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CUSTOMER SAFETY and SECURITY PROCEDURE

Policy context: This procedure relates to

Legislation or other requirements	Work Health and Safety Act 2012 (SA) Work Health and Safety Regulation 2012 (SA)
Contractual obligations	Customer Service Agreements

Procedures

1. Physical environment

It is the responsibility of Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) to minimise physical risks to Customers/Clients. The organisation will meet reasonable community standards and comply with all legal requirements affecting the physical and environmental safety of Customers/Clients. This includes fire safety, community activities, motor vehicle safety, water safety and public health requirements. The organisation will implement a regular review process of the service delivery environment to ensure that standards are met for all Customers/Clients of the organisation

Where applicable all employees will report and make appropriate changes to the service delivery environment to ensure the compliance with community standards and legal requirements.

The organisation will comply with fire risk management guidelines which outline specific requirements relating to building construction, furnishings, smoke detection systems, fire extinguishing equipment, means of exit, fire prevention, fire safety management, evacuation capability, fire and emergency evacuation plans, emergency procedures and maintenance of essential fire safety services. Employees must be trained in relation to these guidelines. It is the responsibility of the Operations team to ensure that compliance requirements are met.

2. Employee screening

Prior to commencing work with Customers/Clients, all employees and volunteers, will undergo a comprehensive screening process which will include criminal record check, child protection check and where relevant, referee checks and interviews. Employees must have DCSI clearance, NDIS Worker Screening Check and child related clearance where applicable. The findings of the screening are to be documented in the personnel files of employees and volunteers.

Additionally all employees and volunteers must undertake the NDIS Worker Orientation Module and provide their certificate of completion to be recorded and stored in the personnel files.

3. Risk assessment

A risk assessment will be undertaken by employees jointly with Customers/Clients at each stage of care.

Customers/Clients will be supported to identify and manage risks in their own environment and in any activities, they undertake by:

- The Customer Relations Officer or a Service Delivery Officer performs an initial WH&S environmental assessment and periodic reviews.
- Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service offers WH&S training for Customers/Clients on a regular basis at no cost to the Customer/Client.

Where Customers/Clients do not have the capacity to understand risks to their personal safety, Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will:

- Work closely with DCSI case managers, carers and legally appointed guardians on behalf of the Customer/Client to ensure safety standards are maintained.

4. Suicide and self-harm

All Customers/Clients presenting with suicidal and or self-harming behaviour will be assessed to determine the level and immediacy of suicide and/or self-harm risk.

The assessment for Customers/Clients with self-harming or suicidal behaviour will include escalation to a senior manager and the contact of relevant health services (i.e. SAPOL for evidence gathering, Mental Health Triage for follow-up) where deemed necessary. Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service is committed to working with relevant agencies to ensure relevant information is passed on in a timely manner and to assist in any way.

Where employees are concerned about a Customer/Client's immediate suicide or self-harm risk, the Customer/Client's physical safety should be addressed without delay as a priority.

5. Risk management

Where risks of harm are identified, a range of harm minimisation strategies which may include education, training, timely communications, ensuring a safe service delivery environment, contacting case managers, carers and legal guardians to help negate the risk. The organisation will inform Customers/Clients of relevant bodies that may be of assistance dependant on circumstances. Agreed actions will then be documented electronically (in the Customer/Client's CIMS file) as case notes and the risk profile may be updated.

Where restraint orders may be in place Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service employees are not authorised to go against it but merely comply.

Whenever employees are required to use restraint to prevent harm to the Customer/Client or others, this will be documented on the Customer/Client file. An incident report will also be completed, and case notes updated. An investigation of the incident and the response will be undertaken, and a report prepared only where any further action is required.

All risk assessments and harm minimisation plans will be documented and included in the Customer/Client's CIMS electronic profile.

6. Medication management

Employees involved in the storage, transportation, administration or prompting of medication will be trained in the Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service medication procedures and assessed as competent prior to undertaking any medication function.

7. Transport of Customers/Clients

All Customers/Clients will be transported in accordance with the National Safe Transport principles.

8. Working in a Customer/Client's home

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service must ensure that employees providing services to Customers/Clients in their homes are delivering them in a way that is respectful and safe for the Customers/Clients and ensures the safety and security of themselves.

The following tasks are undertaken prior to the provision of services:

- The obtaining of Customer/Client consent to the provision of services in their home (a component of the Case Management/Service Agreement processes)
- Risk management assessment conducted of the Customer/Client's homes prior to service delivery
- Regular review of risk management strategies (a component of the Case Management process)

All employees are required to wear identification when working in the Customer/Client's home such that it is clearly displayed. Lifestyle attendants are not to park in Customers/Clients driveway unless prior permission is given by Customer/Client. Lifestyle

Attendant/Support Worker's (Care Worker) are not to take family or friends to a Customer/Client's home. Care Worker's are too dropped off away from a Customer/Client's home so that privacy and safety are maintained.

All employees working in the Customer/Client's home must ensure they protect the Customer/Client's money and property during service delivery:

- Unless given specific permission, no employee must have access to, and/or handle, Customer/Client monies. An example where it would be allowed is where a Customer/Client gives permission for an employee to use their money to pay for an item during a shopping trip where it is more practical for the employee to do so. Where such actions are taken it is imperative that the Lifestyle Attendant secures and retains all receipts associated with any purchase.
- Where there is an incident where money is lost or when a Customer/Client's property is lost, damaged or otherwise made unsuitable it must be reported to the Customer/Client immediately. An incident report must be raised by the employee and forwarded to the Customer Relations Officer.

9. Financial rules

A Lifestyle Attendant must never, under any circumstances, do any of the following:

- Borrow money from a Customer/Client
- Borrow personal items from a Customer/Client
- Loan money to a Customer/Client
- Loan personal items to a Customer/Client
- Ask a Customer/Client to act as a guarantor for them
- Act as a guarantor for a Customer/Client
- Give advice on financial matters

Disregard of any of the above will lead to disciplinary action.

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service employees are approved to receive gifts up to the value of \$50 only. This is applicable for situations where a Customer/Client wishes to reward a Lifestyle Attendant.

10. Abuse and neglect risks and reporting and management procedures

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service has a duty of care to implement prevention strategies that include suitable recruitment screening

processes and protocols for identifying the risk indicators for abuse and neglect. It is the responsibility of the organisation to minimise the risk of abuse (sexual assault, physical, emotional, financial) and neglect to Customers/Clients.

Training in the identification of abuse, neglect and exploitation is provided for employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service with both online training courses and face to face training.

Any suspected or reported allegations of abuse or neglect will be dealt with promptly and investigated in accordance with P325 – Incident Management Procedure. Other agencies may also be notified such as the NDIS Quality & Safeguarding Commission or law enforcement organisations if circumstances require it.

The Customer/Client may seek the advice of an independent advocate to support them during the investigation. EL/LAAS will see that information will be made available to the Customer/Client about how advocates can support them and services that are available in their area.

11. Record keeping

In the case of any accident or incident causing harm to a Customer/Client, a detailed written report (QF106 - Incident Report) will be completed within 48 hours. The report should include:

- description of the nature and extent of the incident
- the name and contact details of all those involved, including any witnesses to the incident
- action taken
- the date and signature of the person making the report
- any on-going or follow up action

Records must be stored in a secure directory maintained by the Quality and Services team and only accessed by persons within the Quality and Services team with a legitimate reason. There may be a need to report to case managers where deemed necessary and a where it needs to be escalated.

12. Employee induction and training

All employees will participate in an induction program prior to commencement. The induction program will include training on duty of care, risk assessment and management, professional boundaries and ethical behaviour.

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Employee levels will be reviewed as required though these may also be reviewed at the following times: e.g. following large Customer/Client intakes, following the implementation of a new management tier when new employee levels will be evaluated.

The employee training program will be reviewed regularly and be responsive to enable any emerging issues impacting on Customer/Client safety and security to be addressed as a matter of priority.

13. Organisational response to abuse and neglect

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service is committed to supporting clients who have been abused or who have suffered neglect. The organisation maintains relationships with external agencies that support clients who have suffered from abuse or neglect. The Service Delivery team will report to management on any suspected abuse or neglect and the organisation will subsequently report on to appropriate agencies as required.

Extra coordinator supports will be put into place to monitor and review personal behaviour, health status and outcomes of the Customer/Client involved through scheduled review. Specialised training of staff will be provided to ensure adequate recovery supports are in place.

Approval can be sought from the Chief Executive Officer for expenditure incurred through such things as allied health specialists such as psychologists and/or counsellors.

Documentation

Documents related to this policy	
Related policies	Q102 - Customer Rights and Service Charter Q112 - Customer Decision Making and Choice Q115 – Providing Customer Advocacy and Support Policy Q301 - Service Management procedure Q302 - Service Delivery procedure Q400 - WHS policy Q271 - Quality and Safety Framework Q255 – Staff Induction policy Q325 – Incident Management Policy
Forms, record keeping or other organisational documents	QF106a - Incident Register QF106 - Incident Report