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Support Provision Environment Policy Statement

The purpose of this Policy and Procedure is to set out guidelines that enable Nesian Point (NP) staff and Management to demonstrate:

- How Nesian Point is committed to personal safety of participants
- How the right of participants to live in dignity and security without fear of threat or harm is managed
- How participants are provided supports that are free from exploitation and abuse.

Our organisation has a duty of care to all staff and participants.

Nesian Point will respect the participant's dignity of risk as long as it does not adversely impact upon the organisation's duty of care obligations.

We will ensure they fulfil their duty of care to participants and staff by ensuring that appropriate practice standards and care support requirements are met.

Nesian Point have developed and implemented processes and supporting documentation to ensure the organisation and facilities are safe environments for all participants.

Nesian Point will be responsible for:

- ensuring the physical environment is safe
- conducting thorough screening of staff working with participants
- assisting and supporting participants to assess and manage risks
- supporting participants to safely and effectively manage medication
- providing all staff with information and training on duty of care



- ensuring that clients are protected from abuse or neglect and that any incidents of harm are promptly addressed and investigated
- providing staff with an induction and relevant training
- regularly review staff levels to ensure appropriate levels of care

Policy Scope:

Nesian Point is committed to promoting and protecting individual rights and maximising the choice and control of participants in decisions about their lives.

All staff, whether paid employees or volunteers, are responsible for working within the policy and reporting when participant safeguarding is not adequate.

This policy outlines the role of safeguarding supports and mechanisms to ensure the safety of participants and the quality of services.

We are dedicated to providing an environment where participants to whom it provides services are protected from abuse, neglect or harm and where staff work according to our values.

Support Provision Environment Policy

A defined structure is implemented by the Director to meet Nesian Point's financial, legislative, regulatory and contractual responsibilities. This includes a process that monitors and responds to quality and safeguarding matters associated with delivering supports to current participants.

Where a participant has specific needs, which require monitoring and/or daily Support, Workers are appropriately trained and understand the participant's needs and preferences.



The Director and Senior Support Worker will make reasonable adjustments to the support delivery environment as needed and monitor this to ensure that it is fit for purpose and each participant's health, privacy, dignity, quality of life and independence are supported.

The **Risk Management Plan K9** is developed and implemented by the Director will include risks to our participant's financial, health and safety risks, and risks associated with provision of supports.

This plan will identify, analyse, prioritise and document the strategies to address these risks.

Where staff are engaged in providing supports in the participant's home, the Senior Support Worker and Director will undertake preparative work with the participant to ensure a safe support delivery environment is in place prior to commencing these activities.

If participants are supported by other services the Operations Manager will work in conjunction with their representatives to identify and minimise risks that ensure a safe environment.

All staff are trained and supervised to ensure that participants are not given any financial advice or information other than that which would reasonably be required under the participant's **Support Plan**.

The Director will provide each participant with information about the use of an advocate and access to an advocate is facilitated where allegations of violence, abuse, neglect, exploitation or discrimination have been made. (**Advocacy Flow Chart FC3**)

Allegations and incidents of violence, abuse, neglect, exploitation or discrimination, are acted upon. (**Incident Management Flow Chart FC9**)

Each participant affected is supported and assisted, records are made of any details and outcomes of reviews and investigations are detailed in the relevant Register. The Director will undertake the required actions and support staff to prevent similar incidents occurring again.



Physical Environment

It is the responsibility of Nesian Point to minimise physical risks to participants.

We will meet reasonable community standards and comply with all legal requirements affecting the physical and environmental safety of participants. This includes fire safety, motor vehicle safety, water safety and public health requirements.

The Director along with the Operations Manager will implement an annual service review process and update our compliance with community standards, NDIS standards and relevant legal requirements.

Nesian Point will comply with fire risk management guidelines which outline specific requirements relating to, furnishings, smoke detection systems, fire extinguishing equipment, means of exit, fire prevention, fire safety management, evacuation capability, fire and emergency evacuation plans, emergency procedures and maintenance of essential fire safety services.

- **Emergency & Disaster Management Plan K2**
- **Nesian Point Fire Safety Plan – Office K13**
- **Nesian Point Fire Safety Plan – SIL K14**
- **Emergency & Disaster Management Flow Chart FC25**

Staff will be trained in relation to these guidelines. It is the responsibility of the Director to ensure that these compliance requirements are met.

Nesian Point aims to promote and improve the health and wellbeing of all participants by:

- promoting physical activity and active communities
- promoting accessible and nutritious food
- promoting mental health and wellbeing
- reducing and minimising harm from alcohol and other drugs



- providing safe environments to prevent unintentional injury
- encouraging participants to carry out regular health checks (including undertaking annual medical checks for participants)
- monitoring known health conditions to reduce hospital admissions and illness.

Whilst promoting the health and wellbeing of all participants, staff at Nesian Point recognise that dignity of risk must be respected for each participant. At the same time, the health and wellbeing of staff must not be compromised.

Duty of care will take precedence over the right of participants to take calculated risks where that risk may pose a threat to the health and/or safety of the participant and/or others.

Support Staff will be expected to use their professional skills and experience to decide on what actions they should take in each situation of potential harm.

In instances whereby participants wish to smoke or utilise drugs and alcohol, Nesian Point respects their right to undertake such activities in private. Participants are to refrain from these activities whilst Support Staff are present on shift.

In the event that such activity takes place whilst Support Staff are present on shift they have the right to remove themselves from the environment and must contact the Director to advise on the situation and subsequently complete an Incident Report Form.

By removing themselves from the environment Support Staff are not considered to be abandoning their duty of care. The Director will report such activity to the clients funding body or Case Manager.

All staff are required to comply with the **Code of Conduct HR5** endorsed by Director which sets out standards of conduct when providing services to participants.



The **Code of Conduct HR5** is supported by Nesian Point's grievance procedure to address breaches.

The Director will ensure that all staff who work with participants or who have access to their personal records have ongoing support and training to develop, enhance and maintain a safe environment.

We will promote the involvement of participants and advocates in service development planning where relevant, and inform them of their rights and how to access grievance procedures where relevant

Nesian Point's documented processes on eliminating restrictive practices apply at the same time as this policy and anytime safeguards are developed.

This policy applies to all staff including permanent and casual staff, contract workers, temporary and agency workers. Anyone working with or for Nesian Point is expected to be familiar with this policy and use the approved procedures.

- Safeguarding improves safety and wellbeing, while imposing the least possible restriction on a participant and their choices.
- Safeguards are responsive to the participant's circumstance and are relevant to the risk within these circumstances. These factors may change over time.
- Every participant should be supported to develop their individual skills and capacity and be involved in determining their own safeguards.
- Participants who need and want support to make decisions will be supported to exercise choice.
- Safeguards can be informal or formal and work at a participants and/or organisational level.
- A participants' money or other property is only used with their consent and for the purposes they intended.
- Supports are provided based on the least intrusive options that meet the participant's needs and help them to achieve desired outcomes.



Nesian Point uses a values-based approach to our recruitment processes. This ensures that our staff is able to contribute to the participants cultural needs and their human rights, including the right to be free from harm, abuse and neglect.

All prospective staff are required to undergo pre-employment screening before being offered a position.

Staff are required to complete mandatory safeguarding training as identified by the Senior Support Worker and Director.

The Director is required to support the ongoing understanding of direct care staff on issues relating to safeguarding by providing information, professional development and supervision support on a case by case needs basis.

The Director will work with support staff to:

- develop individual safeguarding strategies with each participant
- undertake safeguard planning that considers the participants situation and their strengths
- includes within the process any potential risks, corresponding safeguards and strategies to build the participant's capacity and skills.
- balance the participants freedom to make decisions against meeting our duty of care responsibilities.
- support participants to make informed decisions and choices whilst being aware of any risks or consequences involved.

Where the participant is unable to assess and recognise risks in a particular circumstance the Director will provide direct support in the decision making process.

If this is the case, the nominated advocate should also be involved in the consideration and determination of a participant's safeguards.



Handover notes (Participant **Daily Sheets** etc.) between staff or with other service providers must include formal advice of safeguarding requirements as part of Nesian Point's duty of care.

As with all participant related information this is undertaken subject to any legal privacy considerations and the consent of the individual participant.

All staff are required to ensure detailed, accurate and up-to-date records and information are maintained for Nesian Point's to meet it's legal, contractual and mandatory reporting requirements.

Nesian Point's relies on this information, and information from participants, families, advocates and other key stakeholders to regularly monitor individual participant's service delivery and inform our annual organisational review.

The process of collecting participant information and undertaking reviews assists staff and the Director to identify early warning signs for service issues and identifies potential areas for our **Continuous Improvement Plan K7**.

Staff members must record any concerns in the individual Daily Sheets and advise the Director. **Refer to the Incident Management Policy and Procedure if an Incident Report is required.**

The Director will advise the management team immediately if there is a concern or allegation relating to abuse, neglect or exploitation.

The Director must record any concern or allegation and follow the relevant procedure to minimise harm and prevent further occurrence or escalation.

The Director is responsible for the implementation and monitoring of these processes.



Review and Evaluation

Any time there are concerns or allegations about abuse, neglect or harm, once the risk or incident has been responded to, the Director will undertake actions with relevant participants and staff that will minimise the risk of the issues or issues accruing again.

The Director will engage with relevant stakeholders including the affected participant, families, advocates and staff to identify any strategies, systems, process or practice improvements that could be applied.

This information will be included within the organisations **Continuous Improvement Plan K7**.

All Policy & Procedures along with supporting documentation will be reviewed every 12 months or sooner where risks and improvements are identified. (**Document and Form Register R1**)

Nesian Point will routinely monitor the National Disability Insurance Scheme Quality and Safeguarding Framework and State Government policy guidelines on safeguarding to keep track of changes that may impact on our service requirements.

Any breach of this policy or procedure by staff or management will render the person liable to disciplinary action, and/or criminal proceedings.

The Director will consider and decide if and when disciplinary procedures shall be commenced, if the matter relates to staff negligence.



Participant Money & Property

All staff will act with probity and efficiency in handling participant's finances and assets. Where a participant requires assistance with financial management, such tasks must be identified on a **Participant Profile C5** and the **Support Plan**.

It is to be noted that Nesian Point staff are not to provide service user's with financial advice or information beyond what would be identified in the **Participant Profile C5** and the **Support Plan**.

Upon accessing stored cash belonging to a participant to assist with budget management, shopping, payment or bills and other financial matters, all staff are obliged to:

- count the cash and check that it matches the recorded current balance in the running sheet every time cash storage is accessed.
- make complete and accurate entries into the running sheet
- report to the Director or Senior Support Worker immediately if a discrepancy is found,
- if there is a discrepancy, write the event into the participants **Daily Sheet C6**.

Staff must obtain a receipt for every transaction. When a receipt is not given details of the purchase must be written on paper and filed as a receipt.

Staff are responsible for the security of cash and items of a personal nature taken on outings with a participant.

Staff may be required to replace cash or items lost whilst on outings with participants if it is established that the loss was contributed to by act or omission of the staff member on duty.

Where a participant may wish to undertake an activity whereby a companion discount may not be used to obtain entry for staff should discuss this with the Director to seek management assistance on the matter.



Prior to the activity being undertaken, written acknowledgment between the participant and Nesian Point must be documented regarding who will be responsible for associated costs.

In the event that a participant may need to be reimbursed for costs incurred during the course of care delivery, this must be discussed with the Director prior and documented in writing.

Once agreed to by both parties, the participant must then submit receipts to the Director who will complete the reimbursement.

Management of Medication

Nesian Point has processes in place to ensure that safe handling, storage, administration and disposal of medication.

We understand that some participants will require prescribed medication to support their health and wellbeing.

Any medication will only be administered by staff who have received an appropriate level of medication administration training.

Staff will only administer to a participant when it has been prearranged and documented by the Director and in line with the:

- Participants Support Plan
- Participant Profile C5

A Webster Pack or tablet dispenser pack will be used to provide tablet medication.



Medication Principles

- We will comply with the Practice Standards of the NDIS.
- Participants will access the most appropriate supports that meet their needs, goals and preferences.
- Participants accessing services have the right to expect that they are safe and Nesian Point is responsive to their needs.
- Medical support needs must be prescribed by a qualified doctor and all processes must be documented and authorised by a doctor.
- Participants supports are provided in a way that promotes, upholds and respects legal and human rights.
- Direct health supports for participants must be provided by trained, skilled and competent staff.
- Training for specific direct health supports must be provided by a suitably qualified person.
- Supports are provided in ways that respect a participant's dignity and right to privacy.

The appropriate use of drugs to reduce symptoms and behaviours associated with conditions such as anxiety, depression and other mood disorders or a psychosis, does not constitute a restrictive practice when:

- The medication is prescribed for a participant who has a psychiatric condition diagnosed by a qualified psychiatrist and is reviewed at a minimum annually, or
- The medication is prescribed by a general practitioner who is treating the participant as part of a Medicare approved mental health plan and the medication is reviewed at a minimum annually.



Medication Process

The Support Worker will identify the participant by name and by photo from participant file and confirm the names and types of medication to be provided.

The medication and amount will be given as per instructions on medication identifying how much and what time of the day medication to be given.

Support Workers will document on Daily Sheets when medication has been taken. Preference is for all medication to be Webster packed.

Staff who will be involved in administering medications will undertake mandatory training and will be evaluated as being competent before.

Once complete this information will be recorded in the staff Training Register and the staff members personnel file.

Our medication processes are supported by a number of documents such as a **Support Plan**, **Behaviour Support Plan**, **Participant Profile C5** and **Participant Refusal of Medication Form C20**.

Secure storage of medication includes the use of a combination locked storage area to ensure only appropriate staff have access.

Medication incidents such as medication errors have clearly documented processes to ensure the health safety and wellbeing of participants via the completion of an **Incident Report Form C19**, entry included in the **Participant Daily Sheets C6** and Incident Reports / **Incident Register R7** that is lodged with the Director for review and action.

When a participant first enters Nesian Point services, information about any medical supports will be added to the participants **Support Plan** and **Participant Profile C5**.

This will document each participant's information including the type of support, process, frequency, dosage and any other relevant information.



The individual **Service Agreement, Support Plan and Behaviour Support Plan** will include instructions on regular and timely reviews by a qualified health practitioner and identify how risks, incidents and emergencies will be managed.

NP will collaborate with each participant in the development of their **Service Agreement and Support Plans** so that the participant understands the agreement and related documents and how they will be supported with any medical conditions. (**Participant Intake Flow Chart FC1**)

This process will be undertaken by the Director using the participant's preferred mode of communication.

Any instructions on how to provide the medication support must also be kept with the medication and on the participants' file (**Participant Profile C5**) and recorded within relevant **Participant Daily Sheets C6**.

The Director is responsible for ensuring the staff providing the support are trained and competent to provide the relevant medication.

A written record of training is required and will be stored on the staff file and the **Staff Training & Development Register R10 and Staff Training, Supervision and Review Plan Hr24**). A staff member must not under any circumstances provide medication-related supports that they are not trained to provide. Nesian Point maintains a register of trained staff and the medication supports they are trained to provide. **Staff Training & Development Register R10**

All workers responsible for administering medication supports must understand the effects and side effects of any medications and the steps to take in the event of an incident involving medication.

If a trained staff person is unavailable, Nesian Point will support the person to seek medical services such as a nurse or doctor.

Where we provide basic daily personal care, Nesian Point will comply with NDIS Practice standards.



If a participant accessing Nesian Point services develops/ or acquires a new health condition that requires ongoing health support, the participant will be required to undertake a health needs assessment by a qualified medical professional before we can provide health supports.

If a participant uses multiple service providers, the provider undertaking the support coordination role on behalf of the participant is responsible for ensuring all providers work collaboratively in supporting the participant.

For participants with complex needs, a written agreement may be needed to document how, where and when the participant will be supported and this must be signed by all service providers who support the participant.

Any mistake or error in providing direct health supports must be reported immediately using the **Incident Management Flow Chart FC8**.

Mealtime Management

Nesian Point has established processes that covers how mealtime management is undertaken. This is an important experience for everyone, not only for the act of consuming food and nourishing the body.

This process provides participants of all abilities to engage in social interactions enjoyed over a meal and the emotional support and connection that come with it.

Nesian Point understands that it is also important to provide a positive mealtime environment to deliver a quality and enjoyable mealtime support experience for participants.

These supports include asking our participants before the meal how they need or would like to be assisted during the mealtime.

Our staff are encouraged and supported to take time engage in mealtime conversations with participants, encouraging their participation



in the conversation and genuinely making a connection to make the experience an enjoyable one, as well as a practical one, for both.

As part of the individuals Support Plan and Participant Profile the Senior Support Worker will:

- Consult and collaborate with the participant to determine their needs and preferences in regard to the mealtime experience.
- Prepare dining environment to support a positive mealtime experience.
- Select utensils and equipment according to the participants needs
- Support people to eat and drink according to their needs and preferences and the individualised plan.
- Identify and report changes in participants' mealtime behaviour according to Nesian Point processes.
- Recognise mealtime issues outside scope of job role and refer to the Director or Operations Manager

Support Workers will:

- Report personal health conditions that impact on food preparation.
- Identify and report hygiene and food hazards that may negatively affect health and safety of the participant or others,
- Maintain the food preparation area in a hygienic condition and report cleaning, sanitising and maintenance requirements.
- Maintain hygienic storage and environmental conditions that avoid contamination of food.
- Handle food hygienically and in accordance with food safety procedures.
- Observe and communicate with participants to gather information about mealtime experience satisfaction.
- Record relevant information within the relevant Daily Sheets.



Management of Waste

Nesian Point(NP) understands the importance of waste management and its effect on the environment. **(Maintain a Safe Environment Flow Chart FC27)**

We are committed to minimising waste production by employing reduction, re-use, and recycling techniques where it safe and viable to do so.

Nesian Point ensures that all our waste management processes are safe and risk managed to protect our staff and participants.

The Director will work with the management team to put in place the process to ensure compliance with waste management best practice for small community service providers.

Nesian Point will ensure training and support for all staff so they are aware of their waste management responsibilities and how safety compliance can be achieved and maintained.

Our service will undertake waste separation when it is safe and financially viable to do so. Waste separation is the process of separating waste at the point of generation and keeping them separate during handling, accumulation, interim storage and transportation.

The principles underlying waste separation are to reduce the volume of hazardous waste, to maintain safety standards during handling, and transportation and to facilitate the recycling process.

We work towards effective waste separation ensuring proper disposal pathways for each category of waste, helps protect our staff, participants and reduces costs.

Staff training is provided so each staff member can become familiar with the different types of waste they may come into contact while undertaking their duties and their appropriate handling and disposal methods. Staff are supported to adopt the procedures required for waste separation.



The Operations Manager and Senior Support Worker will ensure when required that our staff use appropriate personal protective equipment and it is correctly worn.

Any waste that is not classified as clinical or related waste is general waste, and includes paper, plastic, glass, liquids and organics.

General waste is to be handled with appropriate care. Staff should ensure that any materials for recycling are placed in the appropriate bins.

Soiled linen and clothes are placed into bags - either cloth or plastic, depending on the contents and managed in line with our policies.

Nesian Point supports recycling to reduce waste. Where possible and safe to do so we look at alternative ways of performing a function to try to both reduce waste and reduce costs.

The principles underlying waste separation are:

- to reduce the volume of hazardous waste
- to maintain safety standards during handling, transportation and treatment
- to facilitate the recycling process.

Effective waste separation ensures proper disposal pathways for each category of waste, helps protect staff and participants and reduces costs.



Staff are required to:

- become familiar with the type of waste and their appropriate handling and disposal methods, and
- adopt the procedures outlined for waste separation

Any queries should be discussed with the Operations Manager.

Waste is separated into the following types:

Clinical waste - Waste that has the potential to cause sharps injury, infection or public offence. It can include sharps and blood-stained waste. Clinical waste should be handled using the appropriate personal protective equipment.

Pharmaceutical waste - Includes expired or discarded pharmaceuticals, filters, or other materials contaminated by pharmaceutical products.

Chemical waste - Generated from the use of chemicals in medical applications, domestic services, cleaning products, and maintenance.

General waste - Any waste that is not classified as clinical or related waste. It includes paper, plastic, glass, liquids and organics. General waste should be handled with appropriate care.

Materials for recycling should be placed in the appropriate bins.

Linen handling - Linen is handled so that there is the minimum of dispersion of microorganisms. Soiled linen is placed into bags - either cloth or plastic, depending on the contents.

Recycling – Nesian Point like many other community based organisations try to reduce their waste. This includes looking at alternative ways of performing a function to try to both reduce waste and therefore save money.

All staff can make a difference to the amount of waste produced by Nesian Point.. Staff may be able to see innovative methods to structure things differently or change work practices. These ideas need to be discussed with the Operations Manager to check their viability.



Output & Other Documents

1. Service Agreement
2. Support Plan
3. Behaviour Support Plan
4. Code of Conduct HR5
5. Participant Profile C5
6. Participant Daily Sheets C6
7. Participants Personal Inventory Form C8
8. Participant Orientation Checklist C10
9. Participant Consent Form C11
10. Participant Rights & Responsibilities C15
11. Participant Refusal of Medication Form C20
12. Participant Incident Form C19
13. Incident Register R7
14. Participant Risk Management Flow Chart FC7
15. Incident Management Flow Chart FC9
16. Meal Time Management Flow Chart FC18
17. Maintaining a Safe Environment Flow Chart FC27
18. Managing Participant Money & Property Flow Chart FC28

Relevant Legislation and Practice Standards

- NDIS Module – Provision of Supports
- NDIS Module 4 – Support Provision Environment
- NDIS Code of Conduct Rules 2008
- NDIS Quality & Safeguarding Framework



Key Contact

For further information and support about implementing this Policy & Procedure please contact the Operations Manager.

Approvals, Updates and Reviews

Date of approval: 17/4/2022

Last updated: 16/4/2022

Date of next review: March 2023

Signature of Director:

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke at the end.