

**INDIVIDUALISED  
COMMUNITY ACCESS  
SERVICES**



**STAFF HANDBOOK**

**JUNE 2022**

# MISSION STATEMENT

The mission of ICAS (Individualised Community Access Services) is:

***To provide consumer driven, personalised, flexible and responsive services to people who live with a disability, so that they may optimise their quality of life and live as independently as they would like, in the home of their choice.***



## Welcome to ICAS

*We look forward to working with you.*

This Staff Handbook will help you understand:

- ICAS
- Our policies and procedures
- Legislative requirements
- Mutual rights and responsibilities
- How to work safely
- What to do in an emergency

The Handbook has been designed to give you the information you need to work informatively and safely within ICAS.


If you have any question regarding any aspect of this Handbook, please see the Service Director or Service Coordinator.

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## Position Description

	<h1>Job Description</h1>
<b>Job title:</b>	Disability Support Worker
<b>Scope:</b>	To support the client to achieve their individual goals through accessing a range of community activities and life skills experiences.
<b>Job Type:</b>	Casual
<b>Risk Assessed Position?</b>	Yes
<b>Hours of Employment:</b>	Varied depending on client's requirements
<b>Location:</b>	Varied depending on client's locations, the client's home and/or community
<b>Supervisor/Manager:</b>	Director
<b>Main Duties/ Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Perform duties as ICAS may allocate from time to time.</li> <li>• Research community activities for the client to be involved in.</li> <li>• Be involved in the preparation of a support plan for the client.</li> <li>• Support the client according to their support plan.</li> <li>• Support the client to be involved in meaningful activities in their community.</li> <li>• Support the client to access their community and community activities.</li> <li>• Take relevant and timely action to maintain safety for the client.</li> <li>• Attend all meetings and training sessions as required by ICAS.</li> <li>• Maintain and provide timely, accurate and appropriate communication through verbal and written reports.</li> <li>• Communicate effectively with all stakeholders and as required by ICAS.</li> <li>• Use your best endeavours to promote and enhance the interests and welfare of clients and colleagues of ICAS.</li> <li>• Adhere to and uphold all of the policies, procedures and processes of ICAS.</li> <li>• Abide by the NDIS Code of Conduct.</li> </ul>
<b>Position Limitations:</b>	<ul style="list-style-type: none"> <li>• Disability support worker is limited to act in the scope and functions required for the conduct of his role.</li> </ul>

	<ul style="list-style-type: none"> <li>• The Disability Support Worker is not permitted to undertake any actions, functions or responsibilities that have not been authorised and approved in writing by the director.</li> <li>• Authority to access participant information only relevant to the client/s the support worker engages with for employment, and only in the instance where it is deemed necessary by the Director that the support worker be provided the information in order to provide superior service to the participant.</li> </ul>
<b>Skills &amp; Experience Required Qualifications:</b>	<ul style="list-style-type: none"> <li>• First Aid Certificate</li> <li>• CPR</li> <li>• Positive Notice Card</li> <li>• Working with Children card (if required)</li> <li>• Police Check</li> <li>• Driver's licence</li> <li>• A registered and comprehensively insured motor vehicle which can be used to provide transportation for the client.</li> <li>• A mobile phone which can be used whilst working with the client and to be contactable by the client and by ICAS.</li> <li>• Successful completion of a Disability Services Queensland Criminal History Screen is mandatory for ICAS employees.</li> </ul>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Experience in human service delivery and or developed interpersonal skills and commitment to providing quality support with people with a disability.</li> </ul>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>• Demonstrated skills, experience and understanding in supporting people to achieve their desired lifestyle and quality of life</li> <li>• A high level of effective communication and interpersonal skills required for interaction, negotiation, advocacy and conflict resolution</li> <li>• The ability to collaborate with client, family/advocate/guardian and team members in developing client-centred goals and implementing effective strategies.</li> <li>• The ability to respond autonomously to unpredictable situations using self-initiative and problem-solving skills</li> <li>• The ability to provide timely and accurate records through verbal and written reports</li> <li>• The ability to support client participation in a variety of self-care, recreational and productive activities.</li> </ul>
<b>Performance Goals:</b>	<ul style="list-style-type: none"> <li>• A commitment to abide by the philosophy, rules, regulations, Practice Standards and objectives of the National Disability Insurance Scheme Act 2013.</li> <li>• Ability to work flexible hours as required, both contact and non-contact.</li> <li>• Be available at reasonably short notice to respond to urgent situations.</li> <li>• Willing to report regularly to ICAS management, client's guardian or other person, as directed by ICAS.</li> </ul>

ICAS Job Description  
Version: September 2020

## Employee Record Card

Upon commencement, each staff member will be required to complete an employee record card, detailing important personal information. This will be kept in the employee's file. It is the responsibility of the employee to update ICAS of any changes to these personal details.

❖ *A copy of the employee record card is provided in your Staff Pack for completion.*

## Performance Appraisal & Supervision Process

Performance Appraisals will be based on position description work duties, feedback from clients whom the staff work with, and will focus on opportunities for furthering professional development. These appraisals will be completed in conjunction with the Director and will aim to assist staff to achieve their professional goals.

The performance appraisal process may include informal supervision. This supervision will ensure that staff feel supported in their work and that service delivery is carried out effectively. Supervision sessions provide an opportunity for continuing improvement and professional development strategies and training to be identified.

## Professional Development & Training

Training will be provided to all staff appropriate to their position. In addition to staff ICAS orientation & induction, all employees will be required to undertake the NDIS Worker Orientation Module as a condition of employment. In-house and external training will be provided regularly to enhance staff members' skills, knowledge and competencies. These will be provided to staff and sufficient time allocated to complete the training. Any staff wishing to participate in additional professional development opportunities should discuss this with the Director.

## Code of Conduct

It is expected that all staff of ICAS will conduct themselves at all times in accordance with our Code of Conduct AND the NDIS Code of Conduct. Failure to abide by the Code of Conduct may lead to dismissal from ICAS. As an employee of ICAS, staff must agree to:

- Abide by the [NDIS Code of Conduct](#).
- Abide by the Mission of ICAS and adhere to rules specified in ICAS policies and procedures and those determined by Management.
- Represent ICAS in a positive way.
- Demonstrate a commitment in your work and relationships to the principles of social justice.
- Demonstrate through your behaviours and actions a commitment to non-discrimination.
- Empower clients in their decision making through provision of information and support, but will not give advice.
- Support clients to exercise their legal and human rights.
- Apply the least restrictive alternative principle in the provision of services to clients.
- Continually develop your skills to enhance individual and organisational performance.

- Contribute within your capacity to ICAS' continuous improvement philosophy and practice.
- Attempt to resolve any conflicts with other clients, staff and members of ICAS.
- Treat all clients and staff, at all times, with dignity and respect, and act on feedback to provide services to the best of your ability.
- Refrain from any form of harassment, physical or verbal abuse, towards clients, staff or members of ICAS.
- Maintain privacy and confidentiality obligations to clients and to ICAS. (*Note – disclosing information without Consent: Consent is not required if information is necessary to prevent or lessen a serious threat to life or health of the client in a medical emergency or is subject to subpoena*).
- Refrain from taking illegal drugs or consuming alcohol when on duty or on the premises.
- Wear clothing that is neat and appropriate to the type of work and that is not offensive to the service-user.
- Support clients in not becoming alienated from their families.
- Undertake your responsibilities and operate within a person-centred framework.
- Promote the principles of community participation and integration for people with disabilities.
- Promote the ability of people with a disability to fulfil valued roles in the community.
- Refrain from soliciting or personally accepting gifts or gratuities from clients (*except home garden produce*).
- Adhere to the accounting procedures of ICAS.
- Refrain from having sexual relationships with service clients, taking them to your home, and from any practices, either direct or implied, which may be construed as sexual harassment.

❖ *A copy of the Code of Conduct is provided in your Staff Pack for completion.*

## Confidentiality & Information Management

Ensure you are familiar and aware of ICAS' Information Management Policy & Procedure and ICAS' Privacy and Dignity Policy & Procedures.

### Confidentiality for Clients

Information relating to clients and/or their families must not be disclosed to individuals internal and external to ICAS who are not directly involved in service delivery to the client.

Should people outside ICAS request information about the names of your clients, the type of service they are receiving, or personal details about client's circumstances or health, please let them know that you are **UNABLE** to provide this information **BUT** they are welcome to speak to the ICAS Director.

Personal details about clients and staff are kept strictly confidential and are not shared **WITH ANYONE** – unless the individual gives permission to do so.

For staff however, there is a duty of care to share information about ICAS clients with either supervisors in the houses you work in, or ICAS Management, particularly if there are issues of concern.



## Confidentiality for Staff

ICAS, with the consent of staff, will maintain records containing personal details and work progress notes.

Personal details will not be sold or passed on to anyone or any other agency, except where by law, the information is required to be passed on.

Personnel files are kept secure from general access.

Staff can access their personal file by contacting the Director and arranging a mutually convenient time for the worker to access their file. Staff are welcome to discuss the details kept in their personal file with the Director.

Privacy and confidentiality are also the right of all ICAS workers and staff must ensure that they maintain and respect the privacy of others in the workplace.

*“A breach in confidentiality is a difficult injury to heal; jeopardises the integrity of the organisation; and in extreme cases, can lead to litigation, fines and even imprisonment.”*

As an employee of ICAS you will understand that during the course of your employment you will be privy to information which is confidential to you and your clients. You will recognise that as a condition of your employment with ICAS, the confidentiality of such information is acknowledged, and further, you agree:

- To keep the information in the strictest confidence for and after the duration of your employment and not to disclose that information directly or indirectly to anyone other than a person you have been notified to be a person authorised to receive that information. (Note – Disclosing information without Consent – Consent is not required if information is necessary to prevent or lessen a serious threat to life or health of the client in a medical emergency or is subject to subpoena).
- To never use the information for your own benefit, or for the benefit of any third party.
- To promptly, upon leaving employment with ICAS, and in the event of any request made by ICAS for information, hand over to ICAS all notes, correspondence and other written, printed, electronic or photographed material in your possession, power or control, containing any such information, and further that you will not retain, other than in the course of your employment, any such information.

You understand and agree that this undertaking shall run to the benefit of and be enforceable by ICAS' successors or delegates.

## Information Management

ICAS endeavours to keep confidential and secure information relating to clients. Staff must read and sign the Declaration to Maintain Confidentiality on commencement of employment. Files are stored securely and only relevant information is collected and disclosed.

A Client Consent Form is signed by clients or their support person for circumstances where it is necessary for ICAS to obtain or release information for the purpose of providing the most appropriate service delivery. Informed consent must be given before the collecting or releasing of personal information takes place.

- ❖ *A copy of the Declaration to Maintain Confidentiality is provided in your Staff Pack for completion. Refer to the Information Management Policy & Procedures.*

## Essential Practice Guidelines

Services we may provide include:

- Independent living skills training – building client' capacity
- Community access support
- Recreation and leisure support
- Social activity support
- In-home support
- Support coordination
- Plan Management

We aim to support and empower clients to develop:

- Independence and competence
- Self-esteem and confidence
- Social, personal and interpersonal skills
- Support networks
- Self-care and recreational skills.

ICAS encourages interaction with other local services such as neighbourhood centres, council activities, community halls, social and recreational activities, TAFE's and Training centres.

## Compliments, Complaints, Disputes and Grievances

ICAS has a robust Feedback & Complaints Policy & Procedure which all staff should be familiar with and details the process. Information covered here should be read in conjunction with this policy.

Disputes or grievances that arise within the day to day nature of your work, should aim to be resolved closest to the source as soon as possible, in a manner which is fair and acceptable, in terms of outcomes, for everyone involved.

Most complaints are discussed in an informal manner and are dealt with 'on the spot' by Management. These complaints may form part of our continuous improvement process and may identify potential training requirements. Should an informal resolution not be feasible, the process should be adhered to in the Feedback & Complaints Policy and Procedure.

Staff & clients are able to raise any area of satisfaction/dissatisfaction with ICAS Management and can do so without fear of reprisal. Compliment and complaint forms can be used to formally record significant issues raised. This form can also be located on our website. Action will be taken by ICAS to resolve complaints in accordance with the Feedback & Complaints Policy and Procedures.

Parties involved in a complaint, dispute or grievance have the right to have a support person present with them during discussions. Thorough documentation of all aspects of the resolution of a complaint will be retained by ICAS.

❖ *Refer to Feedback and Complaints Policy & Procedure. A Feedback & Complaint form is included in your Staff Pack for your reference.*

## Misconduct Procedures

ICAS Misconduct procedures upholds the rights of employees to be treated fairly and consistently, should it be identified that there is a performance deficiency. Set procedures in accordance with legislative requirements are adhered to when a staff member is undergoing disciplinary action. This is to ensure a fair and consistent approach.

The misconduct procedure is distinguished from a summary dismissal in the case of which an employee may be immediately dismissed. Summary dismissal refers to cases of serious and wilful misconduct. Such acts include, but are not limited to:

- Falsifying organisation's records.
- Revealing confidential information.
- Theft, fraud, embezzlement.
- Using equipment, material or information for unauthorised purposes.
- Physical violence against a staff member/client or service user.
- Working under the influence of drugs or alcohol, or bringing unauthorised drugs or alcohol into the workplace
- Harassment
- Willful or repeated violation of safety rules
- Excessive absenteeism.

## Organisational Policies and Procedures

ICAS operates within relevant National, State and Local Government Laws and regulations. ICAS is a registered provider with the NDIS and abides by the NDIS Practice Standards.

ICAS has a comprehensive range of Policies and Procedures which reflect legislative and organisational practice requirements. Staff are provided with access to all of ICAS' Policies and Procedures.

This Staff Handbook at times references specific policies and procedures and may provide an overview of important aspects of some policies. The full policy and procedure documents should be read in conjunction with the information in the Staff Handbook.

## Quality Monitoring & Continuous Improvement

ICAS has a strong commitment toward continuously improving the quality of our services. Through informal and formal feedback from clients and staff members, ICAS aims to address the cause of problems and make positive changes through improvement activities. Via the continuous improvement program ICAS ultimately aims to promote quality outcomes for clients.

❖ *Refer to Feedback & Complaints policy and Quality Management Policy & Procedures.*

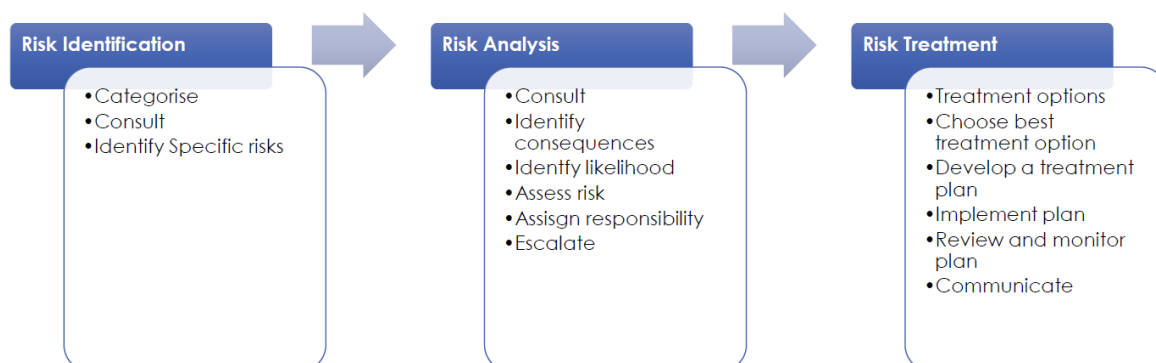
## Client & Staff Participation in Service Management

The Management of ICAS, manages within the approved budget and in accordance with ICAS' stated objectives, policies and procedures. Client and staff feedback and/or recommendations on service management are highly valued and encouraged through both formal and informal avenues.

❖ *Refer to Governance & Operational Management Policy & Procedures.*

## Risk Management

ICAS is committed to identifying, monitoring and reducing the risks involved in organisational operations. ICAS strives to diminish risk through effective policies and procedures including those on workplace health and safety, duty of care, continuing supports, incident reporting and financial management. ICAS also has insurance policies to cover the risks to its operations, staff, clients and public.



RISK MANAGEMENT MATRIX

Likelihood	Certain	Medium	High	Very high	Very high
	Likely	Minor	High	High	Very high
	Possible	Minor	Medium	High	High
	Unlikely	Minor	Medium	Medium	High
		Low	Medium	High	Extreme

❖ *Refer to the Risk Management Policy & Procedures.*

## Equal Opportunity & Anti-Discrimination

ICAS ensures that equal opportunity principles are adhered to in all procedures for staff and clients. Staff are employed on the basis of their suitability to job requirements regardless of race, colour and national origin; physical, intellectual or psychological impairment; gender; marital status; parental status; religious or political beliefs; age; sexual orientation.

Clients are valued on their individual values and beliefs, to ensure that the services we provide to them reflect the culture, values and beliefs they identify as important to them.

❖ *Refer to the Individual Values & Beliefs Policy & Procedures.*

## Workplace Health and Safety

ICAS is committed to providing safe and positive working environments for clients and staff. ICAS will provide instruction, training and supervision so that employees are not exposed to hazards while they are working. Employees must also take reasonable care to protect their own and others' health and safety. Staff should report to the Director any situation at the workplace that could constitute a hazard.

When we work in the community or in people's homes, the work environment is unpredictable and there is generally a limit to what you will be able to control. All work undertaken in a client's home is accompanied by a Safe Work Environment checklist as part of our planning processes.

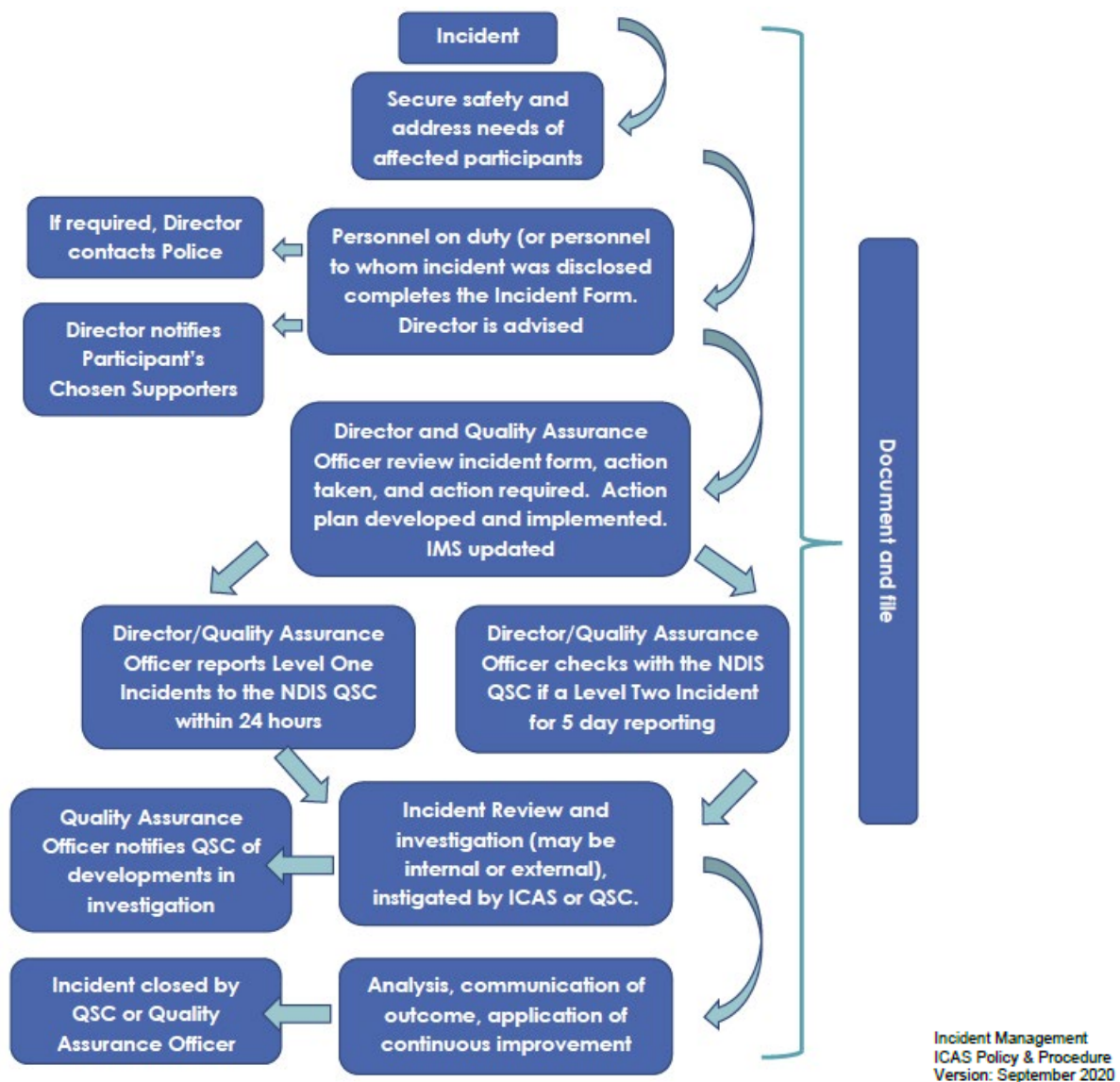
<b>Equipment:</b>	It is the responsibility of staff to use equipment appropriately and to follow the recommended procedures to protect them from injury.
<b>Lifting &amp; Client Handling:</b>	Training on the recommended procedures for lifting and handling immobile clients will be provided during staff orientation if relevant.
<b>Eye Strain:</b>	Staff whose duties require them to use a visual display unit for at least 60% of the time will need to have an eye test prior to their appointment.
<b>Stress:</b>	Stress is considered an occupational hazard and ICAS aims to minimise this by establishing support systems, ensuring realistic work responsibilities and good working conditions.
<b>Abusive Client Behaviour:</b>	Staff are not expected to put up with abusive or violent behaviour from clients. Extremely difficult client behaviour should be reported.
<b>Smoking:</b>	Staff are not permitted to smoke in the client's home and clients are requested to refrain from smoking in their homes while staff are present. Please refrain from smoking in your car when you have a client with you.
<b>Hazards:</b>	Health or safety hazards or 'near miss' accidents in the client's home should be reported to the Director as soon as possible.
<b>Incidents:</b>	Incident Report Forms should be used by staff to provide accurate reports of any incidents that arise. This report should be submitted to the ICAS Director within 24 hours of the incident to ensure a timely and effective response is taken.
<b>Communicable Diseases:</b>	Staff should observe appropriate hygiene and infection control measures in their work with clients in order to avoid communicable diseases. If staff suspect that

	someone in their workplace has a communicable disease, this should be reported immediately to the Director who will advise them of appropriate action.
<b>Back Care:</b>	Staff should be aware of how to safely carry out their work tasks to protect their back.

- ❖ Refer to Safe Environment Policy & Procedures; Incident Management Policy & Procedures; Work Health & Safety Policy. A copy of the Incident Report Form is provided in your Staff pack.

### Incident Management Process

ICAS has a comprehensive incident management process. This ensures that all incidents are acknowledged, responded to, managed and learnt from. ICAS' Incident Management Policy & Procedures provides full details of the process. Staff should be familiar with the process. Reporting of "near miss" incidents should also take place.



## Health and Hygiene Procedures

<b>Personal health &amp; hygiene:</b>	Staff should maintain good personal health and hygiene. Ensure vaccinations are current, clean clothes are worn, and hands and body are clean.
<b>Hand washing:</b>	Staff should wash hands with soap and water regularly, including after toileting, cleaning contaminated areas, or before preparing food. Barrier cream/gloves should be used to protect hands and broken skin should be covered with waterproof dressings.
<b>Protective clothing:</b>	Protective clothing should be worn by staff where relevant. Gloves should be worn when handling soiled clothing or linen, for cleaning, or to cover broken skin. Gloves should be changed and hands washed if the glove is punctured. Aprons should be worn if clothing is likely to be soiled. Aprons should be worn once only and then changed.
<b>Soiled linen &amp; clothing:</b>	Soiled linen and clothes should be handled with gloves. Paper towels should be used to remove solid matter and flushed down the toilet. Linen should be soaked in bleach (1:9 parts bleach to water) for 30 minutes and laundered separately in hot water and detergent.

## Household Safety Precautions

<b>Client Mobility:</b>	If assisting clients to move around, staff should use correct transfer procedures, and encourage clients to use prescribed walking aids and grab rails. Staff should advise the Director if they feel additional aids are required.
<b>Home Maintenance:</b>	Staff should advise the Director if the client is unable to maintain their home and garden adequately.
<b>Kitchen:</b>	Encourage clients to store sharp utensils, chemical cleaners & pesticides safely. Make sure clients handles of pots and pans are not over the hot plate and encourage the use of potholders. Staff should advise the Director if the condition of the stove is dangerous or does not have a stove guard.
<b>Bathroom:</b>	Encourage clients to store razors, scissors or other sharp objects safely. Ensure that if electrical appliances are used that they are switched off after use. Encourage clients to turn the cold on first and off last when turning on the tap. Staff should advise the Director if additional alterations or bather aids are required.
<b>Lighting:</b>	Staff should ensure there is good lighting at all times and encourage use of high wattage and clear globes.
<b>Electrical Appliances:</b>	Staff should ensure that electrical appliances which have faulty connections, worn or frayed cords are not used until repaired. Ensure extension cords do not obstruct walkways and are not placed under mats or carpets.
<b>Heaters:</b>	Heaters should not be placed in busy areas or near combustible material (e.g. curtains, lounges). Fireguards should be used and not moved when alight. Electric blankets should be kept straight and not used where there is risk of incontinence.
<b>Floors:</b>	Ensure floors are dry after mopping and spills are cleaned up as soon as possible. Never apply polish. Loose or frayed mats should be moved out of general walkway.
<b>External Pathways:</b>	Ensure hoses and rubbish are cleared from pathways. Broken or uneven pathways should be advised to the Director.



## Manual Handling

Manual handling is the use of force by someone when they move a person, animal or thing. E.g. lifting, pushing, holding, pulling. For example, helping a client up or down stairs, or in and out of a chair, or your activity involves moving objects such as chairs, tables.

Before moving or transfer an object of person think about the following:



**LOOK** – at what, who you are moving BEFORE you move it.



**PLAN** – what you are going to do and the safest way you can do it.



**LISTEN** – to your inner voice – can I do this myself or do I need help?

*Taking the time to look and plan the task before you do it will reduce the likelihood of you having an injury.*

Consider the elements involved in a 'moving' activity –

1. The **object or person** you are moving – e.g. box of books, person.
2. The **environment** in which it is being moved. Where are you moving this to?
3. How **repetitive** is your activity?
4. **You** – consider your balance, position and stabilisation.

When working with clients requiring manual handling:

**Wear closed in shoes** – to protect your feet and to reduce incidence of slips and falls.

**Remove jewellery** – it can catch on people or items and pull your skin.

**Keep fingernails short and tidy**- you can scratch clients with long, untended or false fingernails.

*If you are concerned about your safety – STOP  and ask for advice or look for a safer way to transfer.*

## Smoking

Smoking is a health risk and therefore it is in the interests of all to ensure that those who are non-smokers are not subjected to the risks of passively inhaling the exhaled smoke from smokers.

All employees who smoke are only permitted to do so 4 metres outside of the workplace, e.g. client's home, or office, even if the client is also a smoker. While undertaking duties at a client's home, employees who smoke are able to smoke PRIOR to undertaking duties and/or AFTER the duties have been completed.

If transporting a client in a vehicle, it is advised that those who smoke should refrain from doing so in their vehicle from the time they leave their own home (as this is considered a workplace), and should not smoke while a client is in their vehicle/presence.



## Alcohol, Drugs & Substances of Addiction

As a Duty of Care to clients, the employer and colleagues, it is required that all staff perform their work duties in a manner that is not impaired in any way by alcohol, drugs (prescription or otherwise) or substances of addiction. Staff are not to put themselves or others at risk as a result of the taking or consuming of substances.

During the course of normal working practice and hours, staff are not permitted to consume any alcohol or use any illegal substance at any time.

Employees are not to present for work in an intoxicated or substance induced state at any time. If they do so, they will be sent home and the time taken from any leave entitlements.

If prescription drugs are being taken by employees, they need to ensure that the prescribed drugs will not have any adverse effect on their work practice, and the safety of themselves or others.

## Sexual Harassment and Workplace Bullying

*"...Harassment is behaviour, which is demeaning to another person's status leaving him or her feeling humiliated, offended or intimidated. Examples of unacceptable behaviour include offensive or discriminatory comments, unwelcome physical contact, jokes or innuendo, persistent teasing, calendars or other printed material that some people may find offensive..."*

Sexual Harassment is recognised as a form of sex discrimination and is illegal under the Anti-Discrimination Act.

- Any worker who feels offended by unwelcome behaviour should, in the first instance, advise the person conducting the unwelcome behaviour that they are offended by such actions or comments and ask them to desist.
- If the matter is not resolved or the offending behaviour continues, the worker should report the matter to the Director.
- The matter will then be investigated confidentially in accordance with the Complaints policy and procedures.
- ICAS reserves the right to terminate the services of any worker found guilty of harassment, physical or sexual assault.

## Abuse, Violence, Neglect, Exploitation or Discrimination of Clients

ICAS has a comprehensive Violence, Abuse, Neglect, Exploitation & Discrimination Policy and Procedures. This document should be read and understood by all staff.

If you observe or have concerns about the mistreatment of a client –

- Do not confront, discuss, or question the person you suspect is mistreating your client. Discuss your concerns with the ICAS Director (even if the client asks you not to share this information with anyone). The ICAS Director will take responsibility for handling the matter in a sensitive and appropriate manner.
- You must not involve yourself with the client or their family or take matters into your own hands.

- Inappropriate handling of such matter can make the situation worse for your client and put yourself and ICAS at risk of litigation.
- Know the signs of Abuse (see below extract from the policy)
- Consider changes in the client's behaviour which suggests to you that something is not right.
- Consider changes in the client's behaviour in different situations, or when different people are visiting.
- The client may share information with you that will lead you to suspect that abuse is going on.

## **Potential indicators and risk factors for violence, abuse, neglect, exploitation and discrimination against participants<sup>1</sup>**

Taking one indicator on its own may not be evidence of abuse, however this list aims to assist all staff within ICAS to identify characteristics and/or behaviours in participants that may indicate exposure to abuse and/or neglect.

### **Physical abuse**

<b>Physical indicators:</b>	<b>Behavioural signs:</b>
<ul style="list-style-type: none"> <li>• direct or indirect disclosure of abuse or assault</li> <li>• unexplained cuts, abrasions, bruising or swelling</li> <li>• unexplained burns or scalds, cigarette burns</li> <li>• rope burns or marks on arms, legs, neck, torso</li> <li>• unexplained fractures, strains or sprains; dislocation of limbs</li> <li>• bite marks</li> <li>• dental injuries</li> <li>• ear or eye injuries</li> </ul>	<ul style="list-style-type: none"> <li>• avoidance of particular staff, fear of a particular person</li> <li>• sleep disturbances</li> <li>• changes in behaviour (e.g. unusual mood swings, uncharacteristic aggression)</li> <li>• changes in daily routine, changes in appetite</li> <li>• unusual passivity, withdrawal</li> <li>• self-harm, suicide attempts</li> <li>• inappropriate explanations of how injuries occurred</li> <li>• excessive compliance to staff</li> <li>• persistent over-activity (misuse of medication)</li> <li>• unusual levels of confusion/disorientation (misuse of medication)</li> </ul>

## **Sexual abuse**

<b>Physical indicators:</b>	<b>Behavioural signs:</b>
<ul style="list-style-type: none"><li>• direct or indirect disclosure of abuse or assault</li><li>• trauma to the breasts, buttocks, lower abdomen or thighs</li><li>• difficulty walking or sitting</li><li>• pain or itching in genital and/or anal area; bruising, bleeding or discharge</li><li>• self-harm, abuse, suicide attempts</li><li>• torn, stained or blood-stained underwear or bedclothes</li><li>• sexually transmitted diseases, pregnancy</li><li>• unexplained money or gifts.</li></ul>	<ul style="list-style-type: none"><li>• sleep disturbances</li><li>• changes in eating patterns</li><li>• inappropriate or unusual sexual behaviour or knowledge</li><li>• changes in social patterns</li><li>• sudden or marked changes in behaviour or temperament</li><li>• anxiety attacks, panic attacks, clinical depression</li><li>• refusal to attend usual places (e.g. work, school, respite)</li><li>• going to bed fully clothed</li><li>• excessive compliance to staff.</li></ul>

## **Psychological/emotional abuse**

<b>Physical indicators:</b>	<b>Behavioural signs:</b>
<ul style="list-style-type: none"><li>• speech disorders</li><li>• in the case of a child, lags in physical development, failure to thrive</li><li>• injuries sustained from self-harm or abuse</li><li>• suicide attempts</li><li>• anxiety attacks.</li></ul>	<ul style="list-style-type: none"><li>• self-harm or self-abusive behaviours</li><li>• challenging/extreme behaviours</li><li>• excessive compliance to staff</li><li>• very low self-esteem, feelings of worthlessness</li><li>• clinical depression</li><li>• marked decrease in interpersonal skills</li><li>• extreme attention-seeking behaviour.</li></ul>

## **Financial abuse**

<b>Physical indicators:</b>	<b>Behavioural signs:</b>
<ul style="list-style-type: none"><li>• no access to, or unwarranted restrictions on, personal funds or bank accounts</li><li>• no records, or incomplete records kept of expenditure and purchases</li><li>• no inventory kept of significant purchases</li><li>• person controlling the finances does not have legal authority</li><li>• misappropriation of money, valuables or property</li><li>• forced changes to a person's will</li><li>• persistent failure to produce receipts</li><li>• receipts indicating unusual or inappropriate purchases.</li></ul>	<ul style="list-style-type: none"><li>• person has insufficient money to meet normal expenses</li><li>• person is persistently denied outings and activities due to a lack of funds.</li></ul>

## Neglect

Physical indicators:	Behavioural signs:
<ul style="list-style-type: none"> <li>• physical wasting, unhealthy weight levels</li> <li>• poor dental health</li> <li>• food from meals left on face and/or clothes throughout the day</li> <li>• dirty, unwashed body and/or face, body odour</li> <li>• person always wearing the same clothes</li> <li>• ill-fitting and/or unwashed clothes</li> <li>• person is always over- or underdressed for the weather conditions</li> <li>• food is consistently poor quality, insufficient, inedible and/or unappetising.</li> </ul>	<ul style="list-style-type: none"> <li>• constant tiredness</li> <li>• persistent hunger</li> <li>• unexpectedly poor social/interpersonal skills</li> <li>• signs of loss of communication and other skills</li> <li>• staff member, service provider, carer or support person consistently fails to bring the person to appointments, events, activities</li> <li>• person is persistently denied opportunities to socialise with others in the community.</li> </ul>

ICAS Indicators & Risk Factors for Violence  
Version: September 2020

## ICAS processes for responding to allegations and incidents of violence, abuse, neglect, exploitation and discrimination



❖ Refer to Violence, Abuse, Neglect, Exploitation & Discrimination Policy & Procedures. A copy of the Incident Report Form is provided in your Staff pack.

## Motor Vehicle Procedures

Staff who are requested by their client to transport them in their own vehicle must:

- Have a current driving licence and provide this to ICAS Admin
- Be fully registered with the Department of Transport
- Have comprehensive insurance. Staff should ensure that their insurers are aware that clients are being transported in their cars in the course of their employment.
- Provide details of their registration and insurance to ICAS Admin.
- Log all mileage on the daily timesheet for reimbursement in wages
- **Not** transport any other person in their vehicle along with the client, without the **express written approval** from the Director. E.g. no one else is to go in the vehicle with you other than the client.
- No smoking is to occur in the vehicle at all – not by the client or the staff member.

## Motor Vehicle Accident Procedures

Staff who have a car accident while driving with a client should follow the procedures outlined below:

- Stop at once.
- Check the safety of your client and yourself.
- Alert relevant emergency services if required.
- Ensure that the vehicle is not posing a further traffic hazard as much as possible.
- Offer assistance to anyone who may be injured.
- Obtain the names and addresses of all witnesses to the accident.
- If another vehicle is involved, obtain the owner's/driver's name, address, phone number, licence number, name of insurance company, the make, model and registration of the other vehicle.
- Phone ICAS' Director to report the accident details and to receive guidance on action to be taken next.
- If police attend, provide them with relevant information about yourself and the other driver, and obtain a record of the attending policeman's name, number and station.
- Try to recall and write down the details of the accident as soon as possible.
- Complete an Incident Report Form and give this to ICAS' Director within 24 hours of the accident.

## Handling of Client's Money

Should a support worker be provided with cash to pay for clients out of pocket expenses, please follow the following process:

- ICAS will provide you with a carbonized receipt book.
- Write the date and the amount you were given to spend and who gave it to you.
- Get the client or carer to sign the book when they give you the funds and you've written in the amount and date.
- If the money is placed in the clients purse (not handed to you) still write the details down as you are responsible for the money.
- Get a receipt for every expense you make with the clients monies. Take a photo of the receipt/s and give the original of the receipt/s and balance cash back to the client or carer (preferably the person who originally gave you the cash).

- Get the client or their carer to sign the book when you return the balance cash and receipts.
- Keep the photos on your phone as evidence of the expenditure.
- Make sure the receipts match the amount you have spent.
- If you lose a receipt/s, let the client know (that day) and let George, Sarah or Wen know as soon as possible.

## Duty of Care

Staff Members have a responsibility to provide services that promote client competence while safeguarding against avoidable injury and unacceptable risk. At times, a client's preferred choice may be perceived by staff as placing the person in a situation of risk. ICAS holds that an unacceptable risk is one where the degree of possible personal injury, harm or loss is considered to be such that a reasonable person would not take that risk. In such a situation, staff reserve the right to decline providing the service requested and to seek an alternative solution together with the client.

- ❖ *Refer to Independence & Informed Choice Policy & Procedures; Responsive Service Provision Policy & Procedures and Person-Centred Supports Policy & Procedures.*

## Provision of Support

While providing support to a client, you are required to devote all your attention to that client. This includes engaging in assisting them to work towards their NDIS goals, assisting to participate in classes/activities that they are attending and not engaging with phone/social media while supporting your client. There should be no circumstances where you are supporting more than one client at a time, unless you are notified that the client is funded for shared support. Each client is generally funded for 1:1 support to achieve their NDIS goals. In extenuating circumstances, and only at the prior approval and discretion of the Director, who will assess the risk and discuss with all parties involved, there may be special consideration where two clients may be supported by one support worker. In this situation, staff will be paid at the ratio of support that is provided to clients. If a potential extenuating circumstance is identified, you must immediately contact the Director.

## Standard Operating Procedures

### Hours

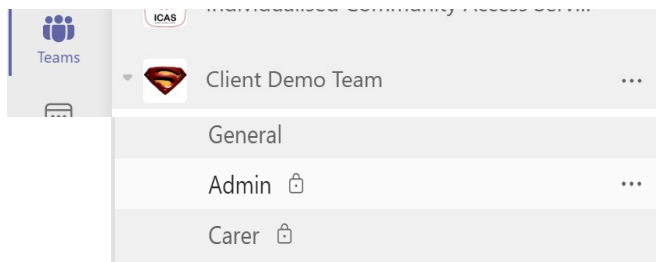
The office operating hours will be between 9.00am and 5.00pm Monday to Friday.

### Teams & Correspondence

ICAS uses Microsoft Teams for all work related correspondence and interaction. All staff members are added to the relevant client team at the commencement of work. There are multiple channels for correspondence to be used. This will be administered via ICAS office and you will only be able to access and view information relevant to you and the clients you work with. ***ANY and ALL correspondence relating to clients or ICAS must be undertaken via your Team.***

Each client team setup has multiple channels. These channels relate to who can see what information. The overview is as follows:





Client Demo Team has 3 channels –

- General
- Admin
- Carer

*General Channel* – the general channel is for “General information” pertaining to the client. This will usually include the Client (if they have access), Carer/Parents, ICAS Admin and Carers as part of this channel. All information posted in this channel will be viewable by all of these people.

*Admin Channel* – this Admin Channel is for “ICAS Administration” purposes.

*Carer Channel* – this Carer Channel is for “Carers of the client” and only includes all of those staff members who Care for the relevant client. This should be the channel that is used the most. The Carers channel is to be used to correspond with all other staff team members in one go. The CARER channel will also hold the TIMESHEET link.

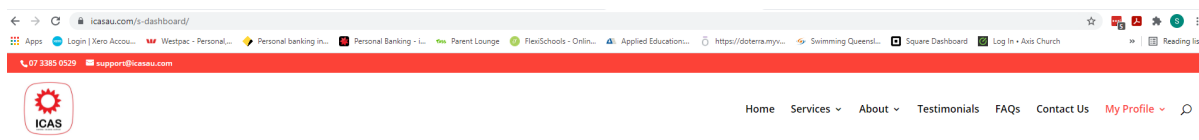
Correspondence on teams can include changes to shifts, uploading photos of the clients, asking questions, sharing information between staff and ICAS admin, liaising with client guardians or parents. Please ensure that ALL communication is professional in nature and that you are certain of who is receiving the communication/correspondence before posting. As all stakeholders in a clients circle may be included in the correspondence.

All staff will also be added to the ICAS Staff Team, which will include all staff members. Please ensure that communication in the ICAS Staff General channel is courteous to all and does not include any private or sensitive information relating to clients or individuals.

Using Microsoft Teams is a relatively new platform for ICAS and this will develop over time. It will become the central hub including links for training, timesheets, client documents and relevant information. Please discuss this with ICAS Director if using Teams will be difficult for you. Training will be provided to assist in set up and how to use and interact with Teams.

ICAS also has an online Support Worker platform. This will covers a training platform, policy and procedure documents and additional forms that may be circulated to all staff. This is also the place where you have to login to lodge your online timesheets each day.

You will initially need to register your access to the website. Once registered, save your login details as you will need to login each day to lodge your timesheet.



## Timesheets/Daily Client Progress Notes/Reports

Each staff member is required to log daily timesheets for **each client** via Microsoft Teams/Staff login. The link is provided in your Teams “Carer” channel at the top next to FILES. Alternatively, it is also under your support worker login on the website.

Separate timesheets must be filled out for each individual client each day. **All timesheets are to be completed daily, signed by clients and the staff member.** These are automatically lodged electronically with ICAS administration office. Each **Sunday evening** of each pay fortnight, the ICAS administration office will download all timesheets for payment.

Should you have issues accessing the electronic timesheet, a paper copy can be provided and emailed directly to the ICAS Admin office by **Sunday evening** of the pay fortnight. A paper form must be completed for each client. A paper timesheet can be located here. [Paper timesheet](#).

Paper timesheets and Progress notes can be sent via the following means:

**Email:** [accounts@icasau.com](mailto:accounts@icasau.com)

The process for completing your online timesheets/client progress notes is as follows:

- You must complete **ONE** timesheet/daily client progress report **DAILY at the end of your shift**.
  - The timesheet must be completed by the employee reflecting hours that they provide direct support to clients.
  - The client/carer **MUST SIGN** in the appropriate place for each shift worked. If this is not completed, you will not be paid for the shift.
  - The employee **MUST SIGN** in the appropriate place for each shift worked.
  - You must record the actual hours worked. In some cases, this can simply be explained with a note to the side (e.g. normal shift 0900-1200. I started at 0930 and finished at 1230 at client request today).
- Time **NOT** worked also needs to be advised – preferably via your Client Team in Microsoft Teams.
  - In all cases, time **NOT** worked needs to be advised to **the office and the client**. (e.g. if you are sick and cannot work or if the client is sick and you cannot work you need to tell both the office and the client).
  - In most cases it is expected the time not worked will be made up to the client at another time that is convenient to both the client and yourself **within the same**



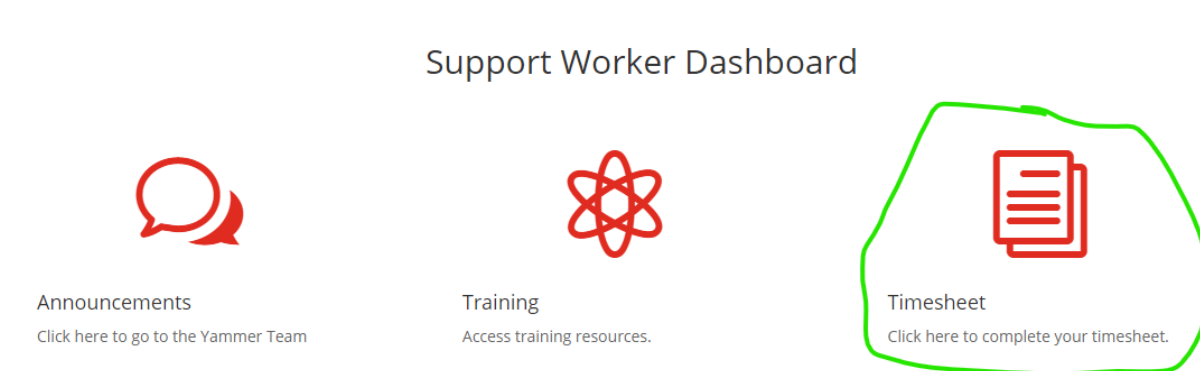
**fortnight or the next fortnight.** If this is not possible, the hours will be banked for use at a later time.

- If the client has advised you of a cancellation of shift more than 24 hours in advance you **will not** be paid for that shift. All endeavours should be made to “catch up” the missed shift with the client, so that the client does not miss out on their hours of service provision. “Catch up” shifts should be convenient to both the client and yourself and preferably **within the same fortnight or next fortnight.** If this is not possible, the unused hours will be banked for use at a later time.
- Some clients may request that if you are unable to work at any time, that instead of arranging an alternate time, an **alternate support worker** will be provided by ICAS. This will be discussed with you if your client prefers this arrangement.
- In all cases if you are unable to work your shift you must first try and swap a shift with a member of the client’s team. Do this by posting a message to the team in Microsoft Teams. If this is unsuccessful you must advise the ICAS office via Microsoft Teams/phone/email **and** the client by phone/email **as soon as possible**, so alternate arrangements can be made.
- In the case of a forced cancellation outside of the control of ICAS or the client (e.g. government lockdown) notice periods do not apply, as this is government mandated. In this situation, as staff are deemed “essential workers” you must only provide support in line with the government directive at the time. This may be for “essential services or exercise or home duties” only. In this case, directly liaise with your client and ICAS Administration to understand your ability to support your client during this time. In this situation, directives from the ICAS office will be provided.
- **Mileage** is recorded in the second table on the paper timesheet or within the electronic timesheet. Please record details as following:
  - **Date** – record the date you took your client somewhere in your car.
  - **Odometer reading Start/Finish** – record both start and finish readings.
  - **Total** – record the total kilometres travelled that day.
  - **Description** – record briefly where you went.
  - **Total Weekly Mileage** – record the total travelled for the whole week.
  - You must only record the mileage for when the client is **IN THE CAR ONLY**.
- **Daily Client Progress note/report forms** are found on the rear of the paper timesheet or as part of the electronic timesheet. These are to be filled in at the end of each days’ shift (e.g. in the case of split shifts, one per day only). Please record details as following:
  - **What we did today** – activities done, outings, social interaction.
  - **Which goals did we work towards today** – what went well, progress made, did they act confidently, did they achieve something. *These goals relate to their Individual Support Plan.*
  - **Any incidents/observations of abuse, assault & neglect** – if yes, please complete an Incident Report Form.
  - **Has your client made decisions and choices today** – if yes, please give details of decisions/choices made.
- **Reimbursements for Expenses** – in some situations clients in your day to day provision of support to clients, you may encounter expenses that are claimable back from ICAS to be paid to you. This may include clients who deal with the Public Trustee for the purchase of their food while on community access outings, etc. In any case, items wishing to be claimed by an employee as an expense should be **pre-approved by the ICAS Director** and receipts should be provided with the timesheet on the day of being spent.
- The quality of **Progress notes** is very important as they record the service provided and how the support is ensuring that the clients we support enjoy life and meet their goals. All

employees are to maintain a high standard when writing progress notes.

- The **progress notes** are reviewed by the Director to review the quality of activity the person supported was involved in and whether the client was involved in as much decision making as possible.
- Any timesheets required to be lodged for **Training** or **Administration** or **meeting** purposes are at the express approval only of the Director and will be notified to you. In this case when lodging a timesheet you will not require a client signature. You can merely place an 'X' in the client signature box. If the training or administration or meeting relates to a client, please include the client name. If it is general in nature, please type GENERAL in the client name field.

A visual representation of lodging your electronic Timesheet is below.



Click on Timesheet to complete your timesheet.

## Timesheet

Step 1 of 4 - Entries are saved automatically. You can leave and return to complete the form.

25%

Employee Name *	Client Name *		
<input type="text" value="Support Staff Demo Account"/>	<input type="text" value="John Smith"/>		
Date Worked *	Start Time *	End Time *	Hours Worked
<input type="text" value="01/08/2021"/>	<input type="text" value="11:45 AM"/>	<input type="text" value="2:30 PM"/>	<input type="text" value="2:45"/>

Next

### Step 1 –

Your Employee Name will be automatically prefilled with the same name as you have logged in with.

Enter your Client's Name, the date you worked, your start time and end time. The system will automatically calculate your hours worked. Then click Next.

**\*\*Note – you must log your ACTUAL starting and finishing times for compliance purposes.**

Step 2 of 4 - Entries are saved automatically. You can leave and return to complete the form.

50%

Were there any alterations to your normal shift? \*

☒ Yes ☐ No

Please write any notes and describe the alterations? Eg started half an hour later, shift ended early due to client sick, turned up to shift and client was unwell. \*

Started shift half an hour earlier than scheduled.

Do you have any expenses you wish to lodge for reimbursement? \*

☒ Yes ☐ No

You can upload up to 5 receipts at one go. \*

Choose File(s)

0721.jpg  
100% Completed 134.8KB

Is mileage claimable? \*

☒ Yes ☐ No

Trip Details

Starting KM *	Ending KM *	Total KM's *	Description *
252250	252275	25	Drove to swimming pool

Previous Next

## Step 2 –

Answer the questions and provide relevant information if prompted to do so.

Any alterations to your normal shift – should include if you finished earlier or stayed later than your regular scheduled shift. Please ensure you make note of this.

Upload any receipts/images for any expenses you need to claim a reimbursement for – e.g. client food/activities. Note – these should be preapproved with ICAS office, please ask if you are unsure if you have an expense due to be claimed.

Specify any mileage that you are wanting to claim. Mileage is paid only for *when you are transporting a client* in your own vehicle. Enter the starting KM, ending KM and Description. The form will automatically calculate the total KM's. You can click on the + symbol to add another line of mileage. Then click NEXT.

Step 3 of 4 - Entries are saved automatically. You can leave and return to complete the form.

75%

### Daily Client Progress Reports

What goals were achieved or progress was made today? \*

Today John did some wonderful cooking, learning how to be more independent.

Were there any incidents/observations of abuse, assault & neglect? \*

☒ Yes ☐ No

Please ensure you follow all ICAS processes and procedures and ensure you have completed an incident report immediately. If you need assistance please call the office immediately on 0499 994 987. [Download the incident report form.](#)

Previous Next

### Step 3 –

Enter information from your Daily Client Progress Report regarding which goals were achieved or progress was made today.

Answer the question regarding incidents/observations and follow the instructions dependent on your answer.

Step 4 of 4 - Entries are saved automatically. You can leave and return to complete the form. 100%

What did you do today? \*

Today we purchased items from the grocery shop to make a meal for John. John worked out his budget and prepared all of the meal with assistance.

Do you have any other questions, comments, concerns or requests for training? \*

☒ Yes ☐ No

If yes, please provide more information, thank you. \*

John is progressing really well with his budgeting. Is there any budgeting games you can recommend that may help him?

**Declaration**

By signing this form, you are affirming that the information given is complete and accurate.

Total hours worked for 01/08/2021 is 2:45 hours.

Client Signature \* Employee Signature \*

Clients, please sign here. Employees, please sign here.

Previous Submit Timesheet

### Step 4 –

Enter the information on what you did today.

Answer the question regarding comments/concerns and provide information if required.

Ensure that you read the statement under the DECLARATION to your client so that they understand what they are signing, before they sign.

Present the timesheet to your client on your phone for their electronic signature.

You sign electronically on your phone and select SUBMIT TIMESHEET. Your timesheet is then lodged for payment on the next pay cycle.

## Timesheet

Thank you for submitting your timesheet Support Staff Demo Account!

## First Aid & CPR

All staff are required to hold a current First Aid and CPR registration as a condition of employment with ICAS. Staff are responsible for renewing this and providing confirmation to ICAS of expiry dates.

All Support Workers will be provided with a small first aid pack and will be required to carry it with them whilst engaged by ICAS and supporting clients.

## Other Qualifications/Licences

All staff are required to undertake and/or hold prior to commencing employment the following:

- Police Check
- Positive Notice Card
- Working with Children Card (if required) – linked to ICAS.
- Driver's licence
- A mobile phone
- NDIS Worker Orientation Module

ICAS will retain copies of these qualifications/licences on the staff personnel file as a record.

## Leave Requests

Staff **must contact the client and/or their carer as soon as possible** if sickness or other circumstances prevent their attendance at work. This should be immediately followed up by a call to the Director of ICAS or a message via Microsoft Teams. Giving as much notice as possible allows time for ICAS to contact available relief staff to cover the affected shifts. All requests for special leave should be discussed well in advance with the Director.

## Staff Meetings

Staff meetings will be arranged when necessary to discuss issues arising that relate to general service provision or staff management. These meetings may take place in person or via electronic mediums such as Microsoft Teams. Staff will be informed of upcoming meetings.

## Dress

Any attire worn while undertaking activities needs to be neat, clean and modest. For safety reasons, jewellery is to be kept to a minimum (dangling jewellery can be caught or pulled and cause injury) and closed in shoes are to be worn to protect feet.

## Reliability

Staff are expected to be reliable and inform the Director and their client if they are running late, or unable to work, as soon as they are aware they are unable to fulfil their duties.

## Personal Property

Staff must take responsibility for their personal property – money, wallets, phones, valuables, as ICAS is not able to reimburse for the misplacement, theft or loss of personal property in any location where ICAS tasks are being undertaken.

## Conducting of Personal Business

No clients or staff are permitted to advertise, sell or trade personal business at ICAS premises or whilst undertaking work on behalf of ICAS.

## Referring a Client to other Medical or Health Services

Workers should not make private referrals for clients, as the consequence of a poor service will reflect negatively on ICAS and can be viewed as a conflict of interest.

## Providing Advice

Staff are to provide information, assistance and support **within the context of your role only**.

- If your client has personal problems, difficulties or challenges and asks for your help, please **do not** try to solve their problems. Unless you are working for ICAS as a counsellor, your role is NOT to give advice or counsel clients, but to be a **good listener**.
- Encourage clients to speak to a family member, their doctor or refer them to a suitable staff member of ICAS. If you are concerned about the health and safety of a client, it is your duty of care to discuss this with the ICAS Director.

## Signing of Documents

No signing of any documents by clients should occur whilst you are supporting them.

## Internal Communication Mechanisms

Some ICAS clients have multiple support workers supporting them. In this instance, there may be a necessity for the support workers to communicate between them. ICAS has implemented Microsoft Teams to ensure privacy is maintained while improving the service delivery for clients.

Staff should contact the Director to discuss any issues arising during their employment with ICAS. Incidents should be reported as soon as possible in accordance with the Incident processes.

## Client Documentation

When providing services, you may need to write notes about your activity in the home/community in the client's file. These may be progress notes, recording incidents/hazards/accidents or just file notes regarding progress or daily activity with the client through the services provided. Any documents can be submitted privately to the ICAS Director via Microsoft Teams.

Upon commencement with ICAS, clients will be issued a client file. The file will contain information from their initial assessment, the services provided and any other information that occurs during the life of their relationship with ICAS. Client's files are kept securely in accordance with the Information Management policy and procedures of ICAS.

Documenting:

- Is a legal requirement and the information recorded is confidential.
- You must be aware that information written about the client, even if it is on a scrap of paper, can become a legal document and used in a court of law, so great care must be taken with any notes you write.
- There are guidelines you must follow when documenting client notes, these include:
  - Identifying the activity, date, time.
  - Provide your name, your signature and your role within ICAS.
  - Only write what you see, hear or what the client tells you NOT what you think.
  - Must be legible.
  - Objective or factual information only.
  - Errors should be ruled over, dated and signed not obliterated with rubber or whiteout.
  - Never write a report or sign it on behalf of another person.

## Medical or Nursing Tasks

Unless you are working for ICAS as a Doctor or Nurse, please **do not** perform duties of a medical or nursing nature. For example, applying ointments, handling medical equipment, inserting eye drops, changing bandages, helping with medications, cutting fingernails or toenails, etc.

Such tasks must be undertaken by people with appropriate professional qualifications. An injury caused by a well-meaning worker trying to help can have serious consequences for the client, the worker and ICAS as a whole.

## Administration of Medication

ICAS staff are **NOT, under any circumstances** to administer medication. It is not in ICAS' mandate to administer medication to clients. This includes paracetamol, asthma "puffers", prescription creams, prescription eye/ear drops etc.

ICAS staff will not be involved in the handling of medication including both PRN and prescribed medication. People with a disability and/or their primary carer will be responsible for their own medication. If a client requires medication, they are to be returned home so that the primary carer can provide assistance to medication if necessary.

ICAS staff may assist a client to access the community to pick-up medication. On such occasions, ICAS staff are not to interact with the chemist on behalf of a client.

Medication is defined as any substance administered by mouth, applied to the body, or introduced into the body for prevention, treatment, diagnosing and maintenance of a health disorder or disease. They may be obtained directly from a health or allied health professional or obtained from “over the counter”.

If an ICAS employee has any concerns about a person’s medication they must immediately contact ICAS’ Director. If the employee feels that the person requires emergency medical attention, they must contact 000 (Triple Zero) and call for an ambulance.

If an ICAS employee observes a client regurgitate or expectorates medication immediately following the administration of the medication by the primary carer, the employee must advise the primary carer of this outcome immediately and complete an Incident Report Form.

## Cultural Sensitivity

Cross cultural sensitivity is the quality of being aware and accepting of other cultures. This is important because what seems acceptable in some countries may be unacceptable, rude or even illegal in others.

A person who is culturally sensitive is aware that there could be differences between their culture and another person’s, and that these differences could affect their relationship and the way they communicate with each other.

Importantly, culturally sensitive people would not have prejudices, make negative comments, or criticise other cultures or individuals within those cultures, because of the way they look, live or the way they think, dress or speak. A culturally sensitive person would make every effort to understand other countries’ traditions and ways of life or attempt to learn and apply new understandings.

ICAS has a philosophy of respect and absolute non-discrimination when working with people whether they are staff or clients, and this extends to the way in which services are provided.

## Client Individualised Support Plans & Reviews

Each client possesses an Individualised Support Plan with the NDIS and with ICAS. This is reviewed on a regular basis. The Support Plan is formed in collaboration with the client and/or the client’s family, advocate, guardian and support people. It outlines the client’s strengths, individual needs, long and short term goals, and also may suggest activities and strategies to assist staff in meeting the client’s goals.

Staff should utilise the Support Plan to guide them in providing person-centred services.

All client Support Plans are developed and implemented using the principles of ICAS’ policies and procedures.



ICAS Support Plans will be reviewed in line with the client's NDIS Plan Review process. A client's Support Plan will be made available to their support staff via their 'Team' in the 'Carer' channel.

## Advocates

An advocate is a person who, with explicit authority by a service-user/client, speaks out on their behalf in a way that represent their best interests. Service-user/client advocates may be involved during assessment and review of service-user/client Support Plans, negotiation regarding access to personal information, the lodging of complaints, or any other issues relating to service performance. Clients are free to change their advocate whenever they wish by advising ICAS in writing of their decision. Service-user/clients are advised by ICAS of advocacy services if requested.

## Professional Services and Conduct

As representatives of ICAS, the conduct and performance of staff needs to be of the highest standard. It is also important that staff represent ICAS in a positive and professional way, as they are ambassadors of the organisation. Should staff have issues of concern they can discuss these with the Director or Management within the confines of the organisation.

Staff are not to solicit, entice or advise clients to alter service agreements held between ICAS and their clients. Clients and their advocate/s are able to discuss any concerns they have directly with ICAS Management/Director. Staff are employed to provide the service, not to negotiate the services.

Staff are not to solicit, canvass, approach or accept any approach from any client to cease doing business with ICAS or to reduce the amount of business which the client would normally undertake with ICAS. Staff are not to solicit, entice or seek to encourage another employee to cease working with ICAS.

## Professional Boundaries

Staff are encouraged to work in line with the position description and must adhere to ICAS Policies and Procedures and the NDIS Code of Conduct.

ICAS provides services to vulnerable people and as such, workers need to take extreme care regarding their involvement with the client and their carers or family, and the services they provide. Regardless of personal feelings, staff must work within ICAS guidelines, to ensure that a holistic, appropriate, consistent and professional support service is provided.

Staff should never take a client to their personal place of residence and must at all times, maintain professional boundaries whilst providing support to clients of ICAS.

## Mental Health

ICAS aims to ensure that the mental health of clients and staff is at an optimum level according to the overall wholistic health of the client/staff. A prompt response to an observed decline in a service user/staff's mental health, may assist to reduce the incidence of a crisis associated with the mental illness.

ICAS provides training and recommends staff working with clients who have an identified mental health issue, are familiar with the appropriate processes for dealing with a mental health crisis.

### Immediate Process:

1. If at any time while providing care to a client, the staff member believes that the client is at risk of harm to themselves or others:
  - a. Ask the person directly if they are suicidal.
  - b. Do not leave the client on their own.
  - c. Connect the client to professional help
    - i. Call Emergency Services on 000 (Triple Zero) and follow any advice or instructions given.
    - ii. Contact Suicide Call Back Service on 1300 659 467
    - iii. Accompany the client to an Emergency Department or GP.
2. The staff member should implement Mental Health First Aid procedures and check for potential risks to themselves and others around them. [www.mhfa.com.au](http://www.mhfa.com.au)
3. Immediately after Emergency Services have been contacted, the staff member will contact the ICAS Director as soon as possible.
4. In the event of the person being transferred to hospital, the parent/carer should be given the hospital name and advised to go to the hospital as soon as possible. The Director should arrange to meet the parent/carer at the hospital.
5. Staff members are to follow the instructions of the Emergency Service Officers.
6. The needs of the client must not be neglected, and arrangements must be made to call in other staff if required.
7. Staff are required to complete an Incident Report as per the Incident Management processes.

### Follow Up Process:

1. The ICAS Director is to ensure that support and assistance is provided to the family/carer of the client. Debriefing may be required by staff, and appropriate professional support may be offered where necessary.
2. Following a Mental Health crisis, it may be necessary to provide further support to family, the client and/or staff.
3. In some cases, the carer/family may experience some difficulty in accepting that a Mental Health crisis has occurred and a referral to the GP is recommended to address this.
4. When the crisis has passed, it is timely to discuss with the client the benefits of preparing an "Advance Care Directive". This document describes how a person would like to be treated when they are unable to make their own decisions due to their present state of illness. It is an agreement made between the person, their family/carer and their usual healthcare professional.

❖ *Refer to Guide for Caregivers of People with Mental Illness issued from Mental Health First Aid for further information. A copy of this is provided in your Staff Pack.*

## Advance Health Directive

An Advance Health Directive describes how a person would like to be treated when they are unable to make their own decisions due to their present state of illness. It is an agreement made between the person, their family/carer and their usual healthcare professional.

ICAS staff will be made aware of any Advance Health Directives that are in place for ICAS clients that they support.

## Contact ICAS

ICAS values and appreciates open communication across the organisation. ICAS can be contacted via:



<b>Office Phone:</b>	07 3385 0529
<b>Director Mobile (Sarah):</b>	0499 994 987
<b>Senior Manager Mobile (Chris):</b>	0407 643 958
<b>Support Coordinator (Jodi):</b>	0493 384 857
<b>Administration Support (Duane)</b>	
<b>Administration Support (Jo)</b>	
<b>Technology Support (Sri)</b>	



<b>Office Email:</b>	<a href="mailto:icasmanager@icasau.com">icasmanager@icasau.com</a>
<b>Director Email (Sarah):</b>	<a href="mailto:sarah.smith@icasau.com">sarah.smith@icasau.com</a>
<b>Senior Manager Email (Chris):</b>	<a href="mailto:chris.smith@icasau.com">chris.smith@icasau.com</a>
<b>Support Coordinator (Jodi):</b>	<a href="mailto:jodi.robertson@icasau.com">jodi.robertson@icasau.com</a>
<b>Finance Manager Email:</b>	<a href="mailto:accounts@icasau.com">accounts@icasau.com</a>



<b>Postal Address:</b>	<b>Physical Address:</b>
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