

WHS 2.1 Working Safely with Participants

Purpose

1. To set out the SAVVY policy for maintaining a safe environment for participants, employees and volunteers during the delivery of SAVVY services

Alignment with Practice Standards

1. Module 1: Rights and Responsibilities
2. Module 2: Provider Governance and Operational Management
3. Module 3: Provision of Supports

Legislative Alignment

1. National Disability Insurance Scheme Act 2013

Key Responsible Executive

Chief Executive Officer

For More Support

Your People Manager

Policy Statement

1. SAVVY is committed to providing a welcoming and safe environment for participants, staff and volunteers. Their safety and welfare is enhanced by providing clear guidelines and promoting safe work practices in situations where there is a risk of harm, either physical or psychological, arising from employees and volunteers working directly with participants.
2. SAVVY is proactive in identifying and, wherever possible, preventing the development of situations in which behaviour of employees, volunteers and participants presents a safety risk to those involved.
3. To assist in the management of such situations all employees working directly with participants are trained in responding effectively to challenging behaviours. This training is also available to volunteers.

Procedures

1. Risk Identification: As part of the intake procedure for each participant the employee responsible for assessing the particular situation must conduct a risk assessment. Consideration ought to be given to:
 - a. environmental factors and the participant's behaviour history for indications that the participant's behaviour may impact on safe service delivery.
 - b. creating an action plan, if necessary, to address any risks prior to the commencement of services.
2. Documentation and sharing: Risk assessments for all participants are included as part of the participants care plan. Care plans for high risk participants are reviewed by a supervising manager with the relevant qualifications. These care plans in particular relate to:
 - a. Those participants where SAVVY supports high intensity daily personal activities
 - b. participants where SAVVY is providing Specialist Support Coordination
3. Prevention: As part of the participant intake, all new participants are made aware of their rights and responsibilities as part of the development of the participant Agreement. Each new participant and their carer receives a copy of their individual participant Agreement. This document includes the situations in which SAVVY has the right to refuse service.
 - a. All employees who work directly with participants attend compulsory training in conducting home visits, risk assessments, and managing incidents.
4. Support worker identification: Where possible, participants should be introduced to new care workers by their existing care worker in order to support the participant to feel safe and confident with the transition of care. Where this is not feasible, the care worker or participant liaison will notify the participant of a new worker providing their services and provide a short description of the worker. Workers will also carry SAVVY business cards and SAVVY name badges to support participant recognition. During social outings in busy locations, SAVVY carers will wear SAVVY uniforms so that they are visible and identifiable for participants.
5. Working in the field: When on duty away from the office, employees and volunteers record their whereabouts and their anticipated start and finish times in the manner required in their particular program.
 - a. Where necessary i.e. in situations where a participant has been identified as posing a safety risk this arrangement is monitored by People Managers.
 - b. The employee's colleagues advise line managers if they are aware of any unexplained variations to the arrangements e.g. an employee does not return to the office at the expected time.
 - c. People Managers are required to make contact with their Care Workers as required in order to meet their respective duty of care obligations.
6. Working in participants' Homes: Where services are to be provided in a participant's home, an initial safety assessment is carried out. If necessary, the People Manager, on the advice of the employee conducting the assessment, may implement safety practices such as allocating two employees or volunteers to attend at the same time or only offering service delivery when a member of the participant's family is present.
7. Working in Premises of Other Agencies: If SAVVY employees are providing services in the premises of another agency, they check that the physical safety of the premises is satisfactory and ensure that there will be a representative of the other agency on site. If necessary, the line manager may implement additional safety practices such as allocating a second person to the activity.
8. Working in Public Places including Outdoor Venues: A safety check is conducted of any other venues in which an employee or volunteer working e.g. a community facility or park, before a decision is made to provide service at the venue.

9. Working Outside Normal Working Hours: Employees and volunteers do not generally work alone outside normal work hours. Such hours may vary depending on the service and will be determined by the responsible People Manager or member of the Leadership Team.
 - a. If situations arise where work must be done at such times, the preferred arrangement is that another employee or, if relevant, a representative of another agency be present at the same time.
 - b. If this cannot be arranged, employees and volunteers put in place a check system to ensure their safety.
10. Monitoring signs of abuse, neglect and/or negligence: Any employee who observes signs of abuse, neglect and/or negligence must follow the procedures outlined in the Abuse and Neglect Policy. Managers who observe or suspect abuse, neglect and/or negligence by a staff member, must also follow the procedures outlined in the Abuse and Neglect Policy and / or Restrictive Practices Policy.
11. Communication Technology when Working Alone: Employees or volunteers who work alone outside the office carry a mobile telephone at all times. Employees will not be working in an environment that is deemed high risk.
12. Refusal of Service or Entry: SAVVY has the right to refuse service to participants, if there are reasonable and significant concerns about the safety of employees, volunteers, visitors or other participants.

References to other SAVVY policies and external sources

1. WHS 1.1 Work Health and Safety
2. CS 1.5 Abuse and Neglect
3. CS 3.1 Participant Care
4. CS 5.1 Restrictive Practices and Behaviour Support

Summary of attachments

1. Nil

Version Control

1. 1 April 2023 - New Policy Creation