ICAS

INSPIRED . TAILORED . SUPPORT

SAFE ENVIRONMENT POLICY & PROCEDURES

OCTOBER 2022

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ICAS Policy & Procedures
Version: v1.3 October 2022

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Glossary of terms

Term	Definition
Participant	A person who meets the NDIS access requirements.
Person Centred	Person centred approaches: - place the participant at the centre of any planning and support process - allow the person to choose and direct the support they receive according to their aspirations and goals, and how they receive that support - focus on the strengths, contributions, and abilities of the participant - recognise the uniqueness of each participant - work to maximise personal connection and social participation
Policy	A statement of intent that sets out how an organisation should fulfil their vision, mission and goals.
Procedure	A statement or instruction that sets out how a policy will be implemented and by whom.
Safe Environment	Participants receive support in safe environments when: • They know their workers, and their workers roles • A risk assessment of the environment has been undertaken by the support worker to ensure potential risks to the participant in the environment are identified Mitigation strategies are put in place to minimise risk of injury of any kind (psychological, emotional, physical, financial, sexual, image based, stalking, cultural/identity abuse).

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Policy Purpose

This policy is to ensure that participants access supports in a safe environment that is appropriate to their needs.

Objectives:

The Safe Environment policy aims to achieve the following:

- Provide a framework for ICAS's commitment to the health and wellbeing of our participants.
- ICAS, and all our employees, demonstrate we are committed to participant safety, and others in settings where supports are provided (including their home), to ensure a safe support delivery environment for them.
- Each participant can easily identify workers who provide supports to them.
- Our employees are appropriately trained to ensure safe environments for participants and can respond appropriately where risks are identified and/or injury occurs.
- Where relevant, work is undertaken with other providers (including health care and allied health providers and providers of other services) to identify and manage risks to participants and to correctly interpret their needs and preferences.
- For each participant requiring support with communication, clear arrangements are in place to assist workers who support them to understand their communication needs and the manner in which they express emerging health concerns.
- To avoid delays in treatments for participants:
  - Protocols are in place for each participant about how to respond to medical emergencies for them; and
  - Each worker providing support to them is trained to respond to such emergencies (including how to distinguish between urgent and non-urgent health situations)
- Systems for escalation for each participant in urgent health situations;
- Infection prevention and control standard precautions are implemented throughout all settings in which supports are provided to participants.
- Routine environmental cleaning will be conducted at settings in which supports are to participants (other than in homes), particularly of frequently-touched surfaces. Each worker will be trained, and will undertake refresher training, in infection prevention and control standard precautions including hand hygiene practices, respiratory hygiene and cough etiquette.
- Workers who provide supports directly to participants will be trained and undertake refresher training in the use of PPE.
- PPE will be made available to workers and participants who require it.

Scope

This policy applies to all employees within ICAS.

Policy Statement

ICAS will ensure that each participant accesses responsive, timely, competent, and appropriate supports to meet their needs, desired outcomes, and goals.
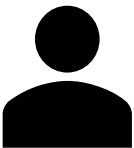
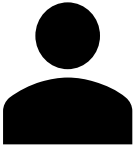Our **Safe Environment** policy is based upon:

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- o Our recognition of the legal and human rights of each participant
- o The participant's right to choice and control of supports delivered by us
- o Our commitment to communicating with participants in the language and mode that they identify and best understand
- o Recognising and respecting the individual identity and personhood of each participant
- o Ensuring as far as possible the participant is supported to engage with family, friends, and his/her/their chosen community.

This policy complies with the requirements under the National Disability Insurance Scheme) Quality Indicator Guidelines 2021 and NDIS Code of Conduct

Roles and Responsibilities

Director	Responsibility	Delivery
	Establishing a culture that promotes the recognition and commitment to upholding of the Safe Environment policy.	Openly reports on organisation's commitment and compliance with the legal and human rights of participants. Reviews and identifies issues and encourages staff to make recommendations to implement ongoing continuous improvement. Ensures the Safe Environment policy is properly administered. Reviews the Safe Environment policy with management and staff annually. Supports and ensures staff are trained in Safe Environment processes.

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Quality Assurance Officer	Responsibility	Delivery
	Manages and maintains the application of the Safe Environment policy.	Frequently reports Director on issues and compliments relating to the Safe Environment policy and procedures.

Ensures the understanding, and application, of the Safe Environment policy and procedures.

Analyses compliance with the Safe Environment policy and procedures across the staff and works with the Director to implement quality improvement processes.

Works with the Director and staff to encourage feedback from participants in relation to the Safe Environment policy and procedures to support quality improvement processes.

Supports and encourages staff to deliver the Safe Environment policy and delivers mentoring and training where deficits are identified.

Provides adequate training to staff to ensure the Safe Environment policy and procedures are understood and delivered.

Acknowledges and rewards staff who demonstrate excellence in delivering Safe Environments. |

Staff who work with participants	Responsibility	Delivery
	Ensures delivery of Safe Environments in accordance with ICAS's policy and procedure.

Attends training on the Safe Environment policy and procedure. | Comply with the Safe Environment policy and procedure.

Provide feedback to management on issues and opportunities relating to the delivery of Safe Environment policy and procedures.

Understand, practice, and deliver the Safe Environment policy and procedures in working with participants.

Identifies opportunities for improvements in the Safe Environment policy and procedures. |

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All staff	Responsibility	Delivery
	Demonstrates compliance with the organisation's Safe Environment policy and procedures. Attends training on the Safe Environment policy.	Provides feedback to management on issues arising from complaints. Understands and practices the Safe Environment policy and procedures in any interactions with participants. Is aware of, and understands, changes to the Safe Environment policy and procedures. Implements quality improvement changes as directed by management from evaluation of performance against the Safe Environment policy and procedures.

Last Reviewed: 10th October 2022

Last Updated: 10th October 2022

Signed: by Director

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Procedure Purpose

These procedures have been developed to provide guidance to all staff in implementing our Safe Environment policy. ICAS is committed to protecting the rights to independence and informed choice of participants who access our supports.

These procedures provide guidance to staff to ensure that supports accessed by participants through ICAS promotes, upholds, and respects the legal and human rights of participants, including the rights of each participant to receive supports free of violence, abuse, neglect, exploitation and discrimination.
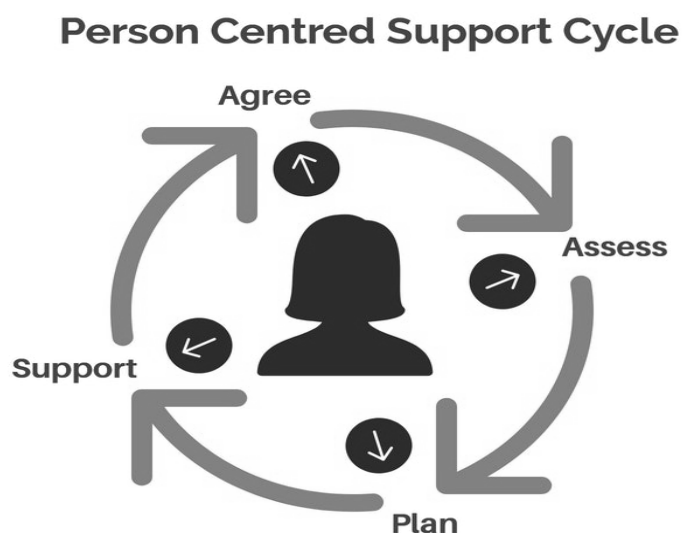
This procedure should be read in conjunction with our Safe Environment policy.

Safe Environment

ICAS works to maximise the health and wellbeing of all participants receiving supports from us. We believe that in upholding the human rights of participants, we respect their physical, psychological, and emotional wellbeing. To assist us in achieving this outcome, ICAS aims to provide participants with supports provided in safe environments that meet their needs. This means support will be provided by workers known to them, assessments and mitigation strategies are undertaken to ensure a safe home environment, and work is undertaken with other providers and appropriate services to identify and treat risks, and to prevent and manage injuries.

How will we do this?

We will apply our Person-Centred Approach in every interaction with our participants. As part of this process, participants are able to direct all elements of our Person-Centred Support Cycle in ways that protects their privacy and promotes their dignity.

Person Centred Support Cycle

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Our Commitment to Participants

Participants are at the centre of every stage of our Service Agreement, Assessment, Support Planning, and Responsive Support Policy and Procedures.

1. Service Agreement

2. Assessment

3. Support Plan

4. Support Provision
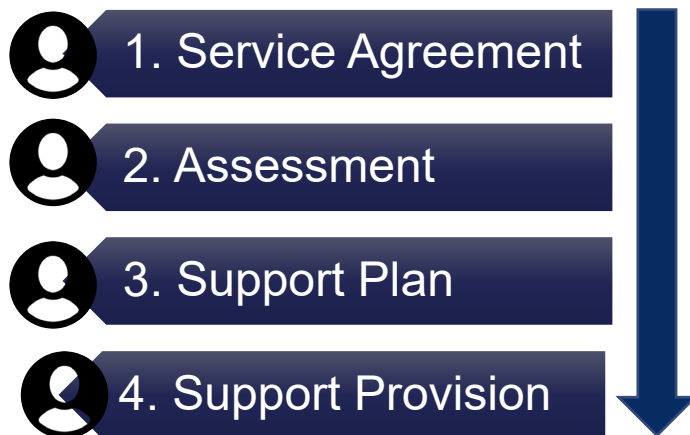
1. Safe Environment in Service Agreements

When developing **Service Agreements** with participants we will:

- Provide introductions to ICAS staff and explain their role within the organisation.
- Ensure ICAS staff are appropriately trained in ensuring participants have access to safe environments in our delivery of supports.
- Ensure ICAS staff identify what assessments or actions may need to be taken to provide a safe environment where supports need to be delivered.
- Ensure ICAS staff are aware of our processes for responding to incidents involving participants during support delivery from our organisation.
- Discuss with the participant and their chosen supporters how safety checks and risk assessments for support delivery environments will be conducted, and by whom.
- Discuss with the participant and their chosen supporters the process for risk assessment in their home environment, should agreement be reached to provide supports in the participant's home.
- Discuss with the participant and their chosen supporters protocols to be implemented in the event of a medical emergency.
- Discuss with the participant and their chosen supporters infection prevention and standards precautions that may be required to implemented to ensure participant safety such as the use of PPE.
- Seek consent from the participant to undertake work with other providers and services to maximise safety in environments where supports will be delivered.

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2. Safe Environments in Assessment

When undertaking **Assessments** with participants for the delivery of supports, we will:

- Ensure ICAS staff are appropriately trained in assessing participants' needs, identifying risks, emergency situations (including medical) and hazards in home and support delivery environments, developing mitigation strategies to minimise these risks, and maximising participant health and wellbeing in support delivery.

- Undertake risk assessments in the home and support delivery environment and discuss with the participant and their chosen supporters how these might be best addressed.

- Organise specialist assessment where required (including health care and allied health providers and providers of other services) to maximise risk mitigation in the home and the support delivery environment.

- Develop a risk assessment, taking into account other assessments of the environment that may have been undertaken by specialists, with mitigating strategies where risks have been identified in the home environment, and discuss with the participant and their chosen supporter.

- Organise any specialist installations identified at assessment to maximise the safety of the participant within the home and/or support delivery environment (for example, installation of guard rails).

- Develop networks with other providers and services to assist in identifying and treating risks, to prevent and manage injury, and to ensure the safety of the participant in the delivery of supports.

- Act should injury to the participant be identified at assessment. The safety of the participant should be secured, followed by appropriate medical or other intervention. An incident form must be completed and the Director informed.

- Ensure any assessment process involving invasive or behavioural interventions take place, with the consent of the participant, a chosen supporter/advocate, a parent/guardian, or an appropriately trained co-worker.

- Ensure all mitigation strategies and incident responses reflect contemporary evidence informed practice.

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3. Safe Environments in Support Plan

When developing a **Support Plan** with a participant we will:

- Provide introductions to ICAS staff and explain their role within the organisation.
- Ensure ICAS staff are appropriately trained in understanding participants' needs, identifying risks, emergency situations (including medical) and hazards in home and support delivery environments, developing mitigation strategies to minimise these risks, and maximising participant health and wellbeing in support delivery.
- Include risk assessments undertaken in the home and support delivery environment, and mitigation strategies developed at assessment, within the Support Plan.
- Include arrangements, where required, for proactive support for preventative health measures, including support to access recommended vaccinations, dental check ups, comprehensive health assessments and allied health services within the Support Plan.
- Anticipate and incorporate responses to individual, provider and community emergencies and disasters to ensure participant safety, health and wellbeing within the Support Plan.
- Ensure participants understand the risks and mitigation factors included in their Support Plan.
- Include in the Support Plan recommendations from specialist assessment where undertaken.
- Include in the Support Plan networks with other providers and services that have been identified at assessment, and agreed to by the participant, to assist in identifying and treating risks, to prevent and manage injury, and to ensure the safety of the participant in the delivery of supports.
- Act should injury to the participant be identified at the Support Planning meeting. The safety of the participant should be secured, followed by appropriate medical or other intervention. An incident form must be completed and the Director informed.
- Ensure all mitigation strategies and incident responses documented in the Support Plan reflect contemporary evidence informed practice.

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4. Safe Environments in Responsive Support Provision

When providing supports to participants we will:

- Introduce participants to their ICAS Support Workers and explain their role within the organisation.
- Ensure our ICAS staff are appropriately trained in understanding participants' needs, identifying risks and hazards in home, infection prevention (including PPE), emergency and disaster situations (including Medical emergencies) and support delivery environments, developing mitigation strategies to minimise these risks, injury prevention and management, and maximising participant health and wellbeing in support delivery.
- Implement supports in accordance with the Support Plan, being mindful of any risks or hazards identified in the home and support environment and implement any risk mitigation strategies outlined in the support plan.
- Act should injury to the participant occur during support delivery. The safety of the participant should be secured, followed by appropriate medical or other intervention. An incident form must be completed and the Director informed.
- Review any injury or safety issue that occurs in the home or delivery of supports, and put in place appropriate safeguards to prevent recurrence.
- Seek feedback from participants in relation to responses and management strategies following injury.
- Monitor, on an ongoing basis, risks associated with the environment where supports are being delivered.
- Conduct routine cleaning, particularly of frequently touched surfaces.
- Involve, where consent has been given, other providers and services to assist in identifying and treating risks, to prevent and manage injury, and to ensure the safety of the participant in the delivery of supports.
- Ensure support delivery and incident responses documented in the Support Plan reflect contemporary evidence informed practice.

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Related documents/resources

Applicable NDIS Practice Standards Policies and Procedures

- **Safe Environment**
- Person-Centred Supports
- Individual Values and Beliefs
- Risk Management
- Governance and Operational Management
- Easy English – Keeping Safe
- Independence and Informed Choice
- Violence, Abuse, Neglect, Exploitation and Discrimination
- Access to Supports
- Support Planning
- Service Agreements with Participants
- Responsive Service Provision
- Feedback and Complaints
- Incident Management
- Infection Control
- Emergency Management
- Risk Management
- Easy English – Person-Centred
- Easy English – Choice & Control
- Easy English - Advocacy
- Easy English - Keeping Safe
- Easy English - Privacy & Confidentiality
- Easy English - Support Planning
- Easy English – Complaints & Feedback
- Easy English – Emergency Management
- Easy English – Infection Control
- Easy English - Incidents

Applicable Forms and Registers

- Risk register
- Risk Identification Form
- Incident Register
- Individual Risk Assessment Form
- Feedback and Complaints Form
- Client Incident Report Form
- Support plan Form

Applicable Legislation

- _National Disability Insurance Scheme (Quality Indicators) Guidelines 2021_

- _NDIS Code of Conduct_

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