direct airway through an incision in the trachea. |
| Tracheostomy Tube | a breathing tube inserted into a tracheotomy. |
| ICU | An intensive care unit, also known as an intensive therapy unit or intensive treatment unit or critical care unit, is a special department of a hospital or health care facility that provides intensive treatment medicine. |
| Ventilator | A ventilator is a type of equipment that is used to assist people in breathing when they are unable to do so themselves. |
| Cannula | A cannula is a tube that can be inserted into the body, often for the delivery or removal of fluid or for the gathering of samples. |
| Trachea | a large membranous tube reinforced by rings of cartilage, extending from the larynx to the bronchial tubes and conveying air to and from the lungs; the windpipe. |
| Larynx | the hollow muscular organ forming an air passage to the lungs and holding the vocal cords in humans and other mammals; the voice box. |
| Aspiration | the action or process of drawing breath. |
| Heat Moisture Exchanger | Heat and Moisture Exchangers are devices used in mechanically ventilated participants intended to help prevent complications due to drying of the respiratory mucosa, such as mucus plugging and endotracheal tube occlusion. |
| Pneumonia | Infection that inflames air sacs in one or both lungs, which may fill with fluid. |

### Policy

The Tracheostomy Management Policy sets out Eyecare Support Worker Services Pty Ltd.responsibilities in the process of assisting and managing participants with tracheostomy care and functionality.

Eyecare Support Worker Services Pty Ltd. fundamentally understands the importance of implementing responsibilities and ensuring they are utilised. Eyecare Support Worker Services Pty Ltd. certifies the requirement for all workers to practice best and safe care for participants with a tracheostomy tube in place. Participants who endure a tracheostomy tube are at further risk for lung infections, trachea infections, trachea trauma and conditions such as bronchitis and pneumonia due to open exposure.

Both workers and management partake in responsibility roles of tracheostomy care and management.

Worker Responsibilities –

Eyecare Support Worker Services Pty Ltd.workers are responsible for ensuring tracheostomy is completed safely and accurately. Eyecare Support Worker Services Pty Ltd. recognises the importance of guaranteeing tracheostomy care is completed by a trained and qualified health care professional, such as a Registered Nurse.

Any worker at Eyecare Support Worker Services Pty Ltd. will be responsible for:

* Ensuring all care and maintenance delivered is conducted within their scope of practice.
* Ensuring consent is given from any participant requiring tracheostomy care or maintenance.
* Prioritising participant comport and safety.
* Verbalising the procedure to the participant.
* Ensuring cleanliness of tubes and other materials involved in tracheostomy care.
* Ask for support where possible or if the worker feels incompetent.
* Understand the risks and complications of tracheostomy procedures.
* Understand the signs and symptoms of pneumonia and other infections or respiratory issues.
* Following correct procedures for documenting situations and outcomes.
* Correct procedures are followed to minimise risks and complications.
* Good cleanliness and hygiene practices are followed for both self and the workplace such as the appropriate disposal of wastes, sanitising workbenches and washing hands correctly etc.
* The participant's Tracheostomy Management Support Plan is followed along with the procedures of this Policy and Procedure.
* Correct PPE is worn.
* Ensuring they have read and implemented the Tracheostomy Management Policy and Procedure.
* Ensuring the participant's privacy and dignity is upheld.
* Ensuring the participant feels safe and comfortable.
* Competent in practising infection control.
* Competent in suctioning airway if required,
* Identifying hazards, incidents and providing the correct interventions.
* Report any incidents to management should they arise.

A vital responsibility of workers at Eyecare Support Worker Services Pty Ltd. is to be aware and be able to manage any tracheostomy issues or malfunctions. Therefore, works must continuously observe the participants tubing for patency, as well as note any malfunctions, secretions, or infections. It is the workers due diligence to ensure the continuous monitoring of any participant with tracheostomy tubing. Workers should adopt a thorough understanding of any potential issues that could arise due to the input of a tracheostomy. Workers should be aware of the signs and symptoms of pneumonia, and the reasoning behind the issue as participants with tracheostomy tubing are more susceptible to various infections and conditions.

Management Responsibilities –

Eyecare Support Worker Services Pty Ltd.management is responsible for the oversight and implementation of accurate tracheostomy care provided to participants. Management will ensure that all workers and personnel receive the appropriate training in accordance with set out standards. Management will provide correct and accurate training to workers and ensure they adopt practice with up to date and current knowledge.

Management of Eyecare Support Worker Services Pty Ltd. will be responsible for:

* Ensuring workers are competent, educated and qualified for the provision of tracheostomy care and management.
* Ensuring workers have participated in the reading, understanding and implementation of the Tracheostomy Management Policy and Procedure.
* Ensuring supervisors have the correct training, knowledge and certification in Tracheostomy Management and Basic Life Support (if required).
* Ensuring that workers are confident in their scope of practice.
* Ensuring ongoing training is in place and implemented for workers.
* Ensuring ongoing regular auditing is implemented.
* Ensuring workers are competent in assessments, documenting and the response to emergencies.
* Ensuring the correct emergency response equipment is readily available at all times and correctly maintained.
* Documentation of interventions, observations, and assessments correctly and taking the correct steps for further intervention.

### Procedures

The Tracheostomy Management Procedure is designed to have a step by step process of what is involved throughout the tracheostomy management process to ensure the utmost safety to the participant and the worker along with ensuring the competency of the worker performing the procedure. This Policy and Procedure must be read in conjunction with the Ventilator Management Policy and Procedure if the participant requires ventilator management.

**Participants Assessment**

An assessment process takes place upon a participant's initial entry of Eyecare Support Worker Services Pty Ltd.service as discussed within the Assessment, Planning and Review Policy and Procedure. A participant who requires tracheostomy management is required to go through a thorough assessment phase to ensure all relevant information has been collected. As per the Assessment, Planning and Review Policy and Procedure, Eyecare Support Worker Services Pty Ltd. must collect a range of information and documents from each participant, but in the case, a participant requires ventilator management, further information must be collected using the Tracheostomy Management Assessment Form. This includes:

* Their mode of communication.
* If they require a ventilator [Refer to the Ventilator Management Policy and Procedure if provided].
* Type of tracheostomy and tube size.
* How often secretions build up and if they can easily be cleared by coughing.
* If they have a larynx.
* Feeding specifics.
* Valves used.
* Physiology alterations.
* Tracheostomy and cuff placement.
* Respiratory function.
* When the tube is required to be changed.
* Observations and special observations required.
* If they can change their tube on their own or with assistance.
* When suction is required.
* If they require any special ventilator requirements [Refer to the Ventilator Management Policy and Procedure if provided].
* If they can swallow.
* Their connection between the oral passage and airway.

Eyecare Support Worker Services Pty Ltd. will ensure family members or delegated carers of the participant are present during the assessment process if the participant wishes.

**Tracheostomy Daily Care Routine**

Eyecare Support Worker Services Pty Ltd. will ensure all workers form a therapeutic relationship with all participants and guarantee that all workers create a positive and reassuring relationship where the participant feels safe and comfortable. Eyecare Support Worker Services Pty Ltd. recognises that participants with a tracheostomy are more likely to possess a poor self-image or feel self-conscious. Eyecare Support Worker Services Pty Ltd. will ensure all workers thoroughly explain all procedures to the participant and their family, guardians, carers, etc., if they are present. Eyecare Support Worker Services Pty Ltd. will guarantee all workers obtain participant consent when explaining any procedure. Workers will continuously follow all hand hygiene protocols before completing any medical procedures such as cleaning of the tracheostomy tube. Workers are also required to don personal protective equipment where required. Every day when providing care to participants with a tracheostomy, workers will:

1. Ensure the tracheostomy tube is clean and free of foreign objects.
2. Ensure the tracheostomy tube is secure.
3. Ensure the tracheostomy strapping is clean and in place and are not too tight and obstructing the airway (change if soiled).
4. Observe the inner tracheostomy cannula is clean and clear (change if obstructed).
5. Ensure the stoma dressing is clean, and the stoma is free from scarring.
6. Ensure the skin around the stoma is clean with no injured skin around the area (should the area need cleaning, wash with normal saline, an alcohol wipe and moisturise with barrier ointment, use gauze if necessary).
7. Ensure participant’s airway is patent (if not, consider suctioning or ventilation if required).
8. Observe for signs of blood or hematoma in the trachea or neck area.
9. Observe for any abnormal secretions or tissue formation.
10. Complete routine suctioning as part of the participants daily routine.
11. Complete regular protective humidification to ensure the participant's trachea doesn’t become strained, painful or inflamed.
12. Continuously document any observations, procedures, removals, insertions, or abnormalities.
13. Report any hazards or incidents to the participant's health care professional if required or seek further assistance abiding by the below mentioned Seeking Medical Attention section.

If the participant is on a mechanical ventilator, workers will refer to the Ventilator Management Policy and Procedure and ensure daily, and routine checks are completed to ensure participant care and safety.

Eyecare Support Worker Services Pty Ltd. understands that it is vital to provide good care and hygiene to the tracheostomy tube as secretions and obstructions can reduce airway patency.

**Understanding and Implementing Suctioning**

What:

Suctioning is the procedure to remove thick mucus and secretions from the trachea and lower airway that is not able to be cleared by coughing typically, it is also usually done after any respiratory treatments to keep the trachea and lower airway clear.

When:

Suctioning is done when a participant is unable to cough up the thick mucus in their airway. There are multiple signs to understand when it is important to suction:

* As regularly as their plan mentions as it varies person-to-person (usually every 6 hours, when needed, before bed, when the participant wakes up and when you change the tracheostomy ties or tube).
* Visual secretions.
* Sounds of secretions and build-up of mucus (can be known as a ‘gurgling’ sound).
* The participant requests suctioning or make it known that secretions are built up.
* Respiratory difficulties.
* Unable to clear the tracheostomy tube by coughing.
* Changes in a conscious state.
* A complete or partial blockage in the tube.
* Nausea and vomiting.
* Ventilator pressure has changed.
* Drop-in SaO2.

How:

An appropriately qualified worker must perform the suctioning preparation and procedure and follow the correct process to ensure the safety of the participant.

Preparation -

1. Ensure suctioning is required.
2. Gain participants consent (this may change if the participant is completely non-verbal in any way or if it is an emergency, and the participant is unable to consent).
3. Ensure that participants have complete privacy and dignity.
4. Gather correct PPE (gloves, mask, protective glasses, and apron).
5. Gather the correct equipment:

* Suction apparatus (wall attachment or portable unit).
* Tubing.
* Suction catheter (appropriate size).
* Suction canister.
* Sterile water (Distilled water).
* Tape measure with the depth required for tracheostomy tube suctioning.
* Appropriate suction pressure.

Procedure –

1. Explain to the participant (and their family if present) that you are going to suction the tracheostomy tube.
2. Perform hand hygiene.
3. Apply a mask, eye protection, apron, and non-sterile gloves.
4. Provide oxygen if the participant needs it.
5. Remove the Heat Moisture Exchanger (HME), circuit or mask.
6. Peel open suction catheter end and attach to suction tubing.
7. Turn on the suction apparatus; check and adjust the suction pressure gauge between 80 – 120 mmHg.
8. Suction a small amount of water to test and lubricate.
9. Reassure the participant as it is an uncomfortable procedure.
10. Implement a non-touch technique while gentle and slowly inserting the catheter tip into the tracheostomy tube.
11. Using the pre-measured depth and the shallow suctioning technique, insert the catheter to match the depth to allow for suction.
12. Using your finger, apply finger gently to the hole on the suction catheter and gently rotate the catheter while withdrawing. Suctions should only last **5-10 seconds** each time.
13. Assess the respiratory rate, skin colour, pulse oximetry saturation and the participant's visuals to ensure the participant has not been compromised during the procedure.
14. Repeat based on the participant's plan or current condition (one suction may be enough).
15. Assess the secretions in the suction tubing and collection canister (the secretions should usually be white or clear).
16. Document the findings, including any changes in colour or consistency. Notify the participants medical professional if changes occur.
17. Rinse the suction catheter with sterile water decanted into container (not directly from the bottle).
18. Replace the suction catheter and dispose of waste.

Considerations -

* Suction catheters should be replaced every 24 hours, or at any time it is contaminated and/or blocked.
* Suction water and the container to be replaced every 24 hours or less (depending on the number of secretions).
* Suctioning should only be done to the depth required.
* A catheter with pre-measurements is the best to use.
* Do not suction again if the participant is struggling to breathe, in physical distress or if the pulse oximeter is de-saturated.
* Ensure the correct suction pressure is set correctly.

**Fixing Tracheostomy Tubing**

Eyecare Support Worker Services Pty Ltd. ensures all workers providing care to participants understand how to manage potential issues with the tracheostomy tubing in particular. A common malfunction of a tracheostomy is the tubing falling out from the opening in the participant's neck. Should this occur Eyecare Support Worker Services Pty Ltd.workers will follow a step by step procedure to ensure the best possible care and outcome for participants.

1. When the incident is noticed, rest and reassure the participant.
2. Inform them to continue to breathe as calmly as possible through their nasal cavity if possible if this is not possible inform them to close their mouth and block their nostrils and breathe slowly through the incision in their neck.
3. Collect the fallen-out tube and attempt to replace the tubing back into the stoma. (Note: do not attempt this if the tubing has come into contact with any bacterial filled surface such as the floor, use new tubing).
4. If the tubing is failing to be replaced successfully, attempt to replace the tubing with a smaller size into the stoma (this will depend on each individual participant’s requirements).
5. If this is still unsuccessful, dial Triple Zero (000) immediately whilst using the participant's tracheal dilators to hold the hole open until an ambulance arrives or provides you with the next steps.

Eyecare Support Worker Services Pty Ltd. ensures all workers providing care to participants understand how to manage a participant’s tracheostomy tube should it become blocked. Tracheostomy tubing can become blocked with mucous, food substances, thick secretions, blood clots, foreign bodies etc. Should this situation occur, workers of Eyecare Support Worker Services Pty Ltd. are competent and trained to remove the inner tubing and replace with a new one.

Procedure –

1. Explain to the participant (and their family if present) that you are going to change the tracheostomy tube inner cannula.
2. Perform hand hygiene.
3. Apply a mask, eye protection, apron, and non-sterile gloves.
4. If the participant is on oxygen, temporarily disconnect the oxygen delivery device.
5. Unlock the tracheostomy inner tube following the instruction guide particular to the type of tubing (manufacturer’s instructions).
6. Remove the new replacement tube from the wrapper and insert the new tube into the outer tube following the line of the tracheostomy.
7. Insert to the hilt of the adaptor on the outer tube and lock the inner tube in place according to the manufacturer’s instructions.
8. Reapply oxygen therapy if required.
9. Assess the participants breathing and observe the patency of the airway. (Note: changing the tube may stimulate a cough and suction may be required – follow the suction procedure above).
10. Remove gloves and dispose of equipment according to the Waste Management Policy and Procedure.
11. Perform hand hygrine.
12. Document the procedure on the participant's Tracheostomy Management Support Plan and closely monitor participant outcome.

Should replacement of tubing be unsuccessful, Eyecare Support Worker Services Pty Ltd.workers will follow the above-mentioned Suctioning Procedure in attempts to relieve the issue. They then will utilise a nebuliser and immediately arrange for transport to the participants preferred hospital. If there is still no further success, workers will immediately dial Triple Zero (000) and request an ambulance.

Eyecare Support Worker Services Pty Ltd. ensures that all workers are prepared and equipped to manage any ventilator malfunctions or issues should they arise. Refer to the Ventilator Management Policy and Procedure under the Ventilator Complications section.

**Emergencies and Medical Advice**

Eyecare Support Worker Services Pty Ltd. ensures all workers providing care to a participant recognise when to seek further medical advice. All workers will be trained in observing signs and symptoms in correlation to potential underlying infections, malfunctions, and issues. Participants with tracheostomy tubing are more prone to developing pneumonia. Workers will immediately contact a medical practitioner if their participant demonstrates symptoms of pneumonia. Workers will be competent in recognising vital signs and symptoms of pneumonia such as painful or increased coughing, trouble breathing, high fever or temperature, increased mucus production and mucus that is of a concerning colour.

Workers will immediately seek medical advice if one of the following issues arises:

* An obstruction in the tracheostomy tube that cannot be fixed.
* Cuff leak.
* Clear signs of an infection.
* If the participant is suffering from dehydration.
* If the participant’s neck area has visible scar formation.
* If the participant’s tracheostomy tube is dislodged or falls out.
* If the tracheostomy tube is causing damage or bleeding to the trachea.
* If the participant has ineffective humidification causing pain, dryness, swelling or infection in the trachea.
* If the participant's tracheostomy tube is filled with secretions which causes problems with aspiration.
* If the participant's oxygen delivery or ventilation device becomes damaged, faulty or malfunctions.
* If the participant is demonstrating clear signs of respiratory distress such as gurgling breath sounds (with or without auscultation), stridor heard (with or without auscultation), cyanosis to their lips, evident tachypnoea, severe hypoxia, and oxygen desaturation.

In the worst case, if the participant demonstrated cardiac or respiratory arrest (e.g. if the participant has no pulse, stops breathing, seizing, etc.) immediately call triple 000, and begin High-Performance CPR.

### Supporting Documents

Relevant documents relating to this policy and procedure:

* Support Plan
* Tracheostomy Management Support Plan
* Ventilator Management Policy and Procedure
* Tracheostomy Management Assessment Form
* Assessment, Planning and Review Policy and Procedure.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

### Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Tracheostomy Management Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

## 3.18 Ventilator Management Feeding Policy and Procedure

### Policy and Procedure

The Ventilator Management Policy and Procedure has been developed to ensure workers understand the equipment, how they work, how they should be managed, how to assess participants, how to implement quality checks, ongoing management, failure management, transport management and alarm management.

A ventilator machine is designed for one purpose, which is to assist those to breathe that are struggling to breathe or not able to do so with their own lungs. A ventilator machine will ultimately allow oxygen-rich air to enter the lungs and carbon dioxide to exit via the lungs.

Eyecare Support Worker Services Pty Ltd. understands the importance of implementing a strong policy and procedure in order to maintain safe practices when preparing, implementing and documenting ventilator management.

This extends to all employees and meets relevant laws and regulations and standards.

### Definitions

|  |  |
| --- | --- |
| Ventilator Management | Ventilation management involves providing optimal mechanical ventilation to promote the participant's recovery and to re-establish spontaneous breathing. |
| PPE | Personal protective equipment. |
| Clinician | a doctor having direct contact with participants rather than being involved with theoretical or laboratory studies. |
| Mechanical Ventilator | A mechanical ventilator is a machine that helps a participant breathe (ventilate) when they are having surgery or cannot breathe on their own due to a critical illness. They remain on the ventilator until they improve enough to breathe on their own. |

### Policy

The Ventilator Management Policy sets out Eyecare Support Worker Services Pty Ltd.responsibilities in the process of managing participants during ventilating with the implementation of a ventilator.

Eyecare Support Worker Services Pty Ltd. understands the importance of ensuring interventions are in place, responsibilities are implemented, incident management protocols are followed, and assessments/reporting measures are applied. This is to ensure the best and safest possible outcome for participants who require ventilator management. Participants who require a ventilator are at further risk of developing lung infections and conditions such as bronchitis and pneumonia.

Worker Responsibilities –

Both workers and management play a key role in the responsibilities of ventilator management. As a worker of Eyecare Support Worker Services Pty Ltd., workers are responsible for:

* Wearing the correct PPE.
* Holding the correct qualifications.
* Having the correct certifications and ensuring training have been completed for ventilation management.
* Feeling competent in the role of ventilator management.
* Reading and implementing the Ventilator Management Policy and Procedure.
* Ensuring the device has been set up, managed, and responded to correctly and safely.
* Ensuring participant is comfortable.
* Ensuring the participant's privacy and dignity is upheld.
* Ensuring competency in setting alarms and triggers.
* Ensuring competency and quick to action when responding to failure or alarm triggers.
* Ensuring competency in assessing and responding to the participant once the alarm has been triggered in order to conduct the correct actions such as Reconnecting ventilator, calling emergency services, or assessing respiratory distress.
* Understanding all settings of the ventilator machine.
* Ensuring competency in collecting blood gases when asked.
* Assessing the participant regularly as directed by the participant's health care professional/clinician, e.g. GP.
* Discussing with the participant's health care professional and clinicians (e.g. GP) directions and plans with any other workers or health care professionals who deliver care to the participant.
* Following the participant's health care professional and clinicians (e.g. GP) directions and plans for the participant's ventilator requirements, settings, parameters and times.
* Ensuring competency in documentation.
* Ensuring competency in suction techniques using the artificial airway.
* Ensuring competency in suction via oral passage.

Management Responsibilities –

* Ensure workers are competent, educated and qualified for the provision of ventilator management.
* Ensure workers have participated in the reading, understanding and implementation of the Ventilator Management Policy and Procedure.
* Ensure supervisors have the correct training, knowledge and certification in ventilation management and Basic Life Support.
* Assessing the likelihood and implementation of restraints to protect the participant and the ventilator machine/equipment.
* Ensure workers are confident in their scope of practice.
* Ensure ongoing training is in place and implemented for workers.
* Ensure ongoing regular auditing is implemented.
* Ensure workers are competent in assessments, documenting and the response to emergency situations.
* Ensuring the correct emergency response equipment is always readily available and correctly maintained.
* Documentation of interventions, observations and assessments correctly and taking the correct steps for further intervention.

### Procedures

The Ventilator Management Procedure is designed to have a step by step process of what is involved throughout the ventilator management process to ensure the utmost safety to the participant and the worker along with ensuring the competency of the worker performing the procedure.

**Participants Assessment**

An assessment process takes place upon a participant's initial entry of Eyecare Support Worker Services Pty Ltd.service as discussed within the Assessment, Planning and Review Policy and Procedure. A participant who requires ventilator management is required to go through a thorough assessment phase to ensure all relevant information has been collected. As per the Assessment, Planning and Review Policy and Procedure, Eyecare Support Worker Services Pty Ltd. must collect a range of information and documents from each participant, but in the case a participant requires ventilator management, further information must be collected using the Ventilator Management Assessment Form. This includes:

* Their mode of communication.
* Their ventilator parameters and settings.
* If they have a tracheostomy and the type of tube/size.
* Alarm settings.
* How often secretions build up and if they can easily be cleared by coughing.
* What general triggers an alarm.
* If they have a larynx.
* Oxygen levels and settings.
* When the tube is required to be changed.
* Observations and special observations required.
* If they can change their tube on their own or with assistance.
* When suction is required.
* If they require any special ventilator requirements.
* If they can swallow.
* Their connection between the oral passage and airway.
* Recommended alarm pre-set.

Eyecare Support Worker Services Pty Ltd. will ensure family members or delegated carers of the participant are present during the assessment process if the participant.

**Understanding Equipment**

Workers must understand and be competent in the equipment used for ventilator management. Below is a range of equipment used along with their settings:

* Mechanical Ventilator: This machine allows automated control of the participant's ventilation (O2 intake and expel of CO2); this is used when a participant needs respiratory support.
* Alarm and Trigger Settings – It is important to learn and understand the alarm settings and how to set triggers/identify when it has been triggered.
* Pressure and volume settings – Ensure workers understand these settings and how they work.

Further understandings and modes for a mechanical ventilator:

A screenshot of a cell phone

Description automatically generated

A screenshot of a social media post

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A screenshot of a cell phone

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1. SpO2 Monitor (Pulse Oximetry) – This is a device that can either connect to the ventilator or be separate, this device monitors the amount of oxygenated haemoglobin compared to the total amount of haemoglobin in the blood. Workers must learn and understand this piece of equipment; this can be found at <https://www.hamilton-medical.com/en_AU/Products.html>
2. CO2 Monitor (Capnography) – This device can either connect to the ventilator machine depending on the type or be a stand-alone piece of equipment. The use of this equipment is to monitor the concentration or partial pressure of CO2 in the respiratory gases. Workers must learn and understand this piece of equipment; this can be found at https://www.hamilton-medical.com/en\_AU/Products.html
3. Breathing Circuit Sets – Workers must learn and understand this piece of equipment; this can be found at <https://www.hamilton-medical.com/en_AU/Products.html>
4. Flow Sensors - Workers must learn and understand this piece of equipment; this can be found at https://www.hamilton-medical.com/en\_AU/Products.html
5. Expiratory Valve Sets - Workers must learn and understand this piece of equipment; this can be found at https://www.hamilton-medical.com/en\_AU/Products.html
6. Oxygen Monitor - Workers must learn and understand this piece of equipment; this can be found at https://www.hamilton-medical.com/en\_AU/Products.html
7. Nebulizer - Workers must learn and understand this piece of equipment; this can be found at https://www.hamilton-medical.com/en\_AU/Products.html
8. nCPAP Interfaces - Workers must learn and understand this piece of equipment; this can be found at <https://www.hamilton-medical.com/en_AU/Products.html>
9. NIV Mask - Workers must learn and understand this piece of equipment; this can be found at <https://www.hamilton-medical.com/en_AU/Products.html>
10. High Flow Interfaces - Workers must learn and understand this piece of equipment; this can be found at <https://www.hamilton-medical.com/en_AU/Products.html>

**Before Use Check**

It is important to participate in a complete before use check of the mechanical ventilator to avoid any failures, malfunctions and to ensure settings work correctly. The before use check consists of two types of checks:

* Manual – Workers check upon turning on.
* Automatic – This is done by the automatic testing capability installed into the ventilator.

Manual – The manual check must cover the current condition and function of the equipment. This includes the ventilation machine (components, switches, valves, tubes, cords and circuits), monitoring equipment (cords and readings) and masking equipment (airflow, tubes and valves).

Automatic – Run the option to do a self-analysing test of the ventilator machine, which then allows the machine to detect any faults further.

If any faults or worries arise, Eyecare Support Worker Services Pty Ltd. must not use the machine, instead, try another or seek help from other health care professional personnel if that is the only machine.

**Initial Setup**

Eyecare Support Worker Services Pty Ltd. must gain consent where possible before continuing, workers must provide complete privacy and dignity and must guide the participant through every step, even if the participant is not verbal. Eyecare Support Worker Services Pty Ltd. must setup the ventilation machine after the before use checks. This includes selecting the modes and settings which best suit the participant. To select the correct modes and settings, the worker must gather the correct documents in order to identify the parameters; this includes the participants most current order from their medical professional in their management plan.

Eyecare Support Worker Services Pty Ltd. will input the settings which will cover the main areas of ventilation rate, FiO2, pressure and volume. Once complete, Eyecare Support Worker Services Pty Ltd. will select the correct mode, which fits the participant's plan.

Ventilators may have a setting to ‘save as default’ to keep the details in the system for the next use.

If any faults or worries arise, Eyecare Support Worker Services Pty Ltd. must not use the machine, a back-up must be available on-site and will be used instead.

Connect the ventilator to the participant in the correct way as described in their plan.

Eyecare Support Worker Services Pty Ltd. must document any settings, modes and connections made along with any troubleshooting or concerns which may occur.

**Continuous Management**

Ventilators must be monitored continuously to avoid any failures, injuries and further problems. A key factor to continuous management is having a strong form of communication between workers and other health professionals, along with maintaining quality documenting standards.

Workers are required to monitor and document current information for ventilator managed participants regularly throughout the day, especially if a participant is completely ventilator dependent. During the regular daily monitoring, workers will monitor for any changes to settings or modes (including alarm settings) on the ventilator, disruptions, failures, displacement of equipment, or changes which affect the participant. These include distress, pain, decrease in respiratory output, reduced respiratory movement/effort, decrease in SaO2, increase in CO2, symptoms of hypoxia, respiratory resistance and hypercapnia. If symptoms occur, workers must get assistance and call emergency services immediately to reduce the chance of major adverse effects on the participant.

Settings or modes on a ventilator must not be changed without written consent and order from the participants medical professional. If the settings or modes are to be changed on the mechanical ventilator, an assessment will be made to view the effects made on the participant from the changes and the worker making the change must have a health care professional witness.

Whenever a participant is moved, workers must make a visual assessment ensuring the settings are correct, and everything is in order before exiting the room. Where a participant has an invasive ventilator, a health care profession MUST perform an auscultation of bilateral breath sounds to ensure the tube has not been displaced.

**Ventilator Complications**

Complications can occur at any given time; it is important to have alarms set to alert any potential problems and to consistently be monitoring the participants for occurrences that may not trigger an alarm.

Alarm Trigger:

Where an alarm is triggered, it is important that workers carefully follow these steps to ensure the participant is as safe as possible and to avoid catastrophic events ultimately.

1. Immediately attend to the ventilator.
2. View the trigger mentioned on the ventilator.
3. Immediately assess the participant [View the Emergency Ventilator Assessment below].
4. If it is an emergency or you are in doubt, seek assistance and call emergency services.
5. Assess the equipment [View the Emergency Equipment Assessment below].
6. If the participant is okay, and it was a false alarm, assess the participant's ventilation plan and ensure the ventilator is meeting the requirements. If not or you are in doubt, seek help by a health care professional or emergency services.
7. Correct the alarm to suit the alarm settings required by the participant’s ventilator plan.
8. Document triggered alarm and the response taken along with the current condition of the participant and the participant’s stats; If it has become serious enough to be an incident, and the Participant Incident Management Policy and Procedure must be followed.
9. Monitor the alarm settings continually throughout the shift to ensure it is active and correct
10. If you are in any doubt, seek help by a health care professional or emergency services.

Emergency Ventilator Assessment:

Where an alarm has been triggered, it is important to do an immediate assessment of the participant:

* How severe is the participant?
* Is immediate CPR required?
* Is the chest moving, and is it moving symmetrically?
* Is there decreased respiratory system compliance?
* Is there increased airway resistance?
* Is the participant cyanosed?
* What is the arterial saturation?
* Is the participant hemodynamically (including CO2 and SpO2) stable?
* Is there high airway pressure?
* Does the participant have hypotension?

Call emergency services if one of the above is worrisome or if you are in doubt.

Emergency Equipment Assessment:

* Assess current settings and modes to ensure they match participants requirements if not, contact a medical professional immediately and change settings back to match the participant's plan.
* Assess circuit problems (e.g. fluid pooling in circuit, filter or kinking of circuit), if there is a possibility of a malfunction which cannot be resolved immediately, resort to the Ventilation Failure section.
* Endotracheal tube may be obstructed due to sputum, kinking or biting. Seek medical attention immediately.
* Inspect ‘wear-and-tear’ on equipment; if equipment seems broken, replace if possible, immediately without disrupting the flow of oxygen, if the equipment must be fixed but will disrupt airflow, it is important to follow the Ventilation Failure section.
* Seek a second opinion from a health care professional.
* Ventilator failure; follow the Ventilator Failure section below.

If the participant and equipment are stable, please refer back to the Alarm Trigger section.

Ventilator Failure:

Ventilators can fail at any given moment, Eyecare Support Worker Services Pty Ltd. will try everything in its power to best support participants who are suffering from a ventilator failure by ensuring:

* A back-up plan is developed.
* A spare working mechanical ventilator is available on-site.
* Equipment is available to assist the participant between ventilators.

If a failure occurs, workers must:

1. Get assistance immediately
2. Ensure the participant is getting the correct amount of O2 (participants may require hand-bagging and oxygen supply if the participant is either unconscious or has an invasive ventilator).
3. Connect the spare mechanical ventilator.
4. Complete the before use checks.
5. Complete the initial setup.
6. If not successful, begin CPR and call emergency services (have someone call their family immediately after if held is not deemed necessary from that person).
7. If successful, report immediately to the required medical professional or call emergency services (have someone call their family immediately after if held is not deemed necessary from that person)
8. Monitor the participant continuously.
9. Record and document all current stats.
10. Implement the back-up plan.
11. Report the incident by following the Participant Incident Management Policy and Procedure.

**Transport of Participant Requiring Ventilator Management**

Eyecare Support Worker Services Pty Ltd. has implemented set requirements to transport participants who require ventilator management as described:

* A qualified worker must be with the participant at all times.
* Eyecare Support Worker Services Pty Ltd. must have oxygen available in the vehicle which has a supply which matches the participant’s requirements for the trip, including a 60-minute reserve.
* Participants who are highly dependent on a mechanical ventilator will require a second worker for support.
* Participants SaO2 and CO2 parameters must be monitored throughout the trip.
* A spare oxygen tank must be available if the participant is partaking in activities, including medical tests, shopping, group activities, etc.
* Medical supplies must be readily available, including supplies that assist a participant to breathe, such as an Ambu Bag for hand-bagging. If a participant has a tracheostomy/endotracheal tube, Eyecare Support Worker Services Pty Ltd. must have readily available supplies for the instances of re-intubation.
* A manual ventilator must accompany the participant.
* Transport ventilators must be completely charged and have spare power sources to access, such as batteries.

### Supporting Documents

Relevant documents relating to this policy and procedure:

* Support Plan.
* Enteral Feeding Support Plan.
* Ventilator Management Assessment Form.
* Participant Incident Management Policy and Procedure.
* Assessment, Planning and Review Policy and Procedure.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

### Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Ventilator Management Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

## 3.19 Support Coordination Policy and Procedure

### Policy and Procedure

The Support Coordination Policy and Procedure set out how Eyecare Support Worker Services Pty Ltd. manages participants within the support coordination and specialist support coordination setting and the responsibilities in which are implemented by Eyecare Support Worker Services Pty Ltd..

Eyecare Support Worker Services Pty Ltd. has processes to deal with the participants support plans to streamline the participant to provider connection and to reduce any risks involving this. This is done by an implement, monitor and review structure.

As Eyecare Support Worker Services Pty Ltd. is involved in support coordination, participants will have an NDIS plan developed by the National Disability Insurance Agency (NDIA) which states their supports, products and services required to be provided to the participant. This participant will decide with their family, carer or Local Area Coordinator (LAC) on which support coordinator to use to assist in finding the correct service providers to fulfil their requirements to the participants full potential through correct guidance.

Their job is to assist with deciding how funds are spent and where (developing a support plan for new participants), sourcing best prices per supports, negotiating with providers, finding quality providers (who also have correct policies, procedures, and forms in place) to suit the participant’s plan, plan budget monitoring, taking steps to resolve any issues, assisting with first service bookings and monitoring the participants yearly review of their support plan.

This extends to all employees and meets relevant laws and regulations and standards.

### Definitions

|  |  |
| --- | --- |
| Support Coordination | Support Coordination – time-limited support that focuses on addressing barriers and reducing complexity in the support environment, while assisting the person to connect with supports and build capacity and resilience; and |
| Preventative | Designed to keep something undesirable, such as illness or harm from occurring. |
| Holistic | Characterised by the treatment of the whole person, considering mental and social factors, rather than just the symptoms of a disease. |

### Policy

Eyecare Support Worker Services Pty Ltd. understands that dealing with participants who require support coordination or specialised support coordination comes at a risk to the participant, Eyecare Support Worker Services Pty Ltd. ensures it meets all requirements to minimise all risks to participants.

Eyecare Support Worker Services Pty Ltd. works with participants to implement a participant-centred support plan which is developed in relation with family, carers, and any other delegated members of the participants with their consent. This support plan covers the supports required for the participant, guaranteeing the best service delivery and quality as possible with minimised risks, and ensuring it’s within the budget set by the NDIA.

The support coordinator has specific responsibilities when it comes to the delivery of service. The initial meeting with a participant who has funding allocated for coordinating supports will involve the support coordinator. The coordinator is responsible for gathering the details of the participant and understanding the complexity of the participant’s needs. The coordinator will responsibly identify specific supports required for the participant and service providers who match the supports required by the participant which match their funding amounts and are in line with the participants (and their families/carers) agreement, wishes, goals and needs.

This responsibility extends to ensuring the safety of the participant, family, carers and providers by assessing the participant, their situation and referring participants to providers who are of quality and who provide services that cater to the participant who need special support considerations. For example:

* Participant’s prone to incidents or harm.
* Participant’s needing critical supports.
* Participant’s requiring crisis interventions.
* Participant’s needing preventative measures for crisis’, incidents, or critical situations.

Support Coordinators have a responsibility in identifying when someone with high needs must access Specialist Support Coordination.

Specialist Support Coordinators have responsibilities in aiming to decrease participants needs for specialist support coordination and promote for support coordination along with encouraging them to participate further in their own coordination of support. The specialist should be continually exercising choice and control for the participant throughout the service and should have a focus around the participant's goals and wishes, including the identified aims.

All Support Coordinators (including specialists) must avoid any situations that may pose a risk of conflict of interest.

### Procedures

Eyecare Support Worker Services Pty Ltd. implements a participant-based approach to assist participants in making the most out of their plans and funding while involving important persons of the participant.

**Involvement**

As per the Decision Making and Choice Policy and Procedure, all participants, families and delegated carers (with consent) should be included within the involvement and decision-making process with initiating services. This extends to support coordination, in the case that another service takes responsibility for the coordination of supports, Eyecare Support Worker Services Pty Ltd. will ensure the provider has implementations of involvement; in the case that they don’t, Eyecare Support Worker Services Pty Ltd. will advocate on behalf of the participant and family. The participant and their family must be informed of all processes involved in the coordination of supports, along with providing any relevant information, both written and verbal about other services. The participant is required to be involved in all aspects of the planning process, and participants should be encouraged to have a say in every area possible when developing the participant-centred support plan.

When discussing with the participant, each support plan will include the clients’ feelings, wants, strengths, weaknesses, and goals to ensure the plan is being maximised for the participant. This should be recorded in detail.

**Evaluate**

All participants go through an evaluation phase during the joining of Eyecare Support Worker Services Pty Ltd., this evaluation phase begins after an initial intake interview which can identify any issues. As per the Assessment, Planning and Review Policy and Procedure, an evaluation will begin within 5 working days of participant acceptance into the service. The assessment process includes what, how, when and where the client requires the supports to be delivered and will be reviewed consistently when changes or improvements are required. The point of the evaluation is to have a holistic overview of what the participant needs and wants regarding service and when this service needs to be implemented. Some participants may require having immediate responses based on their disability needs.

Evaluations will identify whether the client will require general support coordination or specialist support coordination. This can be identified using the following guide:

Who is it for:

Support Coordination – Participants who wish to develop the ability to coordinate their own supports. This is generally for high need participants.

Specialist Support Coordination – Participants who face challenges with the complexity of supports they require and may potentially pose a risk to the participant being unable to access NDIS funds and supports.

Timeline:

Support Coordination - Can go up until their renewal of NDIS plan (12 months).

Specialist Support Coordination – Usually short-term phases.

Objectives:

Support Coordination – Has broad objectives.

Specialist Support Coordination – Has specific objectives.

Goals:

Support Coordination – Has broad goals.

Specialist Support Coordination – Has specific goals.

What’s Included:

Support Coordination – Will support the participant in understand supports available, help with engagement and connection of the service, and will monitor and review for improvements. Used more as an assistive service to promote independence.

Specialist Support Coordination – Participant is dependent to a high extent.

**Planning**

Eyecare Support Worker Services Pty Ltd. will begin the planning process after the completion of the evaluation. The planning will be completed in correlation with the Assessment, Planning and Review Policy and Procedure. The participant and their nominated family member or carer will be involved in the completion of both the service agreement and support plan.

Eyecare Support Worker Services Pty Ltd. will include a range of planning initiatives to develop a successful and practical plan:

1. Making sure Eyecare Support Worker Services Pty Ltd. is covering every important aspect of care (both significant and minimal) for the participant.
2. Eyecare Support Worker Services Pty Ltd. will be innovative in plan development.
3. Ensuring the development of the participants physical, mental, spiritual, and cultural and of utmost importance.
4. Retouching over the notes regarding the participant's goals, strengths, weaknesses, wants and feelings to make sure the participant is happy with this and include them within the plan wherever possible.
5. Including a timeline for achievement of goals and set out objectives for the participant.
6. Ensuring the goals and set out objectives are achieved and tracked by a person of Eyecare Support Worker Services Pty Ltd..
7. Focusing on the participants quality of life.
8. Promote privacy, confidentiality, independence, and other principles Eyecare Support Worker Services Pty Ltd. has implemented.
9. Implementing planning and implementation structures that are clear, easy to understand and precise.
10. Be understanding that conditions can change and will monitor for these changes.
11. If changes occur, review the current situations and how they can be improved to suit the participant.

**Coordination of Supports**

Eyecare Support Worker Services Pty Ltd. will implement the support plan and find the correct supports as identified within the plan.

Eyecare Support Worker Services Pty Ltd. will start by using a range of resources to find the correct provider to suit the participant; these providers can be found by utilising the provider list supplied by the NDIA/NDIS Commission.

Eyecare Support Worker Services Pty Ltd. will make an appointment with a provider and make an evaluation of the provider to ensure they fit the individual requirements, needs, goals, aspirations, hours, start dates and budget of the participant.

Eyecare Support Worker Services Pty Ltd. will attend the meeting if the participant wishes to make sure things go well, acting as an advocate or resource for the participant or family (with consent) and the provider is a good fit for the participant. When advocating or acting as a resource, the support coordinator will need to make it clear on which one the coordinator is doing and on behalf of who.

Eyecare Support Worker Services Pty Ltd. will assist in making the service agreements between the participant and the provider.

Once the participant has been linked to the service and supports have actively begun, the support coordinator will monitor the delivery of service to ensure it is adequate for the individual participant and is kept within the budget of the plan.

**Monitoring and Review**

Eyecare Support Worker Services Pty Ltd. understands that each participant will need to be monitored and reviewed when service delivery takes place to ensure the participant's needs are met through their provider/s. Eyecare Support Worker Services Pty Ltd.support coordinator will need to take on board a few different aspects to identify whether the provider is suitable or whether things can be improved:

1. What in the plan is not working and has to be changed?
2. Can the negatives be changed?
3. Is everyone involved in the plan development and plan delivery happy with what is involved within the plan?
4. Do they wish to make changes?
5. Is there anything that could be improved?
6. Will the participants already existing supports be affected? These supports can include social, community, developmental and other informal supports.
7. Will they have a good or bad effect on the participant if they are affected.
8. Have plans objectives been reached or show signs of being reached?
9. What are the positives of the plan? Is the plan working?

**Failure to Attend or Cooperate**

Participants, their family, and carers may delay processes of the support planning and support implementation if they fail to attend important meetings, are hard to contact and do not give providers particular permissions that may be imperative to service delivery.

Eyecare Support Worker Services Pty Ltd. will record any non-conformities and inform to the participant, their family, and carers that if it continues, Eyecare Support Worker Services Pty Ltd. can cease the coordination of supports or the providers providing the service have the right to cease services. Eyecare Support Worker Services Pty Ltd. will attempt to have at least 5 follow-ups with the participant, family members and carers to improve this before it comes down to cease of service.

### Supporting Documents

Relevant documents relating to this policy and procedure:

* Assessment, Planning and Review Policy and Procedure
* Specialised Disability Accommodation Policy and Procedure
* Support Plan
* Service Agreement.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers

### Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

I acknowledge that I have read and understood the Support Coordination Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

## 3.20 Specialised Disability Accommodation Policy and Procedure

### Policy and Procedure

The Specialised Disability Accommodation Policy and Procedure set out how Eyecare Support Worker Services Pty Ltd. manages participants within the SDA setting and the responsibilities in which are implemented by Eyecare Support Worker Services Pty Ltd.. This will also cover the enrolment of participants, service agreements and the management of tenancy.

This extends to all employees and meets relevant laws and regulations and standards.

### Definitions

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| --- | --- |
| Dwelling | a house, flat, or other place of residence. |
| Mitigate | make (something bad) less severe, serious, or painful. |
| Collateral Materials | Collateral Materials means all packaging, labels, press releases, advertising, promotion displays, testers, samples, or other materialsof any and all types prepared in connection with the Products. |

### Policy

Eyecare Support Worker Services Pty Ltd. ensures it takes steps to mitigate risks regarding conflicts of interests which may affect Eyecare Support Worker Services Pty Ltd. or the participant of Eyecare Support Worker Services Pty Ltd. going into an SDA setting. This is done by making correct arrangements for tenants, supporting tenants, and having set Policies and Procedures for conflicts of interest. This will be followed through with a service agreement for the accommodation.

Eyecare Support Worker Services Pty Ltd. will ensure responsibilities of both the SDA provider (Eyecare Support Worker Services Pty Ltd.) and the tenant are implemented and upheld throughout the service period.

As an SDA dwelling Eyecare Support Worker Services Pty Ltd. will ensure all property enrolment procedures are fulfilled and met. This includes but not limited to locations, planning, certifying the property, understanding ownership rolls, the design, welcoming features, and any further requirements.

Eyecare Support Worker Services Pty Ltd. will implement a range of procedures for tenancy enrolment/management and ensuring that working with tenants is implemented to increase maintaining the tenants. Eyecare Support Worker Services Pty Ltd. will also carry out regular inspections of the property and make any necessary alterations where needed.

Eyecare Support Worker Services Pty Ltd. is committed to having participants live in a well maintained, homely property. Eyecare Support Worker Services Pty Ltd. ensures workers are driven to give the best positive experience to participants by using an effective tenancy management system (TMS); participants are made aware of all policies, procedures, rights, responsibilities, security and privacy, treat participants with respect, provide a fair and professional house space, ensure the home is best suited to give each participant a healthy environment to develop positive impacts throughout their lifestyles, to ensure participants maintain their tenancy and resolve any issues in a fast manner to avoid eviction.

Eyecare Support Worker Services Pty Ltd.Responsibilities -

Eyecare Support Worker Services Pty Ltd. has set responsibilities that it needs to follow to ensure effective supports are being provided to the participant at all times and to maintain continuity supports; this includes:

* Ensure workers comply with each set policy and procedure.
* Setting KPI’s for each property.
* Most suitable clients are given vacancies.
* Any vacancies are mentioned to NDIA as soon as possible.
* Workers have the correct and suitable knowledge, training, skills, and qualifications to assist those in an SDA setting and to manage/assess SDA dwellings.
* Tenancy Management is implemented into all areas of Eyecare Support Worker Services Pty Ltd.delivery of service for SDA.
* Maintain each and every property to be suitably used by a participant.
* Fulfil all required Work, Health and Safety obligations of the property.
* Have the appropriate insurances in place: home and contents insurance, public liability, professional indemnity, and work cover.
* Ensure fire safety equipment is checked and maintained regularly; these will include fire alarms and fire extinguishers.
* Comply with the NDIS Terms of Business for Reregistered Providers of SDA and any relevant standards/guidelines such as Building codes and standards for accommodation.
* Follow NDIS Commissions steps to maintain provider ship.
* Ensure each property has an emergency evacuation plan printed and placed in clear view.
* Each property is cleaned before a tenant moves in.
* Providing contact details to the participants in a timely manner, especially if they change.
* Give tenants the required notice if their needs to be an eviction made.
* Respond quickly to maintenance and repair requests or requests which may indicate security, WHS or privacy concerns.
* Listen to participants concerns, complaints and feedback and provide them information on how they can manage complaints and feedback.
* Issuing invoices to all tenants as required (and if requested).
* Ensuring each property has sufficient security measures such as locks, alarms and even cameras (if required).
* Resolve problems promptly.
* Assist tenants in moving in/out of the accommodation.
* Assist participants in finding a new dwelling option or a support coordinator if the participant wishes to move (if a support coordinator is not already allocated).
* NDIA is aware of vacancies where vacancies are within the dwelling.
* Vacancies are provided to most suitable participants.
* Training is provided on tenancy management to staff members.
* Ensure participants are hitting their goals, targets and needs as directed in their support plan by collaborating with a Supported Independent Living (SIL) provider. Ultimately ensuring progress is being made.

Worker Responsibilities -

Workers have a set of responsibilities dealing with participants who required SDA; this is due to the importance of maintaining a happy, safe, and supportive environment for the participants.

* Ensuring any conflicts of interests are accounted for, documented, and managed appropriately without bias.
* Ensure they hold suitable qualifications and have the correct skills and training for completing their tasks.
* Assess each dwelling using home risk assessments.
* Help and ensure participants understand the service agreement and collateral materials before they sign the document.
* Ensure best practice is followed and the implementation of policies and procedures (specifically tenancy management along with other procedures).
* Tenancy management training is provided and been attended.
* Listen to participants complaints and feedback; report this to management.
* Work in collaboration with SIL providers to identify any needs, goals or targets that may not be getting completed. Ultimately ensure the participant is making progress.

### Procedures

**Dwelling Enrolment**

To hold an NDIS Specialised Disability Accommodation dwelling, the dwelling must be enrolled with the NDIA, to do this, Eyecare Support Worker Services Pty Ltd. must meet the criteria for the business and the dwellings to obtained approval.

**Type of Property**

Eyecare Support Worker Services Pty Ltd. will identify the type of property for approval and will do the following:

* Assess the suitability of the dwelling against the SDA dwelling categories and review any planning to suit one of the categories. This can be found on the NDIS website under ‘SDA Design Standard’.
* The property is designed for long-term use, not short-term.
* The dwelling is built for 5 or less people.
* Ensure the property has not been part of NDIS funding for modifications.
* Ensure the home is available for other NDIS participants (not a family, friends’, or other government scheme-based home such as SRS or Aged Care).
* The dwelling is a grounded residential home and not a mobile home.
* Ensure the dwelling has a good appearance and has a homely feeling.
* Ensure the dwelling has modifications to suit participants needs.
* Ensure the dwelling is safe and up to standard (such as building codes).
* Get the dwelling approved and certified through Liveable Housing Australia.

**Charging Amount**

Eyecare Support Worker Services Pty Ltd. will charge an amount based on certain set NDIA guidelines. The amount chargeable is based on the aspects of the house, including the location of the property, the accessibility, the category the dwelling fits into, and whether the dwelling is new or existing.

**Property Location**

Eyecare Support Worker Services Pty Ltd. will choose the most suitable location for the dwelling and take into consideration the below:

* Public transport, shopping centres, support services and amenity locations.
* Assess both density restrictions and land use.
* Assess any building restrictions and noise restrictions.
* Understand any zoning matters.
* Assess to local needs such as social and formal/informal supports.
* Location of NDIS offices.

**Dwelling Possession**

It is recommended that an SDA dwelling is owned by Eyecare Support Worker Services Pty Ltd., this is to ensure that management of the property is easily maintained, property restrictions are minimalised and Eyecare Support Worker Services Pty Ltd. has management control over the entire property.

Eyecare Support Worker Services Pty Ltd. is able to lease a property, but the owner must consent to the SDA enrolment and have a complete understanding of what the property will be used for along with any risks that may be involved.

**Provider Registration**

Eyecare Support Worker Services Pty Ltd. will obtain a registration under ‘Specialised Disability Accommodation’ and maintain that registration with the NDIA and NDIS Commission. Eyecare Support Worker Services Pty Ltd. will ensure to maintain all compliance to pass renewals and provide the best quality support to participants.

**Dwelling Enrolment Submission**

Eyecare Support Worker Services Pty Ltd. will enrol the property if it meets the criteria set out by the NDIA, in doing this, an authorised representative of Eyecare Support Worker Services Pty Ltd. will complete an SDA Annual Attestation and SDA Dwelling Enrolment Form which can be found at:

[https://www.ndis.gov.au/providers/housing-and-living-supports-and-services/housing/specialist-disability-accommodation/sda-registration-and-dwelling-enrolment#dwelling](https://www.ndis.gov.au/providers/housing-and-living-supports-and-services/housing/specialist-disability-accommodation/sda-registration-and-dwelling-enrolment" \l "dwelling)

Once completed, this form will be submitted to [SDARegistration@NDIS.gov.au](mailto:SDARegistration@NDIS.gov.au)

**Annual Attestation**

Between March 1st – March 14th annually, Eyecare Support Worker Services Pty Ltd. will complete an SDA Annual Attestation Form and submit this to [SDARegistration@NDIS.gov.au](mailto:SDARegistration@NDIS.gov.au) by March 15th.

**Vacancies**

Eyecare Support Worker Services Pty Ltd. may have available vacancies and will follow fair structured procedures to find the best-suited participant(s) to fill the vacancies without any bias judgements. Vacancies could be due to multiple reasons including being a new provider for SDA (if the dwelling is successfully registered or near registration), a participant wishes to move to another property, a participant becomes ceased, or the provider notifies the participant with an eviction notice.

Eyecare Support Worker Services Pty Ltd. will notify the NDIA if a vacancy is available or about to be available within 5 business days of being made aware.

**Marketing**

To obtain and retain suitable participants, marketing plays a vital role in sourcing the best possible fit for the dwelling. By Eyecare Support Worker Services Pty Ltd. notifying the NDIA, this will allow a base of exposure for Eyecare Support Worker Services Pty Ltd.. Eyecare Support Worker Services Pty Ltd. understands that private marketing options are also important to get the best exposure to NDIS participants. Marketing should be aimed at the intended participants who would most be suitable for the property if possible. The private marketing avenues include:

* Meeting with Local Area Coordinators (LAC’s) around the area.
* Calling and introducing Eyecare Support Worker Services Pty Ltd. to support coordinators in the area.
* Calling and introducing Eyecare Support Worker Services Pty Ltd. to providers of Support Independent Living (SIL).
* Facebook advertising.
* Google advertising.
* Introducing Eyecare Support Worker Services Pty Ltd. to other disability organisations such as Scope, Brotherhood of St Laurence, etc.
* Access listing sites for NDIS providers, disability providers and housing rentals.
* Introducing Eyecare Support Worker Services Pty Ltd. to other NDIS providers who may be able to develop a referral network, such as Plan Managers, cleaners, nursing services, and more.

**Applications and Inspections**

When expression of interest for the property is shown, Eyecare Support Worker Services Pty Ltd. will review each interest with absolutely no bias and with complete respect and fairness of the participant. Each expression of interest will be given the opportunity to inspect and apply for the property. With a high volume of interest, Eyecare Support Worker Services Pty Ltd. will then host an open house to allow multiple participants and their families/caretakers to attend the inspection at one time.

Both open and closed inspections must be considerate of current residents of the home by doing the following:

* Inspections are kept only to the participants who are interest and their family/caretakers to reduce the number of people coming through.
* Provide 3 business days’ notice for any inspections that may take place, including the dates and times.
* Prepare the inspections to avoid any safety issues and disruptions; this can include locking rooms (with consent), making a planned tour, get to know the people attending the inspection, prepare the current tenants and make any necessary changes to keep the safety of the tenants upheld, etc.
* Ensure the privacy of every tenant by preparing the inspections and inspectors; this can be done by refusing access to particular areas of the house, such as bedrooms.

Once Eyecare Support Worker Services Pty Ltd. completes an inspection, an opportunity will be available to the attendees to complete an application form for the property. Eyecare Support Worker Services Pty Ltd. will assist those who wish to complete the application form on the spot or those who wish to take it and those who wish to complete it later but require over-the-phone or email correspondence for assistance in completion.

Eyecare Support Worker Services Pty Ltd. will acknowledge when an application has been received and will provide further information such as waiting times for the final response and collateral materials about the property.

**Application Review**

Each application has to be reviewed fairly and with transparency with the intent of finding the most suitable participant. Eyecare Support Worker Services Pty Ltd. will implement a selection team of staff members (or outsource a service provider if Eyecare Support Worker Services Pty Ltd. does not have any participants or is unsure on selecting a candidate) for the reviewing and suitability of each application. The selection team will look at points as below:

* Accessibility needs.
* Age, gender and cultural needs.
* Whether or not modifications need to be made to the property.
* Behaviour management requirements.
* Informal and formal physical, social and emotional support needs.
* Longevity of stay and support plans.
* Communication skills.
* The effect on current tenants and potential tenants if the candidate moves in.
* Goals and interests of the participant.
* How the dwelling will benefit and adversely affect the candidate.

Eyecare Support Worker Services Pty Ltd. will ensure every applicant has given enough information so the selection team can make a consistently informed outcome.

**Participant Offer**

Once a participant has been seen as most suitable, an offer will be sent to the participant via email and Eyecare Support Worker Services Pty Ltd. will contact the participant multiple times by phone to receive a response. If the participant accepts, Eyecare Support Worker Services Pty Ltd. will proceed with transitioning the participant into the dwelling. If the participant declines the offer, Eyecare Support Worker Services Pty Ltd. will send an offer to the participant who is the next most suitable.

Continue this process until a participant accepts (unless other participants are not suitable) if a participant does not accept or are not suitable, go back and start the process from ‘Marketing ‘. All unsuccessful applications must be informed.

**Transitioning**

Upon approval, Eyecare Support Worker Services Pty Ltd. will begin the transition process with the participant. The transitioning process will involve developing and managing a service agreement, ensuring the participant understands all policies and procedures of their rights, responsibilities, privacy, confidentiality, service delivery/continuity of supports, conflict of interest, safety & security, accessibility, decision making, feedback, complaints, and any other relative policies and procedures. The participant will be assisted in whichever way possible, such as helping them in providing a moving service.

**Development of Service Agreement**

In developing a service agreement, Eyecare Support Worker Services Pty Ltd. must involve the participant and/or their family and carer (if the participant nominates them). Eyecare Support Worker Services Pty Ltd. will invite the successful candidate to a meeting within 5 business days of the acceptance, the aim of the meeting will be to:

* Discuss the supports required and how they will be delivered.
* Explain the expectations of Eyecare Support Worker Services Pty Ltd. and the participant.
* Any special conditions or circumstances that may apply to the participant.

The service agreement has to be written and in the form of a way that the participant can easily understand, such as easy English or a different language. The service agreement must be explained in a way that the participant can understand, e.g. Using an interpreter, using pictures, terms they can understand etc.

Once explained and understood by the participant, Eyecare Support Worker Services Pty Ltd. will get the participant to sign an acknowledgment form that they completely understand the service that is being provided by Eyecare Support Worker Services Pty Ltd., including any terms and conditions of the agreement.

Eyecare Support Worker Services Pty Ltd. will then discuss the signing of the agreement with the participant if they agree and want to move forward with the service, once done, the participant will sign the agreement and the transition into the home will begin. The participant must receive a copy of the service agreement and file the original in a safe place as per the Records and Information Management Policy and Procedure.

If the participant is not happy with the service or finds that the service is not for them, they do not have to sign as they have complete choice and control. It is important to come to an understanding as to why the participant does not want the service to see if Eyecare Support Worker Services Pty Ltd. can make the necessary changes to suit the participant or if they need to find another candidate.

Eyecare Support Worker Services Pty Ltd. needs to guarantee they can exercise choice and control to all their participants, which can include:

* Ensuring participants have the right to choose where, how and with whom they live.
* Support the provision of appropriate housing choices for people with disability, moving away from a group home approach.
* Embed a ‘choice and control’ approach in shared housing, including when deciding who lives with whom and when choosing service providers.

If Eyecare Support Worker Services Pty Ltd. intends to provide extra supports such as Supported Independent Living (SIL), Eyecare Support Worker Services Pty Ltd. will provide this in another separate service agreement. The supports that will be in place must be clearly documented for the participant to help them understand the supports that will be provided, the responsibilities involved and other applicable roles, such as:

* How conflicts of interests are managed.
* How changes are managed and implemented throughout their period of service.
* How both SDA and SIL services are separate.
* If relevant, how behaviours can be managed to best support their stay and prevent putting others at risk, including their tenancy.
* If a participant is involved in a shared living environment, informing the participant on how their privacy and confidentiality will be upheld, how inspections/vacancies will work and how their supports and needs will be upheld throughout the entirety of the stay. This will include behaviour support if relevant.

**Conflicts of Interest**

Eyecare Support Worker Services Pty Ltd. works to identify and remove any conflicts of interest to uphold an environment free from risk that is caused by a conflict of interest. The participant will be made aware of any conflicts of interest and how to understand and/or manage them.

Eyecare Support Worker Services Pty Ltd. will reduce the risks by:

* Ensuring that two clearly separate service agreements are provided in the event that Eyecare Support Worker Services Pty Ltd. provides both supports and SDA.
* Explain the difference between a support service provider and accommodation service provider and identifying the exact service(s) Eyecare Support Worker Services Pty Ltd. provides.
* Explaining and implementing the policies and procedures for conflict of interest with both participants and staff members.
* Having set policies and procedures in place which are implemented to ensure the high standard of services and to ensure Eyecare Support Worker Services Pty Ltd. complies with disability standards of both state and federal.
* Ensuring that the participant understands what conflict of interest stands for and how it can affect them and their supports.

**Withdrawals**

When Eyecare Support Worker Services Pty Ltd. wishes to withdraw or remove a service, Eyecare Support Worker Services Pty Ltd. must give the participant at least 14 days’ notice before the service is withdrawn or removed.

**Changes**

If either party wishes to make changes to the agreement, this must be made in writing and agreed upon. This must then be signed by both parties, dated, and filed safely.

**Termination**

If either party wishes to terminate a contract, a minimum period of 14 days’ notice must be given unless there has been a significant breach in the service agreement, in the case of such a breach, either party has the right to cancel immediately.

**Property Modifications**

Eyecare Support Worker Services Pty Ltd. will look at the option of adding modifications to the property if suitable participants require additional adaptations. The cost may vary depending on the modification, if the cost cannot be covered by Eyecare Support Worker Services Pty Ltd., the participant will be asked either to contribute to the cost or cover the full adaptation and will be written and agreed upon in the service agreement.

Modifications may include ramps, lifts, hoists, rails, doorway widening and much more.

**Maintaining Tenancies**

Eyecare Support Worker Services Pty Ltd. is dedicated to maintaining tenancies as much as possible to allow participants to live a well-maintained positive life. It is important Eyecare Support Worker Services Pty Ltd. completes an initial risk assessment of the participant and does this quarterly to identify any risks that could affect the participant's tenancy. Eyecare Support Worker Services Pty Ltd. will consider making any necessary changes to suit the participant, which may include modifications, contact further outsourced support services and any social groups.

If Eyecare Support Worker Services Pty Ltd. believes that the participant won’t be able to maintain their tenancy or if Eyecare Support Worker Services Pty Ltd. wishes to terminate the contract. Eyecare Support Worker Services Pty Ltd. will arrange a dedicated meeting with the participant, their family, support persons, and other important nominees, such as support coordinators, to come to a resolution and prevent any future occurrences.

**Feedback and Complaints**

Eyecare Support Worker Services Pty Ltd. will follow the Feedback, Compliments and Complaints Policy and Procedure to manage any complaints and feedback.

**Ongoing Inspections**

Eyecare Support Worker Services Pty Ltd. will complete ongoing inspections quarterly in order to maintain a well presented and up-to-standard property.

Eyecare Support Worker Services Pty Ltd. must give tenants 14 days’ notice to perform an inspection that requires access to private areas such as rooms. If access to private rooms is not required, Eyecare Support Worker Services Pty Ltd. will give 7 days’ notice if they require to perform a basic inspection.

Eyecare Support Worker Services Pty Ltd. will look at how well the property is cleaned and maintained (to building code standard), along with if any repairs need to be made and the safety, security and privacy of participants are maintained. This will be listed in the SDA Annual Attestation Form.

Ongoing risk and maintenance assessments should be completed throughout the SDA service to ensure all risks and damages are recorded and repaired immediately.

**Preventing and Managing Conflicts**

When conflicts arise between tenants, it is Eyecare Support Worker Services Pty Ltd.job to come to a resolution. It is important that Eyecare Support Worker Services Pty Ltd. will:

* Understand the issue.
* Clarify why the issue began.
* Mediate between the two participants without taking sides.
* Follow up the resolution.

Eyecare Support Worker Services Pty Ltd. will implement preventative measures to prevent conflicts within the SDA environment as below:

* Work with the tenants to develop a set of house rules that suit their living area.
* Help the tenants communicate between each other by being the mediator.
* Include all tenants in decision making.
* Ensure the participants understand their rights and responsibilities; this is done by explaining it and then getting them to sign an acknowledgment form.
* Any potential candidates must be aware of the rights, responsibilities and house rules that are applied before they move into the premises.
* Discuss with all tenants about the moving in of a new tenant and introduce them.

### Supporting Documents

Relevant documents relating to this policy and procedure:

* SDA Service Agreement
* Home Risk Assessment
* Maintenance Register
* Feedback, Compliments and Complaints Policy and Procedure
* Records and Information Keeping Policy and Procedure.

Eyecare Support Worker Services Pty Ltd. can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers

### Policy Review

Eyecare Support Worker Services Pty Ltd. may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

, I acknowledge that I have read and understood the Specialised Disability Accommodation Policy and Procedure. I need to comply with this policy and procedure, and that Eyecare Support Worker Services Pty Ltd. can change or update the policy at any time.

SECTION 4 – FORMS

**Client Non-Consent Form**

I do not give my consent for Eyecare Support Worker Services Pty Ltd. to collect and disclose my personal information to any third parties.

Name of Client \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_

Name of Eyecare Support Worker Services Pty Ltd. Worker

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_

Expiry (12 months) \_\_\_/\_\_\_/\_\_\_

**Client Acknowledgement Form**

**CLIENT/GUARDIAN DETAILS**

|  |  |
| --- | --- |
| Surname \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | First Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**CLIENT/GUARDIAN ACKNOWLEDGEMENT**

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ acknowledge receipt of information from Eyecare Support Worker Services Pty Ltd. about:

* My rights and responsibilities, including my right to access a support person of my choice, such as an advocate, in my dealings with Eyecare Support Worker Services Pty Ltd.;
* My Privacy rights and Eyecare Support Worker Services Pty Ltd.’ legal obligations with respect to sharing information;
* The services offered and other support services available;
* How to access, leave or re-access Eyecare Support Worker Services Pty Ltd.’ services;
* Eligibility and Priority of Access Requirements;
* Conditions that may apply to service provision;
* Fees to be charged, what the fees cover, timelines for payment and the process for addressing difficulties in making payment; and
* The process for providing feedback or making a complaint, including about fees or the information provided about fees.

|  |  |
| --- | --- |
| Full Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Expiry (12 months) \_\_\_/\_\_\_/\_\_\_ |  |

**Client Exit Form**

CLIENT DETAILS Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone no: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date of birth.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Next of kin or contact person: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PROGRAM/ACTIVITY DETAILS Broadly, what programs/activities did the client access? ο Children

ο Youth

ο Substance Abuse

ο Training

ο Elderly

ο Parenting

ο Disabilities

ο Health

ο Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Has a client feedback sheet been completed?

ο Yes

ο No

ο Reason for exit: e.g. moved location, presenting issues no longer present. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Additional comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

EXIT APPROVAL Referral Office/Case Worker: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor/Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_

By signing below, I acknowledge that I have read, understood, agree and accept with the terms of the Policy & Procedure Manual.

**Signature:**

Name:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: Saturday, July 12, 2025