



# Participant Handbook

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## Table of Contents

### Contents

Section 1: Our Organisation	5
Welcome to Forbes Allied Services!	5
About Us	5
Your Contact Person	6
Our Vision	6
Our Mission	6
Our Values	6
Organisation Structure	7
Our Services	7
Access and Entry Requirements	9
Words We Use and What They Mean	9
Section 2: Working with you	10
Data Security/Archiving Participant Files	10
Participant Service Suspension and Leave	10
Participant Access to Personal Records	10
Participant Assessments and Choices	11
Communication with participants	13
Participant Assistance with Medication	13
Smoking	14
Interpreter Services	14
Management of Budgets, Statements and Fees	14
Money and Property Assistance	15
Gifts	16
Re-negotiating an Agreement	16
Participant Authority to Hold Key/s	16
Participant Transport	17
Transition and Re-entry	17
Withdrawal or transfer from our Service	18
Will	18
Accessing Services	19
	2

Service Agreement	19
Charter of Rights	19
Your Rights .....	19
Your Responsibilities .....	20
Our Responsibilities .....	21
Conflict of Interest	21
NDIS Code of Conduct	22
Harm and Risk of Harm	22
Family Assistance	24
Continuity of Support	24
What will happen if your worker is absent? .....	25
Emergency and Disaster Planning	26
Vaccinations	26
Infection Management	26
Your Advocacy Rights	26
Consent	28
What is a Guardian?	29
Privacy Statement	29
Critical Incident	30
Complaints and Feedback	31
Your Voice	33
Networking	33
Legislation and Standards	33
Risk-Taking	34
Risk Assessment	34
Continuous Improvement	35
Work Health and Safety	35
Section 3: NDIS Practice Standard and Quality Indicators (Abbreviated version)	37
1. Participant Rights and Responsibilities	37
2. Provider Governance and Operational Management	38
3. Provision of Supports	39
4. Provision of Supports Environment	39

Section 4:	Additional Standards	41
	National Principles of Child Safe Organisations	41

## Section 1: Our Organisation



### Welcome to Forbes Allied Services!

This handbook explains the psychosocial disability services we provide and how they may assist you in achieving your goals. Importantly, this handbook explains how we partner with you and work as a team to meet your support needs.

### About Us

Forbes Allied Services is a NDIS registered psychosocial disability service that was established in 2020. Forbes Allied Services or 'FAS', provides support services for those diagnosed with a psychosocial disability and have a NDIS plan. In particular, we provide Community Support Workers, Support Coordination and Specialist Support Coordination. Our aim is to work alongside people with an NDIS plan to connect them with their community and appropriate services to assist them to reach their goals. This journey focuses on building independence, connectivity and hope for all our consumers.

Forbes Allied Services acknowledges the traditional owners of land and country throughout Australia, and their continuing connection to the land, sea, and community. We pay our respects to them and their culture for past, present, and future generations. Forbes Allied Services remain committed to ensuring a safe and welcoming environment for all, inclusive of our culturally and linguistically diverse and LGBTIQ+ people and communities. Forbes Allied Services celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities. We are an environmentally conscious service provider, if you wish for this handbook to be emailed to you in a PDF format instead of paper please ask a FAS staff member.

Contact details	
<b>Barwon Address</b>	308 Bellarine Street, South Geelong, VIC 3220
<b>Melbourne Address</b>	1/26 Earsdon Street, Yarraville, VIC, 3013
<b>Phone</b>	1300 380 357
<b>After hours contact</b>	NA
<b>Email</b>	admin@forbesservices.org

Fobes Allied Services is not a crisis service. If you need immediate assistance please call 000.



## Your Contact Person

Contact person	
Contact person	
Phone contact	
Email	
Emergency Contact	



## Our Vision

To build connectivity, independence and hope for all people experiencing psychosocial disabilities.



## Our Mission

To ensure all individuals experiencing psychosocial disabilities are supported to improve their quality of life and achieve their goals by working collaboratively with the person and those that support them.



## Our Values

### Respect

We respect all people and ensure we conduct ourselves and our work respectfully.

### Trust

We believe, act, and conduct ourselves in a manner that builds trust and is trustworthy

**Creativity and ingenuity**

To continue to work in an ever-changing industry with an endless range of people, rules, and problems, we aim to be creative in how we approach our daily work and any changes, challenges and resolutions.

**Open mindedness**

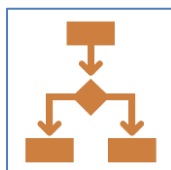
To continue to be challenged and roll with the resistance of change, we aim to approach each day and the work we do with an open mind.

**Unity and connectivity**

We feel that to be effective and fulfilled in our roles, we must be connected to our peers, teams, community and greater organisation. We strive to be united in our value driven approach to the work that we do, whilst staying connected to each other, those who we help, and the community.

**Continuous Improvement and Curiosity**

We hope to approach all situations with a curious mind so that we continue to learn and not become close minded or an 'expert', with the aim of continually improving ourselves, our work and the organisation.



## Organisation Structure

Position	Name
Director	Kurt Forbes
Administration Director	Courtney Forbes
Operations Manager	Jodie Sciberras
Service Manager	Kristy Linehan
Team Leaders	Adriana Bilic, Thomas Djulic, Logan Wagener & Jarred Walker



## Our Services

Forbes Allied Services (FAS) offers support and services to people with disabilities. We are funded under NDIS to provide support and services under several registration groups, the most common services we provide are, but are not limited to:

### CORE – Assistance with Daily Activities

01: Assistance with Personal and Domestic activities. FAS can provide Community Support Workers to work *with* our consumer to complete domestic household tasks from a capacity building perspective.

Please note: we are not a cleaning or gardening service provider

### CORE- Assistance with Social and Community Participation and Recreational Activities

04: Assistance to access and participate in the community Level 1, Level 2, and Level 3.

04: Transport and Travel

FAS can provide Community Support Workers to work with our consumer to access the community including but not limited to accessing groups and recreational activities, attending appointments, accessing shopping centres, hospitality venues, education and training organisation, engaging in health and fitness related routines, supported employment requirements, food relief and accessing health related services.

### CAPACITY BUILDING – Coordination of Supports

07: Coordination of Supports: Level 2, Level 3 (Specialist) and Psychosocial Recovery Coaching  
FAS can provide a Support Coordinator to work with an individual to get the most out of their NDIS plan funding. This involves understanding the person, their goals, the plan that the NDIS provided to them, completing referrals to services and providers and being the point of contact not only for the individual, but their family and personal supports, the support providers both NDIS and mainstream, the NDIS and their representatives and any other person of governing body that has a vested interest in the individual achieving their goals.

### CAPACITY BUILDING – Increased Social and Community Participation

09: Life transition planning including mentoring, peer support and individual skills development

09: Individual skills development and training

FAS can provide support to build a consumer's capacity to access the community. This support is designed to increase a person's ability to engage with the community around them, and then lessen the support over time as ability grows! This may mean supporting someone to increase their confidence, practice and upskill certain social skills or explore new areas of the community so they can use these skills in other areas of life.

If you require or would like to engage in services outside of those listed above, please ask the Team Leader or Service Manager, alternatively, your Support Coordinator can liaise on your behalf.





## Access and Entry Requirements

To be eligible for the NDIS, you must:

- have a permanent and significant disability or a developmental delay
- be an Australian citizen, hold a Permanent Visa or a Protected Special Category Visa
- be under 65 years of age
- require support from a person or equipment to do everyday activities.

To be eligible for our NDIS services, you must:

- meet the NDIS eligibility criteria
- have an NDIS plan that identifies the services provided
- have an NDIS support plan that requires services that are included in our registration groups
- have funds available in your plan to pay for our services.



## Words We Use and What They Mean

Keyword	Meaning
<b>Director Operations Manager Service Manager Team Leader</b>	The Manager responsible for the role related to the service delivery of the support the consumer has agreed to receiving.
<b>Consumer, Participant or Client</b>	You, your family, carer or advocate.
<b>Service Delivery</b>	A workplace or environment including in your home, during transport, community spaces, public spaces or other facilities.
<b>Service</b>	The services and activities we deliver are related to a service agreement and support plan.
<b>We, us, our and FAS</b>	Means the legal entity with the highest authority of Forbes Allied Services
<b>NDIA</b>	National Disability Insurance Agency

NDIS	National Disability Insurance Scheme
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## Section 2: Working with you



### Data Security/Archiving Participant Files

Forbes Allied Services data is password protected and stored on a secure online cloud server. We regularly back up data to ensure record protection in case of a system crash or hard drive failure. Participant files are kept for seven years, as required by legislation. Aboriginal or Torres Strait Island participant files are stored indefinitely.



### Participant Service Suspension and Leave

When using our services, you may terminate them for any reason, and at any time, you just need to provide us with 10 business days' notice. This clause is included in your Service Agreement.

You may request that your services be suspended, per the terms in the Forbes Allied Services Service Agreement. To avoid fees applying we require 7 days' notice of services needing to be suspended.

You may leave Australia on holiday or for another reason. Note: there is a *grace period* of six (6) weeks before the National Disability Insurance Scheme (NDIS) reviews your need to continue our services.



### Participant Access to Personal Records

Forbes Allied Services keeps personal records of our participants. At any time, you, your plan nominee or your advocate/guardian, can request access to your personal information. Included below is the process we will follow to provide you with your personal information/records:

1. You, your plan nominee, or your appointed advocate/guardian, request access to your records, verbally or in writing.
2. The Operations Manager or delegated representative will confirm your request within forty-eight (48) hours business hours.
3. The Operations Manager or delegated representative will update you about releasing your information within seven (7) working days.
4. A reply to your request for information will be provided within two weeks of your original application.
5. Personal information is only released with the approval of the Operations Manager.
6. When consent is received, we will provide your personal information to the agreed person.
7. The Operations Manager can assist you in understanding the information and will explain the terminology used.
8. Some information or sections may be redacted (blocked out) as it may relate to another person or service who has not consented to share this information with you.
9. On infrequent occasions, access to records may be denied. Denial is based on advice received from our legal representative. Should this situation arise, the denial will be discussed with you, your family and your advocate.



## Participant Assessments and Choices

You are at the centre of our services. We will partner with you to learn about your strengths and preferences to design the right supports for you.

We were hoping you could tell us what services you need and how and when you want them delivered. This holistic and collaborative approach ensures that Forbes Allied Services can meet your expectations. We will design a service that assists you in maintaining and improving your lifestyle while increasing your independence and involvement in the community.

Your support (or service) plan is developed with you as its focus. We will create the plan in collaboration with you, your family or advocate, our team, and any other required support professionals. Risk Assessments and Support Plans will be undertaken before you receive service from Forbes Allied Services. One of our Team Leader's or your Support Coordinator will conduct all Risk assessments and Support Plans face to face with you, your family and/or advocate. Unless you don't want to be involved, in which case this will be case-noted and the Risk Assessment and Support plan will be written in your absence.

Your support plan will be person-centred and take an individualised approach. The plan will focus on you as an individual and be designed to promote your independence. We will record your unique skills and strengths, together with your goals and aspirations. The plan will be flexible and open to change, depending on your progress and other factors. Forbes Allied Services will regularly review your support plan to ensure that we meet your needs and personal requirements. We welcome your feedback regarding the services we provide you.

You can ask your worker about your support plan. Whilst you are given a copy of this plan, you can seek more information and clarification from your worker. If it is out of their capability to inform you, we will contact you to discuss your plan.

Below is the process that is taken to commence the development of the support plan:

1. Forbes Allied Services will perform assessments face-to-face with you, your family and/or advocate. Any specific access or entry requirements we have will be discussed with you.
2. Assessment interview time/s are arranged by telephone. Your advocate will be invited to be present (if applicable).
3. During your first meeting, the Team Leader or Support Coordinator will explain our assessment process to you. They will provide information on collecting and using personal data, privacy, information-sharing, and confidentiality considerations. They will also remind you that an advocate can be arranged if you want one.
4. If you have specific communication needs, our Team Leader, Intake coordinator or Support Coordinator will make the necessary arrangements to ensure these needs are considered. For example, interpreters and translated information can be provided. If you have a vision impairment or hearing loss, we will make the necessary arrangements for the essential support service during assessments.
5. The Team Leader or Support Coordinator will inform you of your right to opt out of sharing your personal information to meet government requirements.
6. The Team Leaders and sometimes upper management will review completed assessments. Identified areas of your independence and needs will form the basis of your care discussions.
7. Developing your support plan is a consultative process between all relevant parties. Here we will look at various areas related to your services, such as:
  - a. Risks to you and in your environment
  - b. Emergency and disaster management
  - c. Mealtime management (if relevant)
  - d. Your health needs, including comprehensive assessments, oral health and medication requirements
  - e. How we can assist you in gaining vaccines or similar services

8. We will explain your support plan and give you time to review the plan. Let us know what needs changing or adjusting or if it works for you.
9. Once your plan has been determined and complete, we will ask you to sign off on it. You will be provided with a copy of your support plan.
10. Forbes Allied Services will regularly assess your support plan to check that your needs are being met.
11. Our Support Workers or Support Coordinators will collect information when they work with you. This information is entered into your record, so we have evidence-based information to check that our service delivery meets your current needs, interests and aspirations.
12. Forbes Allied Services will conduct regular assessments in the future with you to review your support plan and make sure the support you are receiving still meets your needs. This review will happen at least every year but may happen earlier if needed.
13. We can re-negotiate your Service Agreement to take into consideration any changes in your needs or circumstances, which may include a:
  - change to your support worker, plan nominee, appointed advocate/guardian or representative
  - request to increase or decrease the number or types of services we provide.
14. You can opt-out of providing the information requested by government bodies such as the NDIS; please inform our Team Leader's if you want to opt out.



## Communication with participants

If you prefer a communication method, please let our team know to arrange this for you. Your support plan will record how you wish to communicate with us and allows our staff to communicate how you wish.



## Participant Assistance with Medication

The Team Leader will discuss your medication requirements with you and document your medication needs within your support plan. If our Team leader has concerns regarding your ability to manage your medication safely, they will contact the organisation that manages your medication for further advice.

If you need assistance with your medication, all oral medications will need to be provided in a Webster Pack (or another multi-dose-controlled medication pack). FAS staff can provide prompts in accordance with the prescribed directions at the designated times of day but cannot administer, handle or alter medication for a consumer.



## Smoking

If you smoke or vape we ask that you, please not do so while our Staff are performing their duties in your presence. We are committed to providing a safe workplace for our team.



## Interpreter Services

If you are from a non-English speaking background, we can engage an interpreter if you would like one. We will only engage an interpreter if we have your permission.

The interpreter will attend meetings with you and record all meeting information in your record. We can arrange for a telephone interpreter service in an emergency or a crisis.



## Management of Budgets, Statements and Fees

You receive an NDIS funding package to pay for your disability support and support management. Your package lets you decide the type of disability support you need, who provides it and where it is provided. Thank you for choosing Forbes Allied Services as part of your support team. Our team will never offer you financial advice or information. FAS will aim to help you understand your plan funding and what it can and cannot be used for within the NDIS rules and provide guidance and options.

Forbes Allied Services will provide you with a service agreement that outlines the cost and or charges required to support you in the way you have identified with us. Fees may be changed during your service delivery, but you will be informed of this increase two weeks in advance. Fee increases and the hourly cost of supports may be prompted by legislative change or changes to

the NDIS Price Guide or Support Catalogue and may happen with little notification, FAS will aim to inform and explain the changes to you within two weeks.

**Please note:** There are annual changes in the NDIS Price Guide and Support Catalogue; these will automatically adjust your fees. The NDIS *may* also make changes to your plan funding without notice. And the NDIS *may* make changes to the amount of funding in your plan in line with the pricing increasing or not.

If you use the National Disability Insurance Agency (NDIA) to manage your funds, or have elected to use a Financial Plan Manager, FAS will liaise with them regarding payment of fees for services provided.

If you self-manage your NDIA Plan or have appointed someone you trust to do this for you, invoices will be sent to you or your appointed person directly.



## Money and Property Assistance

Your money, or other property, will only be used with you and for the purposes you request.

If you require financial assistance, that is, someone to help you with managing and budgeting your income, inform your Support Worker or Support Coordinator and a Team Leader will arrange to have a “Participant Money and Property Consent Form” completed to ensure both you and FAS are aware of what we can and cannot do.

If your Support Plan requires Forbes Allied Services staff to be involved in handling your money (for example; you are physically incapable of handling money), strict procedures will be followed to protect you from financial abuse. Your Service Agreement and Support Plan will outline the assistance you need relating to your money and property. This agreement must be approved by you and the Support Coordination Provider of your NDIS plan.

You, your family or your advocate should sign the Service Agreement and Support Plan. If you don't want to sign the Service Agreement and Support Plan, we will record the reasons for future reference.

Our staff are not permitted to provide you with financial advice or information other than what is required under your Support Plan.



## Gifts

Forbes Allied Services recognises that you may, on occasion, like to give a gift to a Forbes Allied Services Staff member. Staff have been instructed to not accept gifts for over the value of ten dollars (\$10). If you wish to show your appreciation to your FAS staff member, instead of spending your money, why not tell them how their work has had a positive impact on you and how you are working to achieve your goals. For something extra special you can even put this in writing, in a card, or just on a piece of paper or even send a copy to their manager to go on their official staff file and record.

Please never offer or provide money to a Forbes Allied Services Staff member.

Please never ask for money or a gift from a Forbes Allied Service Staff member.



## Re-negotiating an Agreement

When your needs or circumstances change, or where you request an increase or decrease in the number or type of services, re-negotiating your Forbes Allied Services service agreement may be required. Our Service Manager will advise you if this is the case and arrange for a revised service agreement to be prepared.



## Participant Authority to Hold Key/s

If our staff need to hold your house key, or have access to a house code, to provide your services, the Authority to Hold Key Form will need to be completed by yourself and our Service Manager on your admission to our service, or when the need arises. Forbes Allied Services has the right to



refuse to hold a key or a house code. Should we refuse the reasons will be explained to you and alternative options will be discussed.

When you no longer want us to hold your house key or know your house code, you must complete a Withdrawal of Authority to Hold Key Form. The Service Manager will help you to do this.

If you wish for staff to have occasional access to a key to your house for whatever reason, FAS can support you to select and purchase a coded lockbox which can be kept outside of the house in a safe place. Staff will then only access this lockbox and key inside when you instruct them to do so and you tell them the code. You will need to purchase the lockbox with your own money and keep the instructions of how to change the code. Staff will need your express permission to access this each time which will be documented in a Case Note which is considered a legal document.



## **Participant Transport**

We will discuss your transport requirements during your initial meeting with Forbes Allied Services. Together, we can explain the transport options available to you as per your NDIS plan. The NDIS would have determined the most appropriate transport services to meet your needs. If this is found to be inaccurate or insufficient, FAS can guide or support you to pursue a request to have this reviewed.

If you do not have NDIS funds allocated to transport, it is unlikely that Forbes Allied Services staff will be able to transport you.



## **Transition and Re-entry**

Your needs and interests may change while working with our service, which may mean you need to transition (move) to another provider. Forbes Allied Services will assist and support you during this process. With your approval, we will work with the other service providers to ensure your smooth transition meets your needs.

If you leave our service and want to return, we would be pleased for you to come back. You will need to:

- meet the program requirements to access funding, including prioritisation
- be placed on a waiting list (if no positions are currently available) and be contacted once a position is available
- undergo a risk assessment that reviews the risks relating to staying and leaving our service
- undertake a screening assessment
- agree to the conditions of the program
- pay any relevant fees.

During temporary absences, such as a hospital visit or respite, our team will regularly contact you, your family or your advocate when planning your entry to or exit from our service. We can also assist you in contacting the hospital to book any appointments.



## **Withdrawal or transfer from our Service**

Should you wish to stop your engagement with Forbes Allied Services, please contact our Service Manager or relevant Team Leader immediately for this to be arranged. Your Support Worker or Support Coordinator can assist you with this.

Forbes Allied Services has the right to stop providing services if you do not meet your responsibilities, violate the service agreement or if there is an unacceptable risk to staff. You will never be excluded from service provision because of a 'dignity of risk' choice. In all cases, we will speak with you and inform you of the reasons for any service withdrawal.

Where you agree, and where appropriate, we will support you in finding another service provider.



## **Will**

The Staff of Forbes Allied Services are not permitted to advise you on making or changing your Will. All staff members are not allowed to witness any legal documents, including a Will.

Forbes Allied Services do not store Wills on your records. If you require a representative to assist, we recommend you contact the Public Trustee, who can arrange to manage your Will on your behalf.



## Accessing Services

The best way to receive information about all the services available is to speak to your Forbes Allied Services contact person. You are entitled to receive information regarding our services, and we want to provide you with the most appropriate ones.



## Service Agreement

Once Forbes Allied Services has been selected as your service provider, we will develop a service agreement with you or your family, your plan nominee, or your advocate/guardian (if required). This service agreement will list the schedule of supports, the responsibilities of Forbes Allied Services, your responsibilities (as a participant), your emergency and disaster plan and our cancellation policy.

## Charter of Rights



## Your Rights

As an individual, you have many rights, and we support and assist you in identifying and exercising these rights to achieve your goals. Forbes Allied Services adopts a policy of non-discrimination regarding eligibility and entry to our services and when providing support services to you.

You have the right to:

- access supports that promote, uphold, and respect your legal and human rights
- exercise informed choice and control to maximise independence

- freedom of expression, self-determination and personal decision-making
- access supports that respect your culture, diversity, values and beliefs
- a support service that respects your right to privacy and dignity
- be helped to make informed choices that will maximise independence
- receive support that is free from violence, abuse, neglect, exploitation or discrimination
- receive supports which are overseen by strong operational management
- receive services that are safeguarded by informed and compliant risk and incident management systems
- receive services from workers who are competent, appropriately qualified and have expertise or training in providing person-centred supports
- advise consent to the sharing of information between providers during the transition
- opt-out of giving information as required by NDIS.



## Your Responsibilities

As individuals using our support services, we ask you a few essential things. The information below explains your responsibilities when using our services. We ask that you:

- respect the rights of Forbes Allied Staff members to ensure their workplace is safe and healthy and free from harassment
- abide by the terms of your service agreement with us
- understand that your needs may change, meaning your services may need to change
- accept responsibility for your actions and choices, even though some decisions may involve risk
- tell us if you have problems with the care or service you are receiving from us
- provide us with enough information to develop, deliver and review your support plan
- care for your health and well-being as much as you are able
- provide us with information that will help us to meet your needs
- provide us with a minimum of seven (7) days' notice if you need to cancel your service otherwise fees and charges may still apply
- remember that our staff members are only authorised to perform the agreed number of hours and tasks outlined in your service agreement, which is decided by your NDIS plan
- participate in the safety assessments of your home
- ensure your pets are controlled during service provision
- provide a smoke-free working environment
- pay the agreed amount for the services provided
- tell us in writing (where able) and provide appropriate notice when you want to stop receiving our services

- inform a Service Manager or Team Leader (when asked) if you wish to opt out of providing your information to government bodies such as NDIS.



## Our Responsibilities

Forbes Allied Services will:

- provide the supports that meet your needs at your preferred times
- regularly review the provision of your support with you
- communicate openly, honestly and promptly
- treat you with courtesy and respect
- discuss with you all decisions regarding your supports and how they are being provided
- listen to your complaints and feedback, and address any problems that may arise
- provide you with twenty-four (24) hours' notice if we need to change a scheduled support provision appointment, or inform you as soon as possible
- keep your personal information confidential
- support your culture, community and any other needs
- implement policies and procedures to ensure your safety and the safety of others during service provision.



## Conflict of Interest

Forbes Allied Services is committed to ensuring that actions and decisions taken at all levels in our organisation are informed, objective and fair. A conflict of interest may affect how a staff member acts or their choices. Identified conflicts of interest require action to be undertaken by our organisation to ensure that personal or individual interests do not impact your or our services, activities or decisions.

Forbes Allied Services requires all staff to declare their involvement in external work-related activities to allow for discussion and management of the potential conflicts of interest with the Service Manager. Declaration and management of a conflict of interest are handled by the Service Manager. If a staff member undertakes other (new) work outside our organisation, they must inform the Service Manager immediately.

Please let us know if you feel there may be a conflict of interest with a Forbes Staff Member that is impacting the service you receive.

If **you** declare or identify a conflict of interest, the Service Manager or Operations Manager will assess the conflict to determine if a conflict of interest exists - or there is a perception that a conflict exists. You will be informed of the outcome of the review by either the Service Manager or Operations Manager and advised how our organisation will manage the conflict if there is a conflict.

All potential and actual conflicts will be recorded in the Conflict of Interest Register to oversee the identified and declared conflicts.



## NDIS Code of Conduct

Forbes Allied Services employees follow the NDIS Code of Conduct by:

- acting with respect for individual rights to freedom of expression, self-determination, and decision-making following relevant laws and conventions
- respecting your privacy
- providing supports and services safely and competently with care and skill, and acting with integrity, honesty, and transparency
- promptly taking steps to raise and act on concerns regarding matters that might have an impact on the quality and safety of supports provided to you
- taking all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse toward you
- taking all reasonable steps to prevent sexual misconduct towards you.



## Harm and Risk of Harm

Forbes Allied Services recognises your right to feel safe and to live in an environment where you are protected from assault, neglect, exploitation or any other form of abuse. We follow the National Principles for Child Safe Organisations. Therefore we will support all children and young people to live in a safe and supportive environment and report any suspicions, real or potential risks of harm.

We encourage and support any person who has witnessed the abuse towards one of our participants or suspects that abuse has occurred to make a report and be confident of doing so without fear of retribution. Our reporting process includes any kind of abuse, including financial,

emotional, social, psychological, sexual, physical abuse or neglect. Any report can be a reportable incident, and we will contact and work with all authorities; Police, NDIS, NDIS Quality and Safeguards Commission, and state legislators.

You can make a report to whomever you feel comfortable and safe with; this may include one of our employees, our Leadership Team a family member, your advocate, your appointed Guardian or a trusted friend.

If you would like to speak with someone outside of Forbes Allied Services, you can contact the NDIS Quality and Safeguards Commission:

Phone: 1800 035 544 (free call from landlines) or TTY 133 677

National Relay Service and ask for 1800 035 544

Interpreters can be arranged.

You can also complete an NDIS Complaint Contact Form online. Go to the NDIS Quality and Safeguards Commission website found here: <https://www.ndiscommission.gov.au/about/making-complaint>

Forbes Allied Services acknowledges that prevention is the best protection from abuse and neglect and recognises our duty of care to implement prevention strategies that include appropriate protocols to identify potential risks. Our prevention strategies include only employing skilled individuals, who respect participants' rights and are aware of current legislation and policies regarding abuse and neglect. Our Team Leaders can assist you, your family, your advocate or your appointed Guardian to access our complaints process and raise any concerns regarding our service provision.

Where abuse, harm or neglect has occurred, Forbes Allied Services will respond quickly, considerately and effectively to protect you from further harm. We will guide and support you to access to any required counselling, medical and/or legal assistance.

When you make allegations of abuse, neglect, violence, exploitation or discrimination, you have the right to have an advocate present. Forbes Allied Services can help you arrange this.



## Family Assistance

Forbes Allied Services encourages and supports families to maintain contact with you. Your family is welcome to contact us for information and support with your permission and written consent. Your family or advocate can be involved in planning the services you will receive through your person-centred support planning meeting.

We can help your family by:

- communicating in a way they understand
- providing information regarding available services, including those offered by other agencies
- helping to build trust and respect between Forbes Allied Staff members, you and your family
- providing them with the opportunity to take part in service delivery planning
- creating opportunities to develop links with you
- assisting them to access counselling and support services
- providing them with access to effective complaint procedures
- helping them to access advocacy services where required.

We will only engage with your family with your written consent and permission. This also may be withdrawn at any time. You will just need to inform your Forbes Allied Services representative (eg your Support Worker or Support Coordinator) and they will pass along your wishes to Leadership so that this change can be documented.



## Continuity of Support

The Intake and Roster Coordinator will arrange your support schedule, so you know who will work with you to deliver your services and support. We will provide you with a staff member who has the skills and knowledge you require. Wherever possible we will meet your support requests, e.g. you would like a worker who speaks the same language, is from the same culture, has similar interests or meets other specific or requested criteria.

Staff are allocated to you regularly so that you can feel comfortable with them and receive predictable and continuous support. The supports we provide are linked to your support plan and will demonstrate consistency with your needs and requests.



**What will happen if your worker is absent?**

- Forbes Allied Services will contact Staff members with relevant qualifications as a suitable replacement.
- Where possible, we will provide a Staff member who has worked with you and is aware of your requirements.
- Where possible, we will advise you of details of the replacement Staff member.
- Where possible, we will advise the replacement staff member of your needs, preferences and goals
- We may gather your feedback on the replacement Staff member on completion of the service.
- The replacement Staff member will be sensitive to your needs and ensure that care is consistent with your expressed preferences.
- We will seek your approval for the placement staff member and will never place someone to support you who you do not wish.



## Emergency and Disaster Planning

We will create an emergency and disaster plan with you and other relevant support networks. This emergency plan will be trialled before we activate it, and staff will consult with you about changes and improvements. This plan will be adjusted depending on any current emergency or disaster. You as the participant have the choice as to whether you would like to complete an emergency and disaster plan with Forbes Allied Services. An opt out feature is noted within the Service Agreement if this applies to you. This plan is attached to your Service Agreement.



## Vaccinations

Our team will support you in gaining any vaccinations that you request. We will work out a plan with you. We will look at how you will get to the vaccination location and the support you need during and after the vaccination.



## Infection Management

Your wellbeing is essential, and we will take all measures required to reduce contamination in your environment, including wearing masks or gowns, cleaning surfaces we have touched or intend to touch, handwashing, and using antibacterial gels. All staff are trained in infection management. Please ensure that you keep yourself and your environment as clean as possible.



## Your Advocacy Rights

An advocate is a person who will listen to you, help you make decisions about what should happen in your life and then speak, on your behalf, to arrange for those decisions to be implemented. An advocate will ensure your rights are respected and speak out for you if needs are unmet.

You can ask anyone that you know well and trust to be your advocate, such as a:

- member of your family or a friend
- a person from a legal advocacy service.

Forbes Allied Services can help you find an advocate by providing a list of available advocacy services. Once you have selected an advocate, the Service Manager will provide you with a form that must be completed called the Authority to Act as an Advocate Form.

With your permission and consent, Forbes Allied Services will:

- provide your advocate with all the information they need to ensure that we (and any other service providers) are acting in your best interest
- work closely with your advocate and involve them in the planning of services that will be provided to you
- ensure our staff members understand the role of your advocate.

Forbes Allied Services will ensure that your advocate is invited to attend:

- consultation meetings
- person-centred planning meetings and reviews
- any other relevant meetings or conferences.

You can use your advocate:

- any time you wish to communicate with us
- during your initial assessment consultation
- during your interviews and reviews
- during service delivery
- when you want to make a complaint
- when you want to give feedback.

We encourage you to bring your advocate to your initial assessment meeting to hear your voice during the planning process, guiding and developing your person-centred support plan. Your advocate is welcome to attend any meeting and speak on your behalf.

Forbes Allied Services will allow your advocate to discuss problems or concerns they may have. Failure to adequately address your advocate's concerns will lead to our team informing them of our complaint process and providing the governing agencies' contact details which are responsible for ensuring we perform our job correctly.

You can change your advocate at any time. If you change your advocate, please inform us as soon as possible to update your information and ensure that we talk to the correct person.



## Consent

When you give consent, you give your permission or say that it is okay for something to happen. You must always fully understand why a person requires your consent. If you have any doubt about this, you should ask our Service Manager, our Team Leaders or your advocate for help.

You can withdraw your consent at any time. For example, the withdrawal of consent means if you are participating in a particular program and decide that you do not like the program, you can tell us that you no longer want to participate.

Forbes Allied Services will need your consent to:

- read the information that service providers have about you and for us to provide any information about you to other service providers, your family or your advocate
- collect and send data relating to you for funding bodies
- ask people to attend your person-centred planning meetings
- carry out any training programs or behaviour change programs we want to put in place for you
- assist you in seeing a doctor, a dentist or any other medical professional
- provide appropriate services and supports

Usually, consent will be documented in your support plan. However, we will ask you to sign a consent form to release your personal information. We will always ask for your permission and explain the reasons for accessing your information when providing it to Forbes Allied Staff or another service provider. If you are unsure during this process, you should ask your advocate, support person or trusted family member for help.



## What is a Guardian?

A Guardian is usually a person legally appointed by a court (usually the Victorian Civil and Administrative Tribunal – VCAT) to make decisions on your behalf. This person may be a friend, a family member, or a person from your State Government Advocate.

A Guardian may make decisions on all or only some aspects of your life. They will usually work with you to ensure your best interests are met. Should you have an appointed Guardian, Forbes Allied Services will work with both of you and involve the Guardian only in the decisions they have been charged to make.

A Guardian's role in someone's life will vary from person to person but it is up to them to ensure you are aware of the scope of their decision making.



## Privacy Statement

Forbes Allied Services complies with all relevant privacy legislation and has systems for the collection, use, disclosure, quality, security, accuracy and correction of personal information relating to you as our participant.

Your privacy and dignity will always be maintained. You will be asked to sign a Participant Information Consent Form to collect, use, and disclose your personal information to comply with the *Privacy Act 1988*. Information regarding your privacy is also included in your service agreement.

Your Privacy Officer is the Operations Manager and can be contacted via:

- mail: 308 Bellerine St Sth Geelong 3220
- phone: 1300 380 357
- email: [admin@forbesservices.org](mailto:admin@forbesservices.org)

Requests for access to our personal information should be made in writing to the Operations Manager. Where you believe a breach of this policy or the *Privacy Act* has occurred, a written complaint should be made to the Operations Manager.

Failure to receive a response within thirty (30) days, or you are dissatisfied with the response, you may complain to the Office of the Australian Information Commissioner (OAIC) via:

- mail: GPO Box 5218, Sydney NSW 2001
- fax: 02 9284 9666
- email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)
- online: <https://www.oaic.gov.au/>



## Critical Incident

While we hope that a critical incident does not occur, in the event it does, we are prepared to support and assist you by following procedures that appropriately deal with a critical incident.

A critical incident is classified as an event (or alleged event) that occurs because of, or during, the delivery of services and has caused, or is likely to cause, a significant negative impact on your health, safety or well-being.

If an incident does occur, we will engage the required authorities to support you during this time.

Critical incidents that relate to you may include, but are not necessarily limited to:

- an unexpected death, serious injury or alleged assault (including physical, sexual abuse, sexual assault or indecent assault) that occurs as a result or during the delivery of services
- allegations of serious, unlawful or criminal activity or conduct involving a Forbes Allied Services employee, subcontractor or volunteer that has caused, or has the potential to cause, serious harm to you
- an incident where you assault or cause serious harm to others (including our employees, volunteers or contractors), as a result, or during the delivery, of services
- a severe fire, natural disaster, accident or other incident that will, or is likely to prevent, service provision, or that results in closure or significant damage to premises or property, or that poses a substantial threat to your health and safety.

Forbes Allied Services has established procedures that identify, manage and resolve incidents which include:

- All Forbes Staff members will report all incidents to the relevant Team Leader
- completion of an incident report that identifies and records an incident

- the Service Manager or Operations Manager is responsible for reporting incidents that are 'reportable incidents' to the NDIS Commissioner and other required agencies
- compliance with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018
- Reviewing and discussing all incidents with the Leadership Team
- supporting and assisting you if you are affected by the incident
- review of the incident by the Service Manager if you or others were affected
- collaborating with you, your family and/or advocate to manage and resolve the incident
- reviewing the incident and making necessary amendments to systems and processes to reduce the risk of recurrence.



## Complaints and Feedback

Your feedback allows us to provide high-quality services; we actively seek your input. Feedback can be provided anonymously or through written or online surveys or conversations with you. We want your feedback on the following:

- quality of care received
- consistency of services provided
- support worker performance
- supports that work for you
- changes you want made to assist you
- what you like and dislike about our services.

You always have the right to expect the best possible standard of service from us, and we will treat any concern or complaint you provide as a serious issue. No matter the situation, a FAS Staff Member will not react badly to your complaint; you should feel safe knowing they will not retaliate or hurt you in any way.

You can make an anonymous complaint to our Complaint Manager using the Anonymous Complaints and Feedback form provided during the intake process. Remember not to identify yourself during this process if you wish us not to know who is making the complaint. If you have lost this form and would like to provide feedback you can write an anonymous letter to the addresses in the front of this book or listed below.

You can make a complaint regarding our services or a staff member provided to work with you. If you do not feel comfortable making a complaint, someone else can do this on your behalf, including:

- an advocate
- a family member
- a close friend
- your care worker
- a person you know and trust.

Please send your complaints addressed to the Complaint Manager via:



<b>Website:</b>	www.forbesserviceshub.com.au
<b>Email:</b>	admin@forbesservices.org
<b>Postal address:</b>	308 Bellarine Street, South Geelong, VIC 3220 OR 1/26 Earsdon Street, Yarraville, VIC 3013

Once a complaint has been received, Forbes Allied Services 's Complaint Manager will investigate the complaint and find a resolution. The Complaint Manager will write a letter to confirm that your complaint has been received. This letter will provide you with the expected date Forbes Allied Services of the complaint resolution.

The complaint will then be investigated, and a plan to resolve it will be created. You will be informed of this plan, and we will ask you to provide your opinion on our recommended solution. You can advise if you are happy with the proposed solution or unhappy with the outcome and feel the matter is not resolved.

If you are not happy with the solution proposed by Forbes Allied Services regarding your complaint, you can speak to other organisations, such as:

### **Commonwealth Ombudsman – Disability Services**

Telephone: 1300 362 072

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

### **NDIS Complaints**

Telephone: 1800 800 110

Email: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au) or

Website: <https://www.ndis.gov.au/contact/feedback-and-complaints>





## Your Voice

Your input into our services and practices is essential to ensure we meet your needs and that of your community. Please let us know if you want to influence our policies and practices. We want to hear from you so our management team can ensure that our business needs your needs.

Please let our Service Manager know if you wish to participate.



## Networking

We will engage with your networks and community to ensure you are offered the opportunity to be involved in activities and areas of interest.

We will access networks like religious groups, local ethnic groups, community groups, or others your request. We believe that it is essential that you are part of your community, so we work with you to ensure that this happens.



## Legislation and Standards

Forbes Allied Services complies with all current legislation and standards. Please contact us for a copy of the legislation that applies to our service, these can also be found online. The primary legislation and standards that cover your service include the following:

- National Disability Insurance Scheme Act 2013
- Disability Act and Regulation
- National Disability Insurance Scheme Practice Standards and Quality Indicators 2021.



## Risk-Taking

You have the right to participate in lawful activities that may involve risk. We will always allow you a dignity of risk, and our role is to look at the activity, not you. We will discuss this with you if you wish to undertake the activity. Any dangerous risk may require you to sign that you are willing to take the risk. We always assume that you can make your own choices.

We will work with you and advise the various options available regarding the activity to make an informed choice. In return, should you engage in a risky activity, your Forbes Allied Services Worker (Support Worker or Support Coordinator) may choose to not do this with you or be witness to the activity.

We will undertake an individual risk profile of you and a risk assessment of your environment. These assessments will include risk assessments when you leave your home environment.



## Risk Assessment

Your risk will be assessed when you first start working with us. After an initial assessment, we will review your risk annually. If we feel you need another review, we will work with you. Your review may happen due to changes in your:

- Health
  - Deterioration in Health both physical and mental
  - Improvement in Health both physical and mental
- Living arrangements
  - Additional person
  - Person leaving
  - Change of location
  - Addition of pets
- Physical environment
  - Changes to your neighbourhood or neighbours
  - Deterioration of living space
  - Improvements to living space
- Social Environment
  - Changes to personal support network or relationships
  - Changes to friendship group and their influence.

Your safety is at the centre of all we do, and we will consult you during the risk process.



## Continuous Improvement

We aim to provide you with a high-quality service that meets your expectations and needs. To do this, we ask you to let us know how we can maintain and improve the services we provide to you. You can do this by giving feedback or making a complaint. You can do this formally or informally, in writing or verbally or you can inform and ask your FAS worker to pass along your idea, complaint, feedback or suggestion.

Our collaborative and person-centred approach means that Forbes Allied Services will positively respond to your information to improve our services.



## Work Health and Safety

Under the *Work Health and Safety Act 2011*, Forbes Allied Services has a duty, under the law, to make sure our staff members can work with you in a healthy and safe environment. Some things you can do to assist in this matter include:

- notifying our Staff of any unsafe conditions in your home
- participating in safety and risk assessments of your home
- arranging repairs of any hazards identified during our safety assessment of your home
- ensuring your pets are controlled during service provision
- providing a smoke-free working environment
- providing a workplace for staff that is free of racial, sexual, physical or emotional abuse
- treating our staff with dignity and respect
- advising our staff if you are unwell or cannot do things the way you usually do them
- telling our staff if your doctor has diagnosed you with a short-term infectious illness
- providing cleaning equipment that is suitable and well maintained
- providing safe, non-toxic cleaning products
- ensuring your mobility equipment and other items required to live independently in your home is available and well-maintained.

During our first service, we will conduct a safety check and discuss any risks we identify with you. The safety of the service will be reviewed with you on an ongoing basis, following state and federal work occupational health and safety legislation.



## **Section 3: NDIS Practice Standard and Quality Indicators (Abbreviated version)**

The NDIS Practice Standards create an essential benchmark for us to assess our performance and to demonstrate how we provide high-quality and safe supports and services to you. Together with the NDIS Code of Conduct, the NDIS Practice Standards assist you in understanding what quality service provision you should expect from us.

These NDIS Practice Standards state your rights and responsibilities when delivering support and services to you.

### **1. Participant Rights and Responsibilities**

The standards addressed in this division include:

- 1.1 Person-Centred Supports
- 1.2 Individual Values and Beliefs
- 1.3 Privacy and Dignity
- 1.4 Independence and Informed Choice
- 1.5 Violence, Abuse, Neglect, Exploitation and Discrimination

People with a disability have the right to respect, dignity and full participation in society. It is important to us that you know and understand your rights. We are here to support you and provide guidance and assistance in your choices.

We respect your right to privacy and the confidentiality of your personal information and records. Also, we will uphold your right to make your own decisions.

It is your right to try new activities and experiences, and we will assist you while ensuring that you are treated fairly and independently.

You have the right to talk freely and express your thoughts, opinions and choices. We will listen to you and support the choices you make. We will include your family, advocate and support workers in discussions when you want them involved.

We understand that everyone communicates differently; we have various communication methods that you can use to communicate with us safely and privately.

We will support you in participating in the community of your choice and working with you, your family, and support workers to make this happen.

Forbes Allied Services will respect your cultural background and endeavour always to meet the cultural needs and requirements you may have.

## **2. Provider Governance and Operational Management**

The standards addressed in this division include:

- 2.1 Governance and Operational Management
- 2.2 Risk Management
- 2.3 Quality Management
- 2.4 Information Management
- 2.5 Feedback and Complaints Management
- 2.6 Incident Management
- 2.7 Human Resource Management
- 2.8 Continuity of Supports
- 2.9 Emergency and Disaster Management

It is essential that you feel free to tell us what you think about the services we provide to you. It is your right to share your opinions on anything related to the services we provide, whether they be good or bad. We welcome your input and want you to offer it without fear of reprisal, discrimination, or negative consequences.

You can ask for support from another person when making a complaint or providing feedback, such as a family member, support worker, advocate, or the Ombudsman.

Whatever the issue, we will do everything possible to solve your problem. We appreciate your opinion about our services and will introduce service improvements based on your feedback when required.

Forbes Allied Services recruit quality, caring individuals who receive ongoing training. We provide continuous improvement of services, correct working processes, and effective and transparent communication, which are key to our services' success. We also strive to remain up to date and compliant with current rules, guides and legislation to ensure best practice.

We will work closely with you to provide and maintain excellent service and support and strengthen our systems and processes to deliver positive results when resolving any problems. A systematic approach to emergencies and disasters assists us in supporting you in these circumstances.

Forbes Allied Services' management possesses the skills and experience to implement and monitor the effectiveness of our policies and procedures and make necessary changes when required.

### **3. Provision of Supports**

The standards addressed in this division include:

- 3.1 Access to Supports
- 3.2 Support Planning
- 3.3 Service Agreements with Participants
- 3.4 Responsive Support Provision
- 3.5 Transitions to or from the Provider

Forbes Allied Services will support your goals and decisions regarding your chosen services. We will offer you guidance and assist you in identifying your strengths and areas where you wish to improve to develop appropriate skills to help you achieve your goals.

We will never discriminate against you, irrespective of age, gender, disability, race, ethnicity, cultural background or sexuality.

Forbes Allied Services will assist anyone enquiring about our services. We will provide support and advice regarding the appropriateness of our services or give a referral to an alternative service that may be more suitable for you. You have the right to seek the service you need and access the support you require.

Forbes Allied Services will encourage and help you to participate actively and meaningfully within the community of your choice.

### **4. Provision of Supports Environment**

The standards addressed in this division include:

- 4.1 Safe Environment
- 4.2 Participant Money and Property
- 4.3 Management of Medication
- 4.4 Mealtime Management
- 4.5 Management of Waste

Forbes Allied Services endeavour to ensure you are always safe, physically and emotionally. Our staff members are trained in appropriate procedures designed to keep you safe, and they will report any risks, or potential risks, to the relevant Team Leader.

We will work with you and/or your advocate to ensure you understand our fees and payment methods of our fees. All information will be clear and accurate and can be reiterated or re-explained at any time you need.

Once we identify that you need mealtime assistance with your diet, or experience dysphagia or something similar, we can assist in linking you with a provider or service to support your mealtime and allow you choice and control over your preferences.

Forbes Allied Services staff members are trained to manage waste to protect you, or any other person, from harm resulting from exposure to waste, infectious or hazardous substances created during our service delivery. However this does not mean that FAS staff will be cleaning or managing your waste on a regular basis. Our policies and procedures comply with relevant legislation and include incident management processes and emergency plans. Where possible, we manage waste in a sustainable manner, such as recycling paper, glass and plastic waste, where appropriate.

Forbes Allied Services has established procedures that identify, manage and resolve incidents which include:

- completing an incident report that identifies and records an incident
- the staff member reporting all incidents to our Leadership team
- reporting reportable incidents to the NDIS Commissioner and other appropriate authorities
- complying with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018
- supporting and assisting you if you have been affected by an incident
- reviewing the incident with you and the appropriate staff member
- working with you to manage and resolve the incident effectively
- discuss any and all incidents with the Leadership Team
- making amendments to systems and procedures to reduce the risk of recurrence.



## Section 4: Additional Standards

### National Principles of Child Safe Organisations

#### Principle 1. Child Safety is embedded in organisational leadership, governance and culture

- Commitment to Safety (see Violence, Abuse, Neglect, Exploitation and Discrimination Policy and Procedure).
- Staff are trained in:
  - child safety
  - codes of conduct
  - behavioural standards when interacting with children
  - reporting obligations and record keeping.
- Risk Management Plans are undertaken for each child.
- Comply with NDIS Code of Conduct and Forbes Allied Services 's Code of Conduct.

#### Principle 2. Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously

- Children can express their views and are provided with opportunities to participate in decisions that affect their lives:
  - upon commencement with our organisation
  - on an ongoing basis – regularly asked for their thoughts and ideas
  - at the review of their plan.
- The importance of friendships is recognised, and support from peers is encouraged, helping children feel safe and be less isolated:
  - work with the child and the family to determine how best to assist with these linkages.
- Children can access abuse prevention programs and information:
  - provide links to relevant organisations, e.g. Kids Helpline
  - age-appropriate information that describes how adults should behave is provided.
- Staff are attuned to signs of harm and facilitate child-friendly ways for children to communicate and raise their concerns:
  - staff trained to work with each child
  - knowledge and skills are assessed to determine training to ensure skills and knowledge are evident.

#### Principle 3. Families and communities are informed and involved in promoting child safety and wellbeing.

- All levels of the organisation must encourage families to take an active role in keeping children safe.
- Families and community members are encouraged to provide feedback on how the organisation keeps children safe, and this information is acted upon where necessary:

- complaint and feedback forms
- meetings about children.

**Principle 4. Equity is upheld, and diverse needs are respected in policy and practice**

- The Leadership Team and our staff understand barriers that prevent children from disclosing abuse or adults.
- The Leadership Team and our staff identify and respect the diverse needs, abilities and backgrounds of children and understand the value of treating them fairly:
  - review each child's cultural needs at intake
  - provide relevant, culturally sensitive, age-appropriate activities
- All staff are given information about the factors that increase a child's vulnerability to harm:
  - staff are trained and provided with information.
- The Leadership Team ensures that our workforce reflects our participants' diversity, where possible.
- The Leadership Team and staff adapt activities and services to ensure all children feel included:
  - a Risk Management Plan completed for each child
  - strategy planning takes place with the child and their family.

**Principle 5. People working with children are suitable and supported to reflect child safety and well-being values in practice**

- Forbes Allied Services understands that recruitment does not rely solely on a WWCC, so we provide ongoing training opportunities for all staff:
  - induction
  - annual training.
- The Service Manager or delegate responsible for staff recruitment is aware of child-safe recruitment practices.
- Staff recruitment includes job advertisements identifying that our organisation values child safety.
- Our recruitment processes involve a range of interview questions to establish staff suitability. Background and reference checks are carried out and recorded. (see Human Resource Management Policy and Procedure and NDIS Worker Screening and Risk-assessed Roles Policy and Procedure).
- Supervision includes regular reviews to check whether staff follow Codes of Conduct and other Forbes Allied Services child-safe policies.
- The Service Manager is responsible for monitoring all aspects of supervision and undertaking, at a minimum, quarterly supervision.

**Principle 6. Processes to respond to complaints and concerns are child-focused**

- The Leadership Team creates a culture where complaints are taken seriously. All adults take responsibility for children's safety through our induction process and training staff in our culture.

- Team Leaders clearly explain that breaches of Codes of Conduct will result in disciplinary action at induction and ongoing as part of our training requirements.
- Staff are provided support and information on what and how to report, including external bodies.
- Accessible processes enable children, staff and others to make complaints. Procedures describe likely timeframes, review processes and potential outcomes of complaints.
- Complaints are handled confidentially (see Complaints and Feedback Policy and Procedure)
- Processes are reviewed at regular intervals, and after complaints are made
- Documents are confidential, where required.

**Principle 7. Staff and volunteers are equipped with knowledge, skills and awareness to keep children and young people safe through continual education and training**

- The Service Manager provides ongoing education and training opportunities for all staff, including:
  - knowledge, skills and confidence to prevent and identify abuse
  - how to respond to complaints and escalate appropriately
  - if higher risks are identified, additional training is provided, e.g. behaviour management.
- The Service Manager is our child safety officer responsible for training.
- Training is regularly reviewed in response to emerging best practices.

**Principle 8. Physical and online environments promote safety and well-being while minimising the opportunity for children and young people to be harmed**

- The Service Manager sets expectations about behavioural standards for staff interacting with children in physical and online environments.
- Risk assessments identify areas where staff can interact with children unsupervised, including one-off events and overnight accommodation.
- Physical environments are altered to increase natural sight lines while respecting a child's right to privacy.
- Higher-risk areas (e.g. cars, boarding facilities and offsite locations) are managed using specific safety measures (e.g. spot checks).
- Children are provided information about online safety and regularly encouraged to tell staff about negative experiences.
- Staff and parents are provided information about risks in the online environment (e.g. online grooming, cyberbullying and sexting).

**Principle 9. Implementation of national child safe principles is regularly reviewed and improved**

- The Operations Manager maintains a culture of continuous improvement to ensure that policies and procedures are implemented and routinely reviewed, even though staffing may change (see Continuous Improvement Policy).
- The Leadership Team know the value of continuous monitoring, open conversations and exploring new ways to keep children safe.
- Child-safe policies and practices are reviewed annually.

- Staff refer to the Standards when creating, reviewing or evaluating child-safe policies and procedures.
- Critical incidents are used to identify the root cause of the problem, identify risks to children's safety, and make improvements (see Incident Investigation Form)
- Children are supported to provide feedback, which is acted upon as required.

**Principle 10: Policies and procedures document how the organisation is safe for children and young people**

- The Operations Manager will ensure that policies and procedures are reviewed and compliant.
- Forbes Allied Services acknowledges that we will be accountable for our policies and procedures.
- Staff are trained and knowledgeable about organisation procedures, especially how they relate to child safety and complaint policy and procedure.