



The
Courageous
Dinosaur
& Me
Policy
Overview

At the Courageous Dinosaur & Me
we want to support you the best way we can
and give you the best and the right information for you.
This document is an overview of some of our
Policies & Procedures.

Please read this and if you have any questions ask
one of our staff members.

If you would like a copy of a full policy document,
just ask us and we can give that to you
to read.

Remember

Dream, believe, have courage.

ABUSE, ASSAULT & NEGLECT

THE COURAGEOUS DINOSAUR & ME believes that the safety and best interests of the person who is the subject of suspected or alleged abuse, assault or neglect is paramount. Clients, their families, and THE COURAGEOUS DINOSAUR & ME employees should:

- understand client rights;
- be aware of what constitutes abuse, assault and neglect, and
- be aware of signs and indicators;

Employees will be trained in the prevention and protection of the client from abuse and ensure their safety.

Response to allegations of abuse or neglect shall occur promptly, sensitively and confidentially to protect the person from further harm. The client will be offered medical, psychological and legal assistance to which they are entitled. Staff, clients, carers and advocates should be aware that any allegations or suspected instances of abuse or neglect, may be reported to the National Disability Service Abuse and Neglect Hotline. Phone: **1800 880 052 TTY: 1800 301 130.**

ADVOCACY

THE COURAGEOUS DINOSAUR & ME encourages and respects the rights of any client to use an advocate of their choice. The client also has the right to change their advocate at any time. We recognise that effective advocacy needs to be independent and separated from direct service delivery.

THE COURAGEOUS DINOSAUR & ME welcomes advocate participation in all areas relating to the services of the person they are supporting. This includes but is not limited to:

- assessments;
- meetings & reviews;
- complaints and disputes;
- informed decision making;
- policy development and review;
- participation in subcommittees and/or working groups;
- strategic planning; and
- general meetings or for any other communication between the client and staff.

Procedures

The Support Coordinator will establish links with advocacy groups and inform the client of the availability of such assistance. A register of service providers and agencies that provide advocacy services will be maintained.

Where prior consent has been obtained, THE COURAGEOUS DINOSAUR & ME will supply the advocate with current and timely information in relation to the service provision being provided to the person they are representing, recognizing that to be effective the advocate needs to be kept informed.

THE COURAGEOUS DINOSAUR & ME acknowledges and respects the role of people who act as independent advocates for clients and will undertake to ensure that clients have unimpeded access to their advocate. THE COURAGEOUS DINOSAUR & ME will ensure that information about advocacy and how to arrange the involvement of an advocate will be given to the client at the initial

assessment meeting. This information will be repeated to the client at regular intervals during the period of service delivery.

THE COURAGEOUS DINOSAUR & ME will accept, at any time during service delivery, the appointment of an advocate to represent the client. The client or their appointed representative can inform either the Employee or the Support Coordinator of their need for an advocate.

PERSON-CENTRED SUPPORT

THE COURAGEOUS DINOSAUR & ME believes you have the right to choose the supports provided to you and how that support is delivered. THE COURAGEOUS DINOSAUR & ME's Support Coordinators will work with you, in conjunction with any other stakeholders or advocate/s you wish to be involved, to develop a Client Centred Plan outlining your needs. We believe you are in control at all times of the services being provided to you.

The Plans that are developed with you respect the principles of Dignity of Risk, Least Restrictive Alternatives and Social Role Valorisation.

The Support Coordinator will discuss with you what requirements you have of support and will include any goals you may have and what strategies will be utilised to achieve these goals. Individuals may choose not to have written goals, this is for you and your support person/advocate to decide. This is documented in what is called the Client Centred Plan.

The Client Centred Plan will be reviewed on a regular basis to make certain that we have the right supports in place to meet your needs and update any information that may have changed. At each review date all parties will be asked to sign the Client Centred Plan and will be provided with a copy. Clients may request an alternative Client Centred Plan format in the situation where this Client Centred Plan Proforma does not meet the needs of the client.

A copy of this documentation will be shown to your support workers so they are aware of the care and support needs you require and what duties and tasks are expected of them while on shift. These care plans will be updated at Service reviews or as needed.

CLIENT'S RIGHTS & RESPONSIBILITIES

Individuals are given a copy of their rights and responsibilities during the initial intake process and will be asked to sign they have read and acknowledged that they have received this information.

Rights

- You have the right to be treated with dignity and respect.
- You have the right to be informed about what services are available.
- You have a right to choose what service you will receive.
- You have the right to privacy and confidentiality.
- You have the right to express your own views and ideas.
- You have the right to have someone with you when seen by a health professional.
- You have the right to have someone to speak on your behalf.
- You have the right to have access your records held by this agency.

Responsibilities

- To respect THE COURAGEOUS DINOSAUR & ME staff and other clients and communicate appropriately and respectfully at all times.

CRIMINAL HISTORY SCREENING

People with a disability can be more vulnerable to abuse, neglect and exploitation than other members of the community. A high priority for the Department of Communities is to increase the safety of people with a disability when they are accessing funded services.

The Disability Services Act 2006 introduced criminal history screening for all people engaged by funded non-government service providers. The Act makes it unlawful for a person to work or volunteer for a funded non-government service provider at a service outlet (place where disability service is provided) without an application being made for a criminal history check.

Under the Act, all workers and volunteers must undergo criminal history screening every three years. People working in funded non-government service providers will be issued with a positive notice card that verifies they have had a criminal history screening within the past three years.

All THE COURAGEOUS DINOSAUR & ME staff undergo this screening and hold a Positive Notice (yellow) card.

CULTURALLY APPROPRIATE SUPPORT

THE COURAGEOUS DINOSAUR & ME provides proactive strategies to promote the cultural, ethnic, religious, and individual beliefs of the clients. Support/advocate persons are encouraged to share the cultural values with disability support workers and THE COURAGEOUS DINOSAUR & ME to assist in this process.

THE COURAGEOUS DINOSAUR & ME provides flexible, sensitive and culturally appropriate care for our clients. We work toward building relationships and connectedness between staff, clients and their families, in order to achieve mutual understandings and meet individual client need.

THE COURAGEOUS DINOSAUR & ME is aware of how race and ethnicity influence family life and the way in which support is carried out. Staff are provided with cultural awareness training as well as collaborating with families to meet specific cultural requirements.

DUTY OF CARE & DIGNITY OF RISK

Duty of Care

A Support Worker has a duty of care to the person with a disability that they are supporting and others in the general community when working within a community environment. A duty of care is breached if a person behaves unreasonably or fails to act (which can also be unreasonable in a particular situation). A duty of care can be breached either by action or inaction.

Harm can fall under any or all of these four headings:

- Physical;
- Mental;
- Emotional; and
- Financial.

Duty of Care means that while you are receiving our services we will do everything reasonable to take care of your safety and well being at all times. THE COURAGEOUS DINOSAUR & ME has a responsibility to be careful where injury or harm is foreseeable. THE COURAGEOUS DINOSAUR & ME also has a responsibility and Duty of Care to staff. We will not be able to provide supports where duty of care to client and/or staff person is compromised.

Dignity of Risk

THE COURAGEOUS DINOSAUR & ME believes you have the right to make an informed choice; to experience life and take advantage of opportunities for learning, developing competencies and independence and, in doing so, take a calculated risk.

THE COURAGEOUS DINOSAUR & ME and support workers are under obligation to ensure duty of care is carried while supporting the person to fulfil their desired goals.

LEAST RESTRICTIVE ALTERNATIVE

The Least Restrictive Alternative principle states our need to be least intrusive on the lives of those we support. We recognise and respect your autonomy and independence and your right to live in an environment which is most supportive and the least restrictive of your freedom. We encourage you to be involved in the decision-making process at various levels of service delivery, either by participating directly or having a representative participate.

When assisting you to exercise choice and make decisions, we will take care to ensure you understand the meaning of the options presented; and we will give you as much information as possible to enable you to make informed choices. Our Support Workers will discuss with you any risk that you may face as a result of a decision. If there is doubt about the possibility of harm, you can further discuss concerns with THE COURAGEOUS DINOSAUR & ME Management.

We believe we can support you to exercise your right to make decisions about issues affecting you by ensuring:

- Individual Support Plans state YOUR preferences;
- The day-to-day routines developed give maximum opportunity for you to exercise choice and make decisions;
- You are encouraged, wherever practical, to make decisions about your residence, employment and relationships; and
- We encourage you to develop skills required to participate in meetings.

THE COURAGEOUS DINOSAUR & ME believes you should make decisions or be supported in making decisions about who will assist you in your personal care and the timing of your daily routine (eg, when to go to bed, when to eat, when to do chores, what to eat and drink and so on). We will empower you by 'stepping back' and letting you do tasks at your own pace and in a way that is most comfortable and suitable to you.

COMPLAINTS

All people in our community have the right to complain if a service they are receiving is inadequate. They have the right to access appropriate bodies who will listen and act on any grievances that occur.

THE COURAGEOUS DINOSAUR & ME recognises and supports the right of the client and their family to complain about the service provided. If people are concerned or unhappy with their service or the treatment they receive they are invited to discuss their grievance with THE COURAGEOUS DINOSAUR & ME. We make every effort to resolve grievances in this initial process. We want you to feel comfortable to initiate this process without fear of discrimination and in the knowledge that a satisfactory resolution will be pursued.

Contact THE COURAGEOUS DINOSAUR & ME with your concerns and we will address all complaints whether formal or informal in a fair and positive manner with confidentiality maintained throughout the process. THE COURAGEOUS DINOSAUR & ME does care and we will act to ensure matters are addressed.

HANDLING OF FILES & STORING OF INFORMATION

THE COURAGEOUS DINOSAUR & ME is committed to ensuring that clients' personal information is protected within privacy laws. THE COURAGEOUS DINOSAUR & ME will only collect information that is relevant and applicable to the Client Centred Plan / Care plan process and meeting the needs of the client.

Where requested, translated materials and interpreter services will be provided.

Disposal of personal information is carried out in a manner of which is in keeping of the privacy act. Clients are able to request at any time, assistance from a support person or advocate with the collection, storage, disposal and accessibility of their personal information in discussions with THE COURAGEOUS DINOSAUR & ME.

INCIDENTS

It is the intention of THE COURAGEOUS DINOSAUR & ME to provide a safe working environment for both clients and workers. This policy also insures that when an incident occurs it is reported properly in line with THE COURAGEOUS DINOSAUR & ME service policy and state/federal legislation.

THE COURAGEOUS DINOSAUR & ME considers an incident to be of concern if any person associated with services provided by THE COURAGEOUS DINOSAUR & ME is injured, put at risk or distressed.

If a staff member considers an incident to be of concern, he or she will:

- Take immediate action to ensure the people involved are safe, calm and or receiving appropriate assistance
- Inform the Coordinator/Manager as soon as possible and
- Complete an Incident Report form within 3 day after the event.

Incident reports will allow THE COURAGEOUS DINOSAUR & ME to continuously review practices to ensure we are doing everything possible to maintain a safe working environment for all.

PARTICIPATION & INTEGRATION

One of the most important goals of THE COURAGEOUS DINOSAUR & ME's services is to provide clients with every opportunity to participate in community life.

Community inclusion helps clients gain:

- Experiences necessary for normal growth and development that is not possible in isolated settings.
- A range of social and personal relationships with other members of the community.
- Greater levels of independence by using community facilities and services.

THE COURAGEOUS DINOSAUR & ME believes each individual should be supported in pursuing and engaging in activities of their choice.

Valued Status

In the past, people with disabilities have been disadvantaged by being limited to lifestyles not valued by the rest of the community. THE COURAGEOUS DINOSAUR & ME actively works to help clients to develop and maintain skills to achieve valued roles in the community.

POSITIVE BEHAVIOUR SUPPORT

Our services are delivered within the ethical guidelines of their respective National Registration frameworks. The Courageous Dinosaur & Me team use an evidence based Person Centred Approach at all times.

Positive Behaviour Support is:

- An evidence based approach that is educational, proactive and respectful
- Key to improve the quality of life of person who exhibits challenging behaviour
- Based on individual assessment and observation and aims to understand the reasons why a person displays a behaviour of concern (by using a functional assessment)
- Individual goals which are achieved by:
- PBS keeps the person and those around them safe
- PBS uses a modern and ethical approach which avoids the use of punishment and / or aversive practice

The Positive Behaviour Support Plan (PBSP) is a document or series of linked documents that outline strategies designed to deliver a level of behaviour support appropriate to the needs of a customer.

PROFESSIONAL BOUNDARIES

Talking about Professional Boundaries is as difficult as it is important. But THE COURAGEOUS DINOSAUR & ME is committed to good practice on professional boundaries with clients.

We recognise that staff must establish rapport with clients and provide support that optimises their potential to lead a meaningful life. In doing so, staff need to maintain appropriate professional boundaries between themselves and clients. Having said this, professional boundaries are not always black and white in community care services.

There is no single all-inclusive definition of what constitutes professional boundaries. Our intent is to provide guidance on acceptable and unacceptable practice, enabling us to apply clear and consistent standards across THE COURAGEOUS DINOSAUR & ME.

In setting out a professional context for working with services users some basic values and principles that govern our professional practice are:

- Boundaries define the limits of behaviour, which allow a professional support worker and a client to engage safely in a supportive caring relationship. These boundaries are based upon trust, respect and the appropriate use of power.
- The relationship between staff and clients is a therapeutic caring relationship that must focus solely upon meeting the needs of the client. It is not established to build personal or social contacts for staff. Moving the focus of care away from meeting a client's needs towards meeting the employee's own needs is not acceptable.

QUALITY & CONTINUOUS IMPROVEMENT

Commitment to Quality Assurance

THE COURAGEOUS DINOSAUR & ME is committed to ensuring we provide a high quality service that is responsive to the changing needs of our target population. THE COURAGEOUS DINOSAUR & ME participates in quality assurance processes to ensure that its services are of a high and improving standard.

The Quality system is part of THE COURAGEOUS DINOSAUR & ME's commitment and is based on:

- Continuous improvement of our services as the basis of achieving our mission;
- Input and involvement of our Clients in evaluation and improvement activities;
- The need to involve and empower all THE COURAGEOUS DINOSAUR & ME staff and Clients in identifying and implementing quality improvements; and
- Systematic use of qualitative and quantitative feedback as a basis for identifying and prioritising improvement opportunities.

The achievement of quality outcomes necessitates a commitment to quality procedures at all levels and by all members of THE COURAGEOUS DINOSAUR & ME. THE COURAGEOUS DINOSAUR & ME is committed to meeting the quality standards expected by Clients in the delivery of the services that we supply to them.

Our quality objectives are to:

- Provide a high quality service;
- Use the Quality Management System as a tool in achieving best practice outcomes across the organisation
- Ensure continuous improvement
- Comply with the relevant Commonwealth and State Legislative And Regulatory requirements for the operation of a Disability Service.

We support the Human Services Quality Standards, which contain the following six standards:

1. Governance and Management
2. Services Access
3. Responding to Individual Need
4. Safety, Well-being and Rights
5. Feedback, Complaints and Appeals
6. Human Resources

RESTRICTIVE PRACTICES

THE COURAGEOUS DINOSAUR & ME is committed to providing services to adults with disabilities in an environment that is free from the threat of harm, injury or maltreatment. A positive behaviour management approach will be used for clients: 1) 18 years or older; 2) with a cognitive or intellectual

disability; 3) with behaviour that cause physical harm to themselves or others; 4) receiving a Queensland Government Department of Communities – Disability Services funded support; and 5) with impaired decision making capacity. This approach will focus on the least restrictive intervention for the management of behaviour. Extreme forms of restrictive practices are prohibited and must not be used under any circumstances. Containment, seclusion, chemical restraint, mechanical restraint, and restricting access to objects are all forms of Restrictive Practice.

All THE COURAGEOUS DINOSAUR & ME staff working with adults with disabilities are responsible for being familiar with and must follow the requirements of THE COURAGEOUS DINOSAUR & ME's Restrictive Practices Policy.

If your support requires the use of a restrictive practice, please discuss your support needs with the Support Coordinator/Partner.

RISK MANAGEMENT

THE COURAGEOUS DINOSAUR & ME conducts risk assessments yearly (or more frequently if required) in order to identify, minimise or eliminate any potential risks for staff and/or Clients.

Support workers also have a responsibility to report to the Support Coordinator/Partner if they feel that they or the Clients is at risk of being injured during any tasks.

Where support is provided in the Clients home Support Coordinator/Partner undertake yearly home risk assessment with the Clients/Advocate/Nominated stakeholder in order to identify, minimise or eliminate any potential risk for staff and/ clients in the home. Our goal is not to immediately eliminate any concerns, but rather to assess the likelihood of injury or harm occurring as a result of the identified risk. We actively work to seek solutions that minimise and manage risk to an appropriate level.

WORKPLACE HEALTH & SAFETY

THE COURAGEOUS DINOSAUR & ME is committed to achieving and maintaining the highest practicable standards of workplace health and safety for its staff, clients, family members and visitors. When staff go to a client's home, the client's home is a "workplace" for the staff person. THE COURAGEOUS DINOSAUR & ME will work with clients to ensure their home is a safe working environment for all staff. THE COURAGEOUS DINOSAUR & ME accepts its responsibility to be aware of and enforce the provisions of all relevant Acts Regulations.

If you have any questions or queries, please call 0448 815 279 or email thecourageousdino@bigpond.com

Kellie & Smartly