

4.1 Safe Environment

4.1.1 Safe Environment Policy and Procedure

4.1.1.1 Purpose

Safety for our participants is pivotal to providing high-quality supports and services. This policy is designed to ensure that all participants have access to services and supports that are:

- free from violence, abuse, neglect, exploitation or discrimination
- located in safe environments appropriate to their needs
- risk-averse; risks to participants are identified and managed effectively
- implemented by staff who are competent concerning their role, hold relevant qualifications, expertise and experience in providing person-centred, needs-based support
- transparent, where incidents are acknowledged, responded to and managed effectively, and any key learnings are recorded.

4.1.1.2 Scope

All staff members must ensure that they focus on the safety of every participant. Staff must also be responsible for their safety within the workplace.

4.1.1.3 Policy

Nepean Centre ensures that participants can identify our front-line workers.

Nepean Centre reviews the participant's environment to ensure that it is safe for both the participant and our staff. A collaborative approach to risk assessment is undertaken to ensure that appropriate strategies are planned and implemented to treat known risks to the participant. This collaboration is participant dependent and may include health care and allied health providers) to identify and manage risks to participants and correctly interpret participant needs and preferences.

The mode of communication identified by the participant is recorded in the support plan. Staff will use this method to assist the participant in expressing their emerging health concerns. Medical emergency protocols and responses must be recorded in the support plan.

4.1.1.4 Procedure

4.1.1.4.1 Risk Assessment

Staff designated to undertake risk assessments must complete a Participant Safe Environment Risk Assessment for non-home environment services. A Safe Environment Checklist – Home is utilised for services provided in the home environment. Collaboration with other services may be undertaken to gain full insight into the potential and real risks.

4.1.1.4.2 Medical emergencies

The information gained from the participant and their family or supports will be used to create a Medical Emergency Plan within the support plan. Staff will be trained on what constitutes an urgent and non-urgent medical situation, and staff must undertake an immediate response in emergencies.

The Medical Emergency Plan will include the following:

- immediate response
- what constitutes a point of escalation
- to whom to escalate
- identified staff member to contact

4.1.1.4.3 Staff identification

Participants in all environments must be able to identify a staff member easily. Staff identification could be in the form of a uniform or identification tags or badges. The staff must introduce themselves at the beginning of each service delivery.

4.1.1.4.4 Establishing a safe environment

If the participant accesses other providers, our team will work with these providers to:

- identify any environmental risks (see Participant Safe Environment Risk Assessment)
- ascertain how to treat the risks

- review the environment to ensure safety
- undertake removal/avoidance of any hazards
- devise a risk management plan to prevent and manage injuries and record it in Risk Management Plan Register.

The Participant Safe Environment Risk Assessment must be completed for each site where the participant attends and include infection control.

4.1.1.4.4.1 Infection prevention and control

All staff must follow our Infection Management Policy and Procedure in all service provision settings. Routine environmental cleaning must be conducted where service occurs (not just in the home environment), and cleaning must occur on frequently-touched surfaces.

Management will resource staff to allow them to clean environments when not located in a participant's home. Every staff member is trained in infection prevention and control and PPE use. All staff will undertake a refresher course at least annually. Training will include:

- hand hygiene practices
- respiratory hygiene
- coughing etiquette (using elbow when coughing)

4.1.1.5 Related documents

- Employment Check Register
- Food Hygiene Check
- Position Descriptions
- Medical Emergency Plan (which is Section 10 of Support Plan)
- New Employee Details
- Participant Intake Form
- Participant Safe Environment Risk Assessment
- Personal Emergency Preparation Plan
- Privacy and Confidentiality Agreement
- Risk Management Policy and Procedure
- Safe Environment Checklist
- Safe Food Storage Check
- Staff Orientation Checklist
- Staff Personal Protective Equipment (PPE) Provision
- Training Attendance Register – In-house
- Training Register
- Staff Training Record
- Staff Training Plan
- Supporting Planning and Service Agreement Collaboration Policy and Procedure
- Support Plan
- Support Plan - Easy Read
- Training Needs Analysis
- Work Health Safety and Environmental Management Policy and Procedure

4.1.1.6 References

- NDIS Practice Standards and Quality Indicators 2021
- Work Health and Safety Act 2011 (Commonwealth)
- NDIS Scheme Act 2013 (Commonwealth)
- Privacy Act 1988 (Commonwealth)