



Able Retreats Safe Work Policies, Procedures & Practices

Version 5.0 _Release Date: January 2025

Contents

1.0 Safe Work Policy, Rights & Responsibilities	3
2.0 Core Practices & Quality Management	5
2.1 Dignity of Risk.....	7
2.2 Provision of Supports	8
2.3 Transition to or from another provider	9
3.0 Work Health Safety Policy.....	10
4.0 Privacy, Consent and Confidentiality Policy	11
5.0 Mental Health and Wellbeing Policy	12
5.1 Workers Compensation and Injury Management Policy	13
6.0 Kindness Policy	14
7.0 Diversity & Inclusion Policy.....	15
8.0 Reduce Risks & Hazards & Risk Assessments	16
8.1 Conflict of Interest.....	18
8.2 Restrictive Practises & Specialist Behaviour Support	19
8.3 Interim Behaviour Support Plan	22
9.0 First Aid	23
9.1 Mealtime Management	24
10.0 Emergency & Disaster Procedures.....	25
11.0 Evacuation Exercise	26
12.0 Use of an Extinguisher & or Fire Blanket.....	27
13.0 Smoke Free Workplace	28
14.0 Discrimination, Abuse, Harassment & Neglect	29
14.1 Incident Management.....	30
14.2 Whistle Blower Policy	32
15.0 Business Property Including company vehicles.....	33
16.0 Punctuality & Personal/Sick days	34
17.0 Dress Code	35
18.0 Vehicle Safety Procedures.....	36
18.1 ABE Safety Procedure & Maintenance	37
19.0 All Employees and contractors should comply with:	38
20.0 Registers and Record Keeping	39
20.1 Financial Management and Records	40
21.0 Our Business will not tolerate the following conduct:	41

22.0 Disciplinary Action.....	42
23.0 Training & Human Resource Management	43
24.0 Feedback and Complaints Policy	44
25.0 Infection Control - & COVID 19	45
26.0 Professional Boundaries.....	46
27.0 INDUCTION- Policies, Procedures & Practices Acknowledgement - Acceptance	47

1.0 Safe Work Policy, Rights & Responsibilities

Objective; To ensure each participant access the supports according to their Goals, needs, everyone's rights and responsibilities, safe work practises and that the participant has choice and control over the supports they require while using our services, and that, Able Retreats respects their human rights and supports their decision making.

- Able Retreats is a Disability Service Provider whose core business is providing 'person centred' care, goal driven support and independence during the participants time in our services. We offer respite, community participation and day centre services to improve the wellbeing, life skills and social skills of participants in the home and community.
- We offer a range of supports depending on the participants interests & skills and what they wish to learn. In home personal care, community and activity day centre. We will achieve this by our employees and contractors adhering to Safe Work Policies, Procedures & Practices and the NDIS Quality and Safeguard Commission. Everyone is responsible for safe work practises.
- Each Participant accesses the supports and activities they choose to increase their skills, capacity and independence and has the right to choose their support network.
- If a participant is being supported in their home a complete risk assessment is carried out with the participant so we can reduce risks together without too much disruption to their home.
- A risk assessment is carried out annually in the day centre and we seek regular feedback to improve our services and reduce identified risks.
- Where a participant is in the community, planning of activities will be undertaken to identify what risks could be identified and minimised or reduced prior to the participant being supported. Risks could be accessible parking, accessible amenities, cafés are in a safe quiet location where required, participants mobility and distance of walking to activity, time of activity in relation to participants routines, namely, medication & energy level.
- We allow the participants the independence to carry out their tasks and activities with observing until such time they request it or we observe that it is time to offer the support.
- Each staff member has an ID badge for participants whom require their support staff to wear them, where it has been identified that the participant needs extra support to recognise staff.
- Human rights are upheld at all times, we respect culture, religion and personal choices while respecting legal obligations and the participants freedom and right to express.
- We respect everyone's values and beliefs and do not try to convince anyone of anything else.
- We request information of the above during the support plan meeting and incorporate it into their plan.
- Each participant gets choice and control over their supports and activities while using our services.
- We communicate with the participant about their activities and their needs and goals in the most effective way suited to them.
- Each participant has the right to be respected and to their privacy. Information collected is not shared without the participants written consent. (See policy 4.0).
- We allow each participant the right to make their own choices through dignity of risk (See policy 2.1).
- We endeavour to prevent all forms of abuse and discrimination within our organisation. We have a whistle blower policy (14.2) to ensure that what is seen to be unethical, unmoral and illegal, we will take action to ensure that the person/s conducting themselves in this manner is removed from the service and a full investigation is carried out. Should legal charges need to be placed then management will ensure the procedure is carried out with the participant and their parent/guardian. (See policy 14).
- All employees are trained & Qualified in supporting vulnerable persons and have police checks, blue cards and NDIS worker screening checks.

Ways in which Able Retreats uphold safe work practises, Rights and Responsibilities

- Adhere to safe work practices
- Use PPE where appropriate,
- Don't be negligent,
- Consider environment and location when planning work place activities,
- Check Risk Assessments and Client Risk assessments when planning to work,
- Monitor and review safe work practises and seek feedback during staff and participant meetings,
- Staff are up to date with understanding participants support plans.
- Safe manual handling training and practises is everyone's responsibility,
- Medical is carried out prior to the commencement of each employee working in the Lifestyle Facilitator role,
- Ensure up to date items in the first aid kit and have it displayed at the service,
- Communicate clearly with each participant, employee and contractor in a way that is understood to the individual and having the written agreements in place to reflect the services offered or received,
- Upholding the basic human rights, Dignity, Fairness, Equality, Respect and Independence,
- Management seeks copies of applicable cards and certificates when employing new staff,
- A signed consent form is obtained for every participant in their support plan.

ABLE RETREATS VALUES

WELLBEING, EMPOWERMENT, INCLUSIVENESS, INTERITY, CONNECTION

2.0 Core Practices

Objective; To ensure everyone is clear on their roles within the service and that the participant understands the services they will receive from Able Retreats, including the continuity of support. To ensure each participant, employee and contractor receive quality management and are aware of the systems in place to deliver a quality service.

- The safety and health of our employees, contractors, participants and visitors is paramount.
- Participant's privacy will be upheld according to the Privacy act 1988 and The Queensland Information Privacy Act 2009. Participant's written consent will be obtained prior to commencement date of using Able Retreats services.
- Management will endeavour to consistently review documents and systems internally; an annual audit will be carried out by an external party. All audits and document reviews will be listed on the Annual Audit report.
- All participants will be treated with dignity, Kindness and respect
- Able Retreats has a ZERO tolerance policy for abuse and immediate termination is likely to occur should you breach this policy.
- We endeavour to have all participants supported according to their support plans in an effective way to avoid disruption and ensure continuity of supports.
- We ensure there is staff available to cover shifts should a scheduled staff member fall ill.
- We will ensure our participants are free from harm, neglect, abuse & violence.
- To develop our team and assist our participants with their NDIS support plan goals and always work directly with the participant to ensure their experience is aligned with their goals, wants and needs.
- Ensure employees are trained & qualified and certified in working with vulnerable persons.
- Maintaining long lasting business relationships with participants and stakeholders by offering regular contact.
- Being adaptable to change and to embrace new ideas.
- To act responsibly and maintain legal compliance.
- To pursue our dreams.
- To stay abreast of technology and deliver an exceptional service.
- To maintain work/life balance.
- To maintain our organisation chart and role guidelines for each employee or contractor.
- To set out in a service user agreement what they will be offered, when and for how much.
- Monthly service user meetings are held to seek feedback for increasing the services offered.
- Staff are rostered on a monthly basis to ensure the schedules and work life balances can be maintained and to minimise disruption for participants for short notice scheduling.
- Management and Admin staff are to step in where supports are required due to short notice illness or emergencies with staff to ensure every participant still gets their scheduled supports. Communication with the participants about the situation is open and clear and reassuring and we seek agreeance and feedback about the supports.

- Participants are involved in the support planning process including completing a risk assessment.
- A sign in book is at the counter at the day centre that is to be signed by every person coming and going from our day centre.
- Staff align with Able Retreats values and mission statement.

2.1 Dignity of Risk

Objective; To ensure each individual understand their freedom of choice and is making informed decisions and to support the participant in their decisions.

- Dignity of risk allows every person, including persons with a disability to make their own informed choices about things that affect their life.
- Able Retreats promotes self-determination and can support the participant to research their choices and facts, benefits and risks about the activity and support their decision making and support them with the outcome.
- We offer the time and space for the participant to consider all their information and make no comment to put pressure onto them. In this time, we can offer risk assessment and activity planning.
- We believe every participant should be supported to realise their goals and we will ensure every possible action is taken for their safety however, a risk assessment will be completed and signed off with, by the participant which has a clear plan on how we can potentially reduce or prevent the risks associated.
- We offer each participant the right to seek an advocate outside of our services and discuss some external sources they may engage.
- We respect the autonomy of each participant in things concerning their body, i.e., surgery, medical procedures, sexual expression, clothing choice, high risk activities etc.
- We will seek a review and feedback regarding Dignity of Risk when a situation occurs in our services.
- Should the participant wish to cease the activity they have chosen they can do so without repercussions from our services.
- Access to supports will not cease or be denied solely on the basis of a dignity of risk choice that the participant has made, However Able Retreats can choose not to support the participant if Able Retreats insurance does not cover such activity and the participant is not able to accept another alternative.

2.2 Provision of Supports

Objective; To ensure each participant has a clear understanding of what support they will receive and when they will receive it by offering them verbal and written confirmation set out in the Support Plan and Service Agreement, and that the participant will be supported to make informed choices to exercise their independence. Each participant will be supported in a safe environment where all risks are assessed and documented.

- The supports offered and activities we will be doing during our respite and day services, will be set out in the itinerary and schedule that has been developed by the client and management and agreed upon. Costs associated with any activities will be outlined on these documents.
- The participants support plan will be review annually with the participant, along with the risk assessment. We will document any changes in supports required and any progress the participant made during the plan and if goals need to be changed or amended.
- A monthly service user meeting is carried out for participants using the day services in order to improve our services and giving our participants what they want and need.
- We will exercise Dignity of Risk when supporting the participants to create their respite itinerary and the day service users term schedules. We will include support planning, risk assessment and feedback when managing a high-risk activity. Should the participant wish to cease the activity they have chosen they can do so without repercussions from our services.
- Each participant is asked if they have a preference of gender for their support staff and seek to understand why that is their decision. We document this in the support plan.
- We offer each participant the right to seek an advocate outside of our services and discuss some external sources they may engage.
- The service agreement sets out the terms of this engagement, including cancelling the services and the process in case of their scheduled supports fall ill, and the costs associated with supporting the participant.
- The policies and procedures are on display for the client and sets out how we put these terms into practise.
- A service agreement meeting will take place with the participant and or their guardian or stakeholder to ensure they clearly understand the terms of the agreement including how the participant cancels the services and how they will be supported to do so during the transition of support.
- Should the circumstance change during the services being provided, Able Retreats will review the support plan and make the changes necessary to the new circumstances and seek feedback from the participant regarding the changes. Changes could include but not limited to, Finance, health, dignity, mental and physical wellbeing and independence.
- Able Retreats engages in Annual audits in order to maintain the service in accordance with the legislation and NDIS regulations.
- Quarterly staff meetings are scheduled to plan, organise and re assess the observed risks, and to improve our services. Able Retreats respects that everyone has ideas and input and will take on board anything that is spoken about. A Copy of the staff meeting minutes will be emailed to every staff member and management will action any items that need to be actioned within 7 days.

2.3 Transition to or from another provider

Objective; To ensure a smooth handover is facilitated with little stress on the participant. As a provider for vulnerable participants, Able Retreats will endeavour to make the transition as smooth as possible and ensure, through clear communication, the participant understand the procedure and the steps taken to ensure this procedure is facilitated in their best interest.

This will be done by;

- Ensuring transition plan form is completed with all details of old/new provider.
- The process is clearly identified and applied with the participant and reviewed after the transition.
- NDIS Support Plan is provided.
- NDIS number is provided.
- Clear & concise communication is present and the participant understands the process.
- For a new participant to Able Retreats, we endeavour to go through the service agreement & support plan and ensure funding is available for services we wish to provide.
- Risks identified with the handover of each participant and action taken to ensure the safety of the participant and staff.

3.0 Work Health Safety Policy

Objective; To ensure, as is reasonably practical that the safety and health of our employees, contractors, participants and visitors is considered and risks minimised or prevented.

- Management of Able Retreats is committed to workplace health and safety in our business. We are committed to the physical and psychological health of our team. It is important that management, employees and contractors maintain effective communication and consultation to keep our workplace/s safe for employees, contractors and all participants in our care.
- We will actively plan to minimise the likely hood of any injury to clients whilst in our care and to employees and contractors by doing all that is reasonably practical to provide a safe working environment within our business. We require everyone's active and conscientious contribution to assist.
- All employees/contractors will be advised of the Emergency Management plan in their induction.
- Employees are required to always arrive fit for work and able to perform their work duties safely, they also must remain fit for work throughout the shifts and perform work safely in accordance with our safe work policies, procedures and practices.
- Appropriate clothing and shoes must be worn at all times (See dress code 17)

4.0 Privacy, Consent and Confidentially Policy

Objective; To ensure each participant receives support without their privacy being compromised and that the participant is aware of what information we collect, why and what we do to safe guard their information.

- Personal information, Such as Disability, finances, NDIS plans, medications, medical etc. will be gathered for the purpose of qualifying the client for respite or support services. The information collected will only be used by Able Retreats. Should a stakeholder require information then client consent will be asked for in writing before it is shared. A participant's written consent is obtained prior to commencement of using Able Retreats services.
- All Staff, Management, employees and contractors do not provide a participant's personal details to anyone else. Management has the right to share personal information with written consent from the participant or the participants guardian or power of attorney.
- Participants, Staff, Visitors and stakeholders' medical information is private and is NOT to be disclosed or discussed with anyone. Should someone ask about another person's medical information or your own please advise that it is a breach in privacy to discuss it and refer the matter to management. This policy includes vaccination status.
- All personal information will be stored in a password protected computer with current and up to date virus protectors and the information is backed up to a hard drive every night. The computer & Hard drive will be stored in locked cupboard overnight.
- Visual Media or Photos of the participant will not be shared with anyone other than the participant and or guardians with their consent.
- Staff are not permitted to take photos, videos or any media of participants on their own phones.
- Each participant will be advised of this policy immediately when they begin using our services.
- A copy of the policy and procedures manual is on display at all times in our service locations.
- The Privacy, Consent and Confidentially Policy will be written into the support plan and service agreement and discussed with each individual in a way that they understand.
- The participant understands that Able Retreats has an annual audit service that will read over applicable information where required of a participant to ensure compliancy and that the information will not be repeated to anyone outside of Able Retreats.
- The participant will sign the support plan and service agreement once they have fully read, discussed and understood the privacy policy and consent to the collection of their personal information.
- Should a privacy breach happen, Able Retreats will prevent any further breach immediately and notify involved parties of the breach. The seriousness of the breach will be evaluated and actioned accordingly and future prevention measures will be taken.

5.0 Mental Health and Wellbeing Policy

Objective; To promote and maintain the mental health and wellbeing of all employees/contractors through workplace practices and encourages everybody to take responsibility for their own mental health and wellbeing. This is key to the overall success and sustainability of the business.

- Able Retreats builds and maintains a workplace environment and culture that supports mental health and wellbeing and prevents discrimination (including bullying and harassment).
- We increase employee knowledge and awareness of mental health and wellbeing issues and behaviours and we reduce stigma around depression and anxiety in the workplace.
- We maintain a healthy environment that staff feel comfortable, safe and happy to work in and feel safe to communicate with Management.
- We provide health promotion initiatives- (for example: A Mental Health Folder at workplaces: for staff to collaborate, learn and share information about healthy lifestyles, healthy recipe's, Covid 19 tips, exercises & meditation information. Also includes important mental health support contact details such as lifeline, alcoholics anonymous etc).
- When identifying new Psychosocial hazards in the workplace we encourage employees/contractors to talk to management or an advocate so the risk can be assessed.
- We will consult with employees & contractors, so far as reasonably practical, at each step of the risk management process.
- When clients are struggling with Mental Health and wellbeing employees should advise management so that the concerns can be assessed and discussed with the client (or family members) and if required we can assist them to seek professional help.
- See Medication Policy

5.1 Workers Compensation and Injury Management Policy

Objective; To ensure Able Retreats has up to date workers compensation through work cover and support their employees/contractors to reach full wellbeing potential.

- Able Retreats ensures that the likely hood of work-related injury and illness is to be eliminated where ever possible, by adhering to safe work practices, policies and procedures and that a work cover policy is maintained.
- That employees/contractors who suffer an illness or injury, which is substantially contributed by their work, are able to return to work as quickly as possible.
- If you are injured whilst performing your work duties, you are required to keep in regular contact with management and listen/review new work messages daily and return phone calls from the management when they are calling to enquire how you are recovering and a suitable return to work plan will be arranged for employees if deemed appropriate (assessed on a case-by-case basis).
- If you are a contractor, it is expected that you also adhere to all of our policies and procedures (and any of your own that you have in place). You are required to make the safety of yourself, our employees and our customers/clients a priority when at our workplaces/client premises.
- As a contractor it is recommended that you have your own Personal Sickness and Accident Insurance and be aware that as a contractor that you are responsible for your own medical recovery and expenses.
- Manual handling training is provided to all permanent staff.

6.0 Kindness Policy

Objective; A Kindness policy is to encourage staff to actively participate as a Goodwill Ambassador with their clients and work colleagues, recognizing, participating, celebrating and supporting the goodwill and every day acts of kindness in the workplace. This includes being in the community.

- The word “kindness” can mean being considerate, courteous, helpful and understanding of others. Showing care, compassion and treating others as you would like to be treated. The requirement is not that people should like one another, for liking cannot be enforced, but that their attitude to all people should be based on goodwill. By definition, kindness excludes unkindness in thought, word and deed.
- Your contribution will see the difference it makes to the spirit of our clients, the workplace and most importantly our families. Management encourages us all to have an inclusive, kind and happy workplace and to eliminate bystander behaviour and gossip. Embracing our commonalities rather than demonstrating intolerance, seeking inclusion rather than exclusion, providing hospitality rather than hostility and gratitude rather than attitude.
- Able Retreats has a ZERO gossip policy. Should staff be seen to be gossiping then a written warning will be handed out immediately. Should staff have an issue, it is up to them to be responsible enough to come to management for resolve. Gossiping forms a false sense of comradery and we endeavour to promote positivity within our services.

7.0 Diversity & Inclusion Policy

Objective; to support and respect diversity and an inclusive environment that embraces all that makes us different.

Diversity can include gender, marital or family status, sexual orientation, gender identity, age, disabilities, ethnicity, nationality, religious beliefs, cultural background, socio- economic backgrounds, perspectives, experiences, and other areas of potential difference. Our diversity and inclusion philosophy are that everyone is treated fairly, and with respect and dignity. (This includes employees, contractors and clients). Each participant accesses supports that respect their beliefs, values, culture and religion.

8.0 Reduce Risks & Hazards & Risk Assessments

Objective; To identify and manage risks and have accurate reporting where risks are identified, and that everyone understands how to navigate the documented system.

- Everyone is responsible for reporting all hazards, near misses, accidents or other issues, whether they seem important at the time or not. If you believe something at your workplace/client premises is unsafe then please report to management via email or phone. We will arrange for the hazard to be assessed by conducting a risk assessment or for the incident to be investigated.
- All participants will have an individual risk assessment completed prior to them using our services and this will be updated annually.
- An environment risk assessment will be completed for respite accommodation and day service space and this will be reviewed annually.
- If your client is unwell and you think they require medical attention please discuss with the appropriate person (your manager or next of kin at client's home) so that a medical appointment can be made asap. If they require urgent medical assistance, please drive them to Emergency at the hospital or call an ambulance.
- We have a duty of care to protect our clients. If you have concerns that a participant is at risk of harm, neglect, abuse or violence then you must notify management as soon as possible so that assistance/intervention can be provided when required.
- Financial – If a participant does not have capacity to manage their finances, a ledger will be provided at the end of the respite to their guardian/Power of attorney and all receipts will be accounted for. The participants funds will be kept in the locked safe and the key will be on the support workers lanyard at all times.
- Independent advice & advocacy - There may be a time a participant requires assistance. Please speak to management if you think that a participant requires assistance and we will advise how & when the service facilitates access to individual advocates. We will endeavour to support our participants whom require external advocates and respect their need to engage in one.
- Risk Assessments - If a participant is being supported in their home a complete risk assessment is carried out annually with the participant so we can reduce risks together without too much disruption to their home. Where a risk cannot be removed a plan will be provided in the risk assessment form.
- A risk assessment is carried out annually in the day centre and we seek regular feedback to improve our services and reduce identified risks.

- Where a participant is in the community, planning of activities will be undertaken to identify what risks could be identified and minimised or reduced prior to the participant being supported. Risks could be but not limited to accessible parking, accessible amenities, cafés are in a safe quiet location where required, participants mobility and distance of walking to activity, time of activity in relation to participants routines, medication, energy level.
- If you see something unsafe at the workplace and/or at a client's home that you can fix immediately then it is your responsibility to action asap. e.g., Drink spilled on an inside floor, a cord that is a trip hazard etc.
- Ensure your own and others safety is not affected by your actions. Inappropriate "Horseplay" that could cause harm or injury is not an acceptable workplace behaviour because of the possibility of risk of injury.
- Housekeeping- Assist to keep a tidy, organised and safe workplace. Follow instructions and recommended workplace procedures... e.g. gloves to be worn, washing hand with soap etc.
- Footwear- make sure that your footwear is appropriately safe for your working conditions. Be prepared for dry and wet conditions. Remember the stairs could be a trip/slip hazard. Covered shoes are always mandatory.
- Personal Protection Equipment- all staff are required to wear appropriate personal protective equipment when required. Management will make sure you are aware how to use the equipment. If you require further training or replacement of equipment please discuss with management. (Gloves, masks etc)
- Manual handling of goods- Do not lift any packages or items in the workplace that weighs more than 5 kilos by yourself. If you cannot move the item easily it is a reasonable assumption that it may, be too heavy for you to lift alone. Take a pause and make a plan to ask someone for assistance.
- Manual handling with clients – Assisting clients with limited mobility or assisting to lift clients – Always do in a safe manner to avoid injury and use aids when required. Such as: Scooter, Walker, Mobile shower commode, toilet commode, Patient handling slide sheet, Sara steady, Sling hoist or other aid if required. (Never introduce an aid unless firstly discussed with an OT and a report has been submitted and finding assessed).
- Injured at work -Notify Management as soon as possible if you are injured at work. They require notification on the day of the incident. If you require medical attention you are required to advise management and to keep in contact with your manager over the coming days to advise of the status of your injury and the estimated time of your recovery. (& if you are fit or unfit for work)
- Dangerous Substances- if you are to purchase a new chemical or substance (anywhere other than a supermarket) you are required to also get a copy of the Safety Data Sheet (SDS) to be put in the home profile or day centre folder. At all times you must follow warnings and instructions on Dangerous Substance labels.
- PPE – Personal Protective equipment. Gloves. Eye mask, Apron, Facemask.

8.1 Conflict of Interest

Objective: To ensure a conflict of interest is identified and documented to reduce the risk of suspicion that a decision may be influenced by gain of the person of interest. Our aim is to identify and manage the conflict arising within the service so there is no ill will caused.

- Able Retreats ensures that any conflict of interest is documented and disclosed to the services users, participants and employees.
- Able Retreats guarantees that decisions will be made in the best interest of the service user, participants and employees, not because the person in conflict will benefit only.
- Able Retreats will avoid a conflict where ever possible, such as but not limited to, employment of family and friends of Management, Employees and or participants, selling personal items directly to a participant, participants offering to purchase lunch or drink for staff or vice versa.
- Staff are not to offer to purchase food or drink items for participants nor are they to accept the participant doing so.
- Able Retreats will review this policy annually during its audit to ensure it is operating effectively.
- Should a conflict occur management will seek for a discussion with the persons involved in the conflict, assess the conflict and report accordingly and take action based on the discussion.

8.2 Restrictive Practises & Specialist Behaviour Support

Objective: To ensure our participants receive the support they require for their behaviour and that staff are trained in personal behaviour support plans and how to work with evidence-informed strategies to support each individual and, to ensure staff are aware of the legalities with regards to unauthorised restrictive practises and that we cannot promote restricting our participants unless there is a personal behaviour support plan in place. Each participant has a plan that supports their needs and positive change towards a better lifestyle in reducing or eliminating the restrictive practise.

- The National Disability Insurance Scheme, Restrictive practise and behaviour support rules 2018 are understood and applied by all Able Retreats staff. (Copy in Policies and Procedures Manual folder).
- Knowledge of state/territory legislation and requirements are understood by management and staff.
- **A restrictive practise is environment, medication, seclusion, mechanical, physical.**
- Staff are trained on Personal Behaviour Support Plans and Restrictive Practises, including how to obtain authorisation to use a restrictive practise.
- Should we believe a participant of Able Retreats requires a PBSP, Able Retreats will, with the consent of the participant/guardian, will conduct an assessment and have discussions with stakeholders around restrictive practises and alternatives, and risks associated, with agreement, Able Retreats will engage in a trained professional Behaviour therapist and assess the participant and develop the PBSP and proactive strategies.
- Discussions will be around unmet needs of the participant, the purpose of the behaviour and proactive strategies to address the behaviour.
- The participant/guardian and stakeholders will be involved in the planning and development of the PBSP and strategies and options for minimising use of restrictive practise.
- Restrictive practises are only used in the PBSP in accordance with relevant legislation.
- Authorisation is obtained for use of restrictive practises.

- Once a PBSP is in place, we will endeavour to have staff trained by the Specialist Behaviour Therapist whom developed the plan and have ongoing support where required from the Speciality Behaviour Therapist and will engage in regular contact to advise how the strategies of a PBSP are working for the participant. Use of PBSP proactive strategies is in place to reduce or eliminate the need for using restrictive practises. Ongoing training will be arranged when the strategies are modified due to not being effective or behaviour changes.
- The PBSP will be provided to the NDIS Commission in the time and manner described in the NDIS Restrictive Practise and Behaviour Support Rules 2018.
- Able Retreats may not use restrictive practises at this time as no participants are on a PBSP.
- Able Retreats Management and Staff will undertake professional development and opportunities for training, including MAYBO training to remain current with evidence-informed practise and person- centred approaches and behaviour support plan training including the risks associated with using these practises.
- Regular contact will be maintained with the Specialist behaviour therapist around training and strategies and update on the use of restrictive practise and any concerns, barriers or questions around implementing the PBSP.
- A register of restrictive practise is available for completion whenever there is a use by a participant whom has a PBSP. This includes the strategies used and how the situation could have been managed differently to reduce or eliminate the use of the restrictive practise.
- A participant is only subjected to the restrictive practise that it named in the PBSP. Use of any other restrictive practise is an unauthorised use and action will be taken against anyone using a restrictive practise that is not in the PBSP.
- The commissioner is notified in other situations where providers are not able to effectively implement and manage the PBSP.
- Staff and Providers are trained in responding to an incident and the use of restrictive practises and understand the reporting process. With the consent of the participant, the support networks are informed of the incident and the reporting process and the steps to minimise or eliminate the restrictive practise.
- Staff understand what a restrictive practise is and when it can be used and also how to manage a situation where an unauthorised restrictive practise is being used illegally.
- A restrictive Practise can only legally be actioned where a Personal Behaviour Support Plan is in place.
- NDIS reporting is a must when a restrictive practise has been actioned.
- Should a staff member witness an unauthorised restrictive practise they must notify Management immediately whom will then follow the reporting process.

- Staff are to write separate progress notes when there is a PBSP and a restrictive practise has been used and staff are to complete a behaviour incident report outlining strategies used and if they were successful. Participants with PBSP will be discussed at every staff meeting including the Behaviour incident reports so we can discuss the strategies being used and the success of them and what action can be taken in future to reduce use of restrictive practises.
- Should staff be working with participants with PBSP, those staff will undertake training specifically around using strategies to diffuse and deflect behaviour and effectively manage a behaviour and how to debrief after a situation so we can continue to assess the strategies and continue to reduce or eliminate the use of restrictive practise.
- With the participants consent the PBSP has been given to other provider services that the participant accesses in order for behaviour strategies to be constant throughout all areas of the participants life.
- Support for the families to action the PBSP is offered and we seek their feedback regularly. The PBSP will be revied annually and it will be considered if and where more frequent reviews are to take place. Reviews will be offered to the commissioner in the manner and timeframes outlines in the NDIS Restrictive Practises and behaviour support Rules 2018.

8.3 Interim Behaviour Support Plan

Objective: when a participant develops a behaviour and the participant and the support workers are required to effectively manage the behaviour to minimise the risk.

- The participant and the stakeholders are involved in evaluating the risks to everyone and decide if an interim behaviour support plan is needed.
- Collaborating with a specialist behaviour therapist with the consent of the participant and the participants stakeholder and then all are involved in developing an interim behaviour support plan to minimise risk based on evidence-informed practise.
- Training is undertaken to support staff and stakeholders to effectively manage the behaviour, reduce or minimise it appropriately.

9.0 First Aid

Objective; is to ensure all staff are trained in first aid and CPR and maintain their certification and changes to the program in order to keep our participants safe and reduce harm time in case of emergency.

- Immediate attention to a person suffering an injury or illness can reduce discomfort and pain.
- It is important that all employees/contractors who work directly with clients have a current first aid certificate Including CPR and have access to a first aid kit when working.
- First aid is to be updated every 3 years and CPR every year. This is the responsibility of the employee.
- Apply appropriate first aid when required and at all times get further assistance for an injured/ill person if required including ring 000.
- All injuries must be recorded in our workplace Injury Register and an incident report completed. (Must be completed within 24 hours after the incident). Please notify your manager as soon as possible after giving first aid/medical treatment (if treatment was required).
- Family/Guardian must be contacted and advised of the incident as soon as safe to do so.
- A follow up and review will be carried out after the incident by management.
- Further training will be offered if required.

9.1 Mealttime Management

Objective; To ensure a participant's safety while eating and that staff are trained in managing a participant's plan.

- When a client comes to our services, we ask if they have a mealttime management or safe swallowing plan.
- Should a client have a meal time management plan we obtain a copy of it and we follow direction while they are in our care, all staff will read each participants plan and ensure they understand it so they can offer the support during meal times.
- We can observe the way in which a client behaves around and eats food while they are in our care however it isn't necessary for Able Retreats to be involved in the planning stages of their safe swallowing plan as we are not qualified to do so.
- When a client comes to use our services, we request a list of their required foods and we offer support to include healthy nutritious snacks and offer a dining out experience that has a range of nutrition meals.
- All staff are to complete the NDIS safe and enjoyable meals training.

10.0 Emergency & Disaster Procedures

Objective; In case of an emergency at an Able Retreats workplace, the following procedures are to be followed: (when staying at respite accommodation adhere to the site-specific Emergency procedures which are shown to the client during “Housekeeping induction” on arrival) Able Retreats is insured for 20million public liability and 1million professional indemnity.

- At all times Able Retreats staff and NDIS Participants in our care must adhere to the specific Emergency Procedures.
- Emergency plans will be discussed at Client induction.
- If you are alerted of an emergency situation (fire, flood, gas leak, violent/distressed person etc) and need to evacuate the building you must do so with instructions in a calm and safe manner.
- Take on the role of Floor warden – Calmly Activate the building alarm or use a verbal warning by Yelling “Evacuate the building” to warn the other building occupants and check areas of the building (if safe to do so) to see if there are occupants and ask them to also evacuate the building urgently via the appropriate exit.
- Grab your personal belongings (if safe to do so) and evacuate yourself and your client/s as quickly, safely and calmly as possible. Remember to check if exit is clear of smoke, gas, water etc.
- Always be aware of the **Assembly area location (Located on evacuation diagram):** Diagram location pointed out during client induction.
- **Call 000 to report the emergency** and advise where you have evacuated to.
- Chief Warden Role- If after raising the emergency situation, somebody ‘refuses’ to evacuate the building in an emergency, (you cannot forcibly remove them) just advise them that they are possibly putting themselves in danger and they should evacuate immediately. Do nothing further. Make sure when emergency services arrive that you inform of persons who have not yet evacuated or if you believe that somebody might still be in the building.
- Call your manager so they are aware that you have evacuated due to an emergency and so that they can assist you and your client in any way required.
- If one of the participants has a challenge with mobility or something else that might slow down them evacuating then the staff member is to make sure you advise the warden and assist safely to evacuate.
- Do not re-enter the building until advised it is safe to do so by the wardens in charge.
- Become familiar with the emergency & disaster management handbook.

11.0 Evacuation Exercise

Objective; To ensure all staff are trained in evacuation and are able to evacuate participants safely and professionally while minimising risks and harm.

- Able Retreats will facilitate a monthly service user evacuation exercise at the workplace. At this exercise all staff will review the emergency procedures for Able Retreats and will practice a scenario of evacuating a building due to an emergency. Notes will be taken about the exercise drill and staff should debrief and discuss the scenario afterwards and what worked well and what could be improved.
- Quarterly staff meetings will consist of emergency & disaster management and training.
- If Able Retreats does have to participate in an Evacuation Drill Exercise or an actual evacuation the staff member should document that the evacuation took place and actions taken by them and the participants during the exercise for business records and should also complete an incident form and the evacuation should also be recorded on the incident register.
- Note: In a standard workplace all staff/contractors/client's/ occupants should practice evacuation procedures, including instructions in the client's personal emergency evacuation plan (PEEP), they will evacuate to the assembly area (when a drill is being conducted). *(In some case's a desktop exercise might be rehearsed rather than a full-scale evacuation. This is due to the requirements of those with a disability in care at that time).*
- A debrief should be conducted & exercise notes recorded.
- If clients are in respite accommodation, then Able Retreat staff will advise host of disabilities to be aware in an evacuation & adhere to emergency procedures of the accommodation.

12.0 Use of an Extinguisher & or Fire Blanket

Objective; To ensure there is a fire blanket for use in case of fire and that staff are trained in using one in order to minimise harm.

- In case of a small fire in a waste paper basket or in the kitchen then please assess if it is safe to use first attack techniques such as a fire blanket or a fire extinguisher. (If fire is very small only)
- Be aware there are different types of extinguishers, and an electrical fire (appliance or wiring) requires use of a specific extinguisher. (Always read extinguisher instructions first)
- You will be given a practical demonstration on how to read instructions on an extinguisher and a fire blanket (if they are available at your workplace), so you can react confidently in an emergency situation.
- If you are not able to contain or put out a small fire then call 000 as quickly as possible and follow emergency procedures.

13.0 Smoke Free Workplace

Objective; To offer a healthy work environment and support the wellbeing of everyone who uses our services.

- Able Retreats is a smoke free workplace and wants to encourage all employees to lead a healthier lifestyle. If you smoke cigarettes, you are required to leave the premises to do so (only when your client does not require assistance and when you are on an approved break). You are never to smoke in a vehicle if a client is with you. If your client smokes, then a plan will be put in place for all carers to cater for this. You **MUST NEVER** smoke with a participant.
- Participants are not permitted to smoke at the activity day centre, in the hotel rooms or on balconies, however they are allowed to stand outside the property in the designated smoking areas.
- Participants are not permitted to smoke when in the community unless there is a designated smoking area and only if the support worker agrees and in the case they do not the below applies;
- Participants are not permitted to smoke when they are out for full day activities and in and out of staff cars. This is to ensure the health and wellbeing of our staff are being respected.
- Participants who choose to smoke are only permitted to come on group respites where other respite guests smoke and or agree to be around the smoke smell. Participants who smoke may have one on one respite but all the above does apply.
- The Able Retreats Bus ABE, is a smoke free zone and participants who smoke are not permitted to ride in the bus due to other group members being non-smokers.

14.0 Discrimination, Abuse, Harassment & Neglect

Objective: To create a risk-free environment and to safeguard our service users.

- All employees undergo police checks prior to commencing work with Able Retreats to actively prevent an allegation and employees must hold a blue card and an NDIS worker screening check prior to commencing work.
- New employees are supervised on buddy shifts and have appropriate training.
- Able Retreats endeavours to prevent this behaviour in the work place is to support the participants in using their voice and learning new ways to communicate and offering the safe space to do so.
- Able Retreats promotes a positive friendly culture and have regular staff and participant reviews.
- Any incident involving bullying, obscene language, verbal abuse, violence, sexual harassment or sexual abuse, discrimination, Neglect or inappropriate language to any participant, employee/contractor or external service provider will be taken seriously and should be reported to management as soon as possible within 24 hours (ideally before your shift ending). We will not tolerate these types of behaviours.
- We will ensure the participant is safe and not at risk of further harm.
- An incident report must be completed within 24 hours using clear and concise & factual information on the appropriate incident report form and including the incident register and must be submitted to management via email at ableretreats@gmail.com
- Reported incidents will be reviewed within 24 hours and actioned within 24 hours after first notification.
- All parties involved in the incident will have a discussion with Management and facts gathered.
- Disciplinary action will follow where appropriate and with less time past as possible following the incident.
- Police should also be advised if deemed appropriate immediately after the incident has occurred by anyone involved in the incident. Any one witnessing any of the above should immediately advise management and complete appropriate documentation and they will not be treated poorly for speaking up.
- We endeavour to keep our service users safe and everyone has a role to play. (See whistle blowers' policy).
- Able Retreats will assess the risks identified with each service user. We will reassess the risks every 12 months when the service user support plan is updated.
- Where there is concern or suspicion Able Retreats management will take action immediately. Participants will be offered the information about the use of an advocate
- should an incident occur, Able Retreats will review its policy and make necessary changes in order to prevent a reoccurrence.

- Human rights are executed within our services at all times and everyone is equally respected. The participant is supported to have an independent advocate under circumstances of allegations of violence, neglect, or abuse.

14.1 Incident Management

Objective: To ensure quality services are being provided with at least risk as possible and should an incident occur, that an incident is managed effectively and reviewed to reduce the risk of a reoccurrence.

- Able Retreats, in accordance with the NDIS code of conduct, provide supports in a safe and competent manner to ensure as least risk as possible.
- All staff are trained in incident management during their induction and it is documented on their induction checklist once completed.
- Once an incident has occurred Able Retreats has an incident form that must be completed as soon as possible after the incident no longer than 24 hours after the incident.
- The incident will be acknowledged within 24 hours and responded to accordingly with the requirements of the NDIS Incident management and reportable incident rules 2018.
- If the incident is NDIS reportable it will be done so accordingly with the above rules.
- Families/Guardian will be made aware of the incident as soon after the incident that it is safe to do so. The participant will be removed from the situation as safely as it is to do so to prevent further harm.
- An incident will be recorded in the Incident register.
- Participants are made aware of the Incident Procedure during their induction.
- Incidents will be discussed at each staff meeting and Able Retreats will seek the views of staff members to ensure we are continually reducing the risk of reoccurrence.
- Risk assessments will be carried out for each participant at the commencement of their use of our service to identify any risks and manage any risks. We will review their risk assessments every 12 months upon renewing their support plan.
- Able Retreats take all reasonable and necessary steps to prevent sexual misconduct or harassment and every employee must undertake a police check, blue card and any other relevant checks it feels necessary to ensure the quality of its employees.
- The role of an employee during and after the incident is set out in the role description so the employee is aware of how to effectively manage the incident.
- Follow up with the participant involved in the incident will be conducted by management 24 hours after a resolution. Management will seek feedback on how the incident was handled and if it could have been prevented.

Types of Incidents;

- An Incident is an act,
- omissions,
- events or circumstances,
- causing harm to them or others around them.

Incident reporting process;

- Incident has occurred and the safety and wellbeing of everyone involved has been reduced and maintained.
- An incident report has been completed by the support worker involved or witnessing the incident and emailed to management within 24 hours.
- Family or guardian to be contacted and offered a copy of the incident report.
- Emergency services, Police or paramedics are contacted where a serious incident has occurred, which includes, Death, Serious physical injury, Physical assault or sexual misconduct.
- Incident form has been acknowledged by Management and the process moving forward has been advised.
- Staff and participants involved have discussed the incident with management and worked out a way to prevent the situation from reoccurring to the best of their ability.
- Should the incident be an NDIS reportable incident, Death, Serious injury, Abuse or neglect, unlawful sexual mis conduct, use of restrictive practises, management will report to the NDIS within the timeframe under the NDIS Quality and Safeguards Commission rule.
- Record the incident on the incident register.

14.2 Whistle Blower Policy

Objective: To ensure that participants are working in a safe environment as such, should an employee offer an observation about something they see that is not ok, they speak up about it, they are protected by law and can guarantee being treated fairly and not at risk of losing their job.

- Whistle blowers play an integral part of our business and this policy safeguards Able Retreats participants from abuse, neglect and harm but allowing everyone to come forward, anonymously or not and have job security. A whistle blower is anyone who works in our workplace and can identify mis-conduct in the workplace and advise management immediately.

15.0 Business Property Including company vehicles

Objective; To ensure property of Able Retreats is kept safe from damage, misuse and harm and used only for the purpose of conducting Able Retreats business.

- All business property and intellectual property (and policies and procedures) are strictly only for company use and must be returned on the last day of working for Able Retreats and must not be used at any other workplace any time in the future without a formal written request and our written permission.
- Should any property be damaged by a staff member non accidentally, then the staff member is responsible for cost.
- Able Retreats has a lap top and external hard drive for business use and must be used respectfully while upholding the privacy and confidentially policy.
- Company vehicles must be respected and maintained and kept in a clean manner at all times during use.
- Staff are responsible for reporting damage, wear and tear and maintenance to management on the approved form immediately once it has come to staff attention.

16.0 Punctuality & Personal/Sick days

Objective; to ensure all staff are aware of their responsibilities when falling sick.

- All employees/ contractors – should always be ready to commence their shift at the designated start time. You are required to always be punctual and you must call management asap if you are going to arrive at work later than your start time. Your hourly pay will be deducted in 15-minute blocks for each 15 minutes you are late for work.
- Your punctuality reflects on Able Retreats and therefore consistently showing up late for work will result in disciplinary action and possible termination.
- If you are sick/injured and cannot attend your work shift, please notify management asap so that we can arrange another worker to cover your shift (if applicable). A text is **NOT** acceptable form of communication when cancelling your shift.
- If you are planning time off (for holidays/personal reasons) please discuss with management prior to rosters being put in place (if at all possible) and give as much notice as possible. As we are a small business, in some cases we may not be able to approve annual leave on your requested dates and could request you to delay your plans so we have time to coordinate staff to cover shifts during periods of leave.
- Should you fall ill during your shift, please contact Management immediately so alternate and/or management staff can step in.

17.0 Dress Code

Objective: To ensure our reputation is upheld to a high standard and employees are seen to be taking care of themselves so our customers can feel comfortable and safe, knowing they will be looked after.

- At all times staff should be of neat, tidy and clean appearance at commencement of a shift. NO activewear shorts.
- Hair-should be tidy (Preferable combed). If hair is longer than shoulder length it should be tied back on the following occasions: when taking a client to appointments or outings in the community or if preparing client meals.
- Staff should be clean shaven or alternatively beards/moustaches should be kept well groomed.
- Clothing- When you are working with a client your clothes should be clean, pants/Shorts no higher than knee length and no singlets. Closed in shoes only. Staff must remain tidy at all times. (Clothes should not be wrinkled or have dirt stains on them and no tears or rips and no tears in jeans).
- Foot wear - Appropriate comfortable footwear should be worn which includes closed in shoes and socks.
- Jewellery – should be kept to a minimum when working with our clients and all staff should make sure bangles, rings, necklaces and earrings are safe and will not pose a danger when working should they get caught on something or someone.

18.0 Vehicle Safety Procedures

Objection; To ensure everyone understands their responsibility when using their car for transporting a participant.

- All employees/contractors driving to attend an Able Retreats workplace and transport clients must hold a current and relevant driver's licence. A photocopy of the licence must be held in the employee/contractor file. It is the employee/contractor's responsibility to also have appropriate vehicle insurances. Copies of the insurance must be submitted to management at each renewal.
- If your licence is suspended or cancelled and you cannot fulfil the commitments of your work you must notify management as soon as is practicable. Unlicensed drivers are not permitted to drive Able Retreats clients in any vehicles.
- Do not exceed posted speed limits when driving with a client.
- Staff are to have a first aid kit in their car at all times, including hand sanitizer.
- Fatigue - Drivers should avoid fatigue by a combination of planning schedules of their trip in advance. Realistically setting and stopping for rest breaks.
- Seatbelts- must be worn at all times when driving to and from any location with a client. It is also your responsibility to make sure the client is wearing the seatbelt.
- If you are asked to drive a company vehicle, please be advised that smoking is not permitted in any vehicles. Smoking in any vehicle (including your own) with a client is also not permitted.
- The interior and exterior of motor vehicles must be kept clean at all times, on the days you are supporting a client. (If it is your own vehicle, cleaning is at your own expense).
- Theft prevention - When vehicles are unattended you must take all precautions to prevent theft. E.g., Closing windows and locking doors. Do not leave valuables, tools, mobile phones, laptops, training equipment, money visible anywhere in the vehicle. (Make sure everything is covered and not exposed thru the window).
- Authority to release personal details. By signing the acknowledgement section here, you are also authorising Able Retreats to disclose your details to authorities if an incident or fine occurs whilst you are the responsible driver of an Able Retreats vehicle or in your own vehicle whilst conducting business with a client.
- Able Retreats and / or their clients will not pay for parking or speeding fines. Please make sure you arrive at locations early enough to secure a parking spot. (If the only parking available is paid parking please check with management if they or the client will cover the cost of parking before you commit to the expense as you will be responsible for the cost if you do not have confirmation the cost is covered by another party).
- Never drive under the influence of Drugs or Alcohol under any circumstances.

- Any accident in a company vehicle or whilst driving your own vehicle to or from the workplace or whilst transporting a client must be reported as soon as possible to management and an incident report completed.

18.1 ABE Safety Procedure & Maintenance

Objective; To ensure staff are aware of the way in which Able Retreats want their vehicles to be valued and maintained in an appropriate manner and clients understand the expectation.

- Only staff are to travel in the front seat of ABE (No exceptions)
- Only staff are to open the side sliding door once the vehicle is stationary and this must be opened gently as to not break the locking mechanism at the bottom righthand side. No slamming the boot.
- Damage or wear and tear is to be reported by all staff immediately as it has been made aware of on the approved maintenance form and emailed to management.
- Every Friday the vehicle inspection sheet is to be completed by 2 staff at 0900 at the day centre and emailed to management by 1700 end of business day, including photos of any new wear and tear.
- ALL rubbish, bottles personal belongings are to be removed from ABE every single time the vehicle has been driven.
- Fuel receipts are to be placed in the envelope in the front centre console and will be collected each month for record keeping.
- The vehicle is not to be moved until everyone in a seat has their seat belt clicked in and all items, including wheelchairs and walkers are secured with the straps provided.

19.0 All Employees and contractors should comply with:

- The Disability Act 2006
- The National Standards for Disability Services
<https://www.dss.gov.au/our-responsibilities/disability-and-carers/standards-and-quality-assurance/national-standards-for-disability-services>
- NDIS Practise Standards –
- <https://www.ndiscommission.gov.au/providers/ndis-practice-standards>
- National Disability Insurance Scheme Act 2013
- The NDIS Code of Conduct –
- <https://www.ndiscommission.gov.au/providers/ndis-code-conduct>
- Able Retreats Policy and Procedures Manual
- Management monitors regular feedback from NDIS and Government regarding changes and updates to policies and practices within the NDIS and Disability sector and makes necessary changes to the services and procedures. This is done via subscriptions and email updates.

20.0 Registers and Record Keeping

Objection; To have systems understood and maintained by staff.

- The management of Able Retreats has record keeping requirements that staff will learn on the job and has developed several forms and registers for the benefit of employers/contractors and participants. You are expected to assist us to maintain the forms, registers and record keeping.
- Our client records and personal details are to be kept private and confidential and the information is not to be shared unless authorisation is given by management and consent is given by the participant.
- Our current registers are: Complaints, Incidents & Feedback, Financial ledger.
- Able Retreats has a lap top and external hard drive for business and backups are done daily. The hard drive is kept in the locked storage cupboard.
- A monthly participants meeting is carried out for participants using the day services in order to grow our services and giving our participants what they want and need. A record of the meeting will be emailed to the participants/Guardians and emailed to all employees.
- It is the employee's responsibility to ensure they have completed progress notes at the end of every shift with each participant.

20.1 Financial Management and Records

Objective: to keep each participant safe from theft and mis use of their finances and property.

- Should a participant need their finances managed during the period of time using our services, we will complete a financial ledger which shows the handover balance at the start of the use of our services, the receipts will be provided and the client will sign the document. The form will have the hand back balance at the end of the respite. The customer will sign the document if they consent for Able Retreats to hold the funds or property in a safe place only for the intended use of the customer when they require it.
- Any funds received will be kept in a locked safe and keys will be on management at all times. The funds or property will be available to the participants when they request it.
- Any participants property kept at the service will be documented on a property register.
- Able Retreats cannot offer financial advice and are only here to support customers choices, however we can offer suggestions to support making effective choices.

21.0 Our Business will not tolerate the following conduct:

- Arriving to work later than your shift start time and not notifying management (as soon as practicable).
- Coming to work under the influence of alcohol or non-prescription/illegal drugs.
- Theft from employee, clients or other persons property or equipment.
- Wilful damage or destruction of business or client's property.
- The use of obscene or abusive language that may cause distress to others or discrimination or harassment.
- The viewing of unauthorised and/or offensive websites and the sending/receiving of inappropriate emails or literature during work hours or when using workplace technology.
- Coming to work unshaven, or with messy or scruffy appearance.
- Making comments on behalf of or about the business to the media or on social media.
- Discussing our client's personal circumstances or discussing their needs and personal situation outside of the work environment.
- Non adherence to our work Policies, Procedures and Practices.
- Excessive use of mobile phone while supporting participants.
- Neglect or abuse of any kind to our participants or employees.

22.0 Disciplinary Action

- The management of Able Retreats expect all policies, procedures and practices to be adhered to by all employees and contractors. Non-compliance /non-adherence could lead to disciplinary action which could include official written warnings and possible instance dismissal (Depending on the seriousness of an incident).
- Management will offer staff training to ensure all employees understand their role in the service.

23.0 Training & Human Resource Management

Objective; To ensure staff are competent in relation to their role and hold relevant qualifications and experience to offer our customers person-centred support. To ensure systems and documents are completed in accordance with relevant legislation and standards.

- The management of Able Retreats expect all Safe Work Policies, Procedures & Practices to be adhered to. From time to time these need to be amended & we will consult with our team about any changes & will communicate any changes or new policies & procedures with you as soon as practicable.
- Each month at the staff meeting, the team will review at least one policy and procedure.
- Each new employee will have a “Employee Checklist” which lists the documentation they require for the role.
- The new employee will provide a resume which has their previous employment so their experience can be determined and Able Retreats Management will be able to determine what qualifications may be required in the future. Able retreats will make contact with 2 references from the employee and complete the reference check form.
- An employee register is available and needs to be completed for each new employee. It lists the certifications and licences expiry date so management can send reminders when something is due to expire and it can be renewed by the employee before the expiry date.
- Able Retreats will require employee photo ID, fit to work and police checks prior to commencement date.
- Mandatory NDIS Worker module certificate will be required before commencement date of all new employees.
- You will be required to attend an orientation induction training and a Buddy-shifts as part of your Terms of engagement and you will be advised of any additional ongoing training requirements in the future as required, such as medication management & Epilepsy training.
- Employees will be required to have a quarterly employment appraisal to determine if they have the support and resources available for them to be able to be effective in their role and if any further training is required for them to deliver support or grow in

their career. The appraisal gives the employee and the employer the opportunity to offer and receive feedback for personal and professional development.

24.0 Feedback and Complaints Policy

Objective: To ensure every participant understands the complaints policy and procedure and has access to the policy and the support to make a complaint and to access an external advocate, and that each participant understands complaints are welcomed and respected.

- Able Retreats respects the rights of others to voice their opinion and offer feedback and we request this feedback at service user monthly meetings and on a feedback form
- We have a clear complaints and feedback process written into the customer handbook and each participant's service agreement and once a complaint is made the persons making the complaint will be informed of the procedure, progress and the conclusion and how Able Retreats came to that conclusion, verbally, followed by a written explanation in a timely manner after the complaint is made.
- Complaints will be responded to using the four A's, Acknowledgement, Answers, Action, Apology.
- We accept all complaints respectfully and offer contact details and information about where to take a complaint to should you wish to make it formal with an external advocate. We will support any participant with facilitating the use of an advocate.
- Feedback is taken very seriously as we are always looking at ways to improve.
- All formal complaints are to be in writing to Able Retreats Management and will be addressed within 24 hours.
- All employees will receive training and updates on how to support a participant to make a complaint.
- All employees have an obligation to welcome participants/stakeholders' feedback and complaints.
- All employees will assist anyone to make a complaint and offer the process information.
- All complaints will be handled with privacy and confidentially in mind.
- All complaints must be in writing, where applicable and will be listed on the complaints register.
- Able Retreats is committed to ensuring the safety of the person making a complaint.
- A monthly participants meeting is carried out for participants using the day services in order to grow and improve our services and giving our participants what they want and need.

- A complaint will be actioned by management within 24 hours and will seek a resolution with at least time past as possible depending on the nature of the complaint in accordance with the NDIS Rules 2018.
- Able Retreats will respect the privacy and safety of the person making a complaint.
- Complaint made, Management acknowledges complaint via email, ensures all parties are safe, gathers feedback, responds to complaint, reports to NDIS commission if relevant.

25.0 Infection Control - & COVID 19

Should a client be infected during or become unwell during their shift we will contact their parent/Guardian/Regular support service and organise their return home. As soon as possible Covid testing and quarantine at home until the results come back. Should we see flu like symptoms we will follow all Covid-19 guidelines. (Copy of symptoms placed on the wall in clear sight) Daily prevention include the below;

- Hand washing advice on the walls at each basin
- Hand sanitizer at each basin
- All employees have their hand washing certificate
- All employees have up to date Infection Control certificates
- Masks are onsite for use
- Full PPE Equipment are available for use
- Cleaning and disinfecting surfaces daily

Participants should advise Able Retreats prior to coming to day services if they are feeling unwell and therefore stay home and stay safe.

26.0 Professional Boundaries

Objective: To define the relationship between support worker and participant and ensure boundaries are not crossed leading to harm of any one person.

- Clear boundaries must be set when working with vulnerable people so they are clear on what it means to have a support worker.
- Under no circumstances is the worker allowed to take a participant to their home. This is a serious breach in the privacy act.
- The worker is not allowed to organise meet ups with their personal friends and family while supporting a participant nor are they allowed to organise meet ups with the participant or participants friends, family, or guardians outside of paid working hours, this includes short trips and holidays.
- Requests could be made from families/guardians that may be confronting however staff must be prepared to say, that request it outside of our scope of business and is not covered in our position description therefore must not be undertaken.
- You are employed to build, support, and strengthen the community and social network of the participant as you are NOT their friend. You remain friendly and kind but you are a paid employee.
- Staff are not to disclose personal information with participants and their families including phone numbers and social media information.
- You are not to visit participants and their families outside of paid support working hours.
- Staff are not to stay at the participants home or in the community with them past their paid working shift.
- Staff are not to purchase anything for the participants in the way of gifts or personal items nor are they to accept gifts being given by the participant.
- Staff are not to discuss their family with the participants or their own personal issues. If staff need to talk about something, management is available for support.

27.0 INDUCTION- Policies, Procedures & Practices Acknowledgement - Acceptance

I have read and understand the induction/Policy, Procedures and Practices information. I confirm that I will adhere to all

Able Retreats policies, procedures and practices and will assist to contribute to a safe and harmonious workplace. If

I find something unsafe in my role/workplace I will report the hazard so that the risk can be eliminated or minimised so that

it is unlikely to cause harm or injury.

(If Applicable), I also agree to update my Worker Screening Check, Police Check, First Aid Training, CPR, Blue Card, Compulsory Industry Training, Vehicle Insurances & Rego & Drivers licence when they expire. I also agree to have my personal details released if I incur a fine or loss of points, whilst driving a company vehicle or another vehicle for work purposes.

PRINT NAME: _____

SIGNATURE: _____

INSERT DATE: _____

MANAGER NAME _____

SIGNATURE: _____

INSERT DATE: _____

Note:

- If you require clarification on any of the information in this document or require clarification on some points, then ask for clarification with **Able Retreats** management prior to signing.
- By signing you acknowledge that you understand and that you will abide by our Policies, Procedures and Practices.
- Where Contractor, Worker or staff is mentioned in this document- it refers to employees and /or labour hire staff, volunteers, trainees, outworkers, contractors, sub-contractors and students on work experience or organisations bound to execute work specified under a contract.
- Where '**Able Retreats**, management, we' is mentioned in this document- it refers to the business owners or directors and managers of **Able Retreats**.

- Should I have secondary employment, I agree to disclose this information to management at Able Retreats.

Disclaimer:

- The views presented in the publication are solely those of **Able Retreats**. Not every procedure or condition has been covered in this handbook. We have made every effort to present policy, procedures and rules based upon commonly accepted work practices. However, due to the multiplicity of overlapping laws, regulations, codes of practice and standards, no assurance is expressed or implied here.