




Policy Title: CHIVAREE CENTRE

Policy Type: ADMINISTRATIVE
 (Statutory, Financial, Administrative, Human Resources)

Policy Number: A016

Approved by Council	Last Review	Current Review	Next Review
	19 May 2020	18 May 2021	18 May 2022
	Resolution #	Resolution #	Resolution #
	20.6632	21.6948	
Approved by CEO/Director:	Bernie McCarthy – CEO	 Signature	
Effective Date	19 May 2021		
Implementation Department		Officer Position	
Community Services		Director Community Services	
Revision #	Document Management File #		
1.0	01-03-A016		
REFER TO CHIVAREE CENTRE POLICIES AND PROCEDURES MANUAL			



Chivaree Centre

Policies
&
Procedures
Manual

March 2020

Policies & Procedures Manual

Preparation

The Policies & Procedures Manual was prepared by Begg Consulting Pty Ltd in collaboration with Aurukun Shire Council.

Version:	March 2020
Version Control:	This Policies & Procedures Manual replaces the previous version January 2018
Review Frequency:	The Policies & Procedures Manual will be reviewed at least annually or more frequently if required.
Review Date:	December 2020
Approved By:	The Policies & Procedures Manual was approved by the Aurukun Shire Council - Chivaree Centre

Where applicable legislation differs from that outlined in Aurukun Shire Council's Policies and Procedures, the current legislation takes precedence.

Aurukun Shire Council's Policies and Procedures Manual complements other legislation and where it is silent on matters referred to in the above legislation, such matters must be followed in accordance with the legislation.



Begg Consulting Pty Ltd
ABN 72 843 218 524
PO Box 246
Arana Hills QLD 4054
Phone: (07) 3851 1590
Email: info@beggconsult.com.au

Begg Consulting Pty Ltd retains copyright and all other intellectual property rights in everything it creates in connection with your matter (the "works"). You have permission to use the works we produce for the specific matter on which we are engaged, but if you wish to use the works on any other matter, then you must obtain our prior written permission. You cannot provide our works to any other person or entity without our prior specific written consent.

© (1 August, 2013) Begg Consulting Pty Ltd. All rights reserved.

Amendments to Policies and Procedures Manual since previous version

- All policies and procedures reflect new legislative changes, including the new Aged Care Quality Standards and Charter of Aged Care Rights.

Table of Contents

Aged Care Quality Standards.....	6
Aged Care Quality Standards Reference List.....	13
Human Services Quality Standards.....	16
Human Services Quality Standards Reference List	22
Accident / Incident Reporting Policy & Procedure.....	26
Advocacy & Power of Attorney Policy & Procedure	31
Assessment and Re-Assessment Policy & Procedure.....	34
Blue & Yellow Card Policy & Procedure.....	38
Care Planning Policy & Procedure	42
Case Conferencing Policy & Procedure	44
Client Abuse and Neglect Policy & Procedure	45
Client Agreement Policy & Procedure	48
Client Consent Policy & Procedure.....	50
Client Discharge Policy & Procedure.....	51
Client Emergency Management Policy & Procedure	54
Client Records Policy & Procedure.....	57
Client Rights & Responsibilities Policy & Procedure.....	59
Complaints and Feedback Policy & Procedure	65
Conflict of Interest Policy & Procedure	68
Continuous Improvement Policy & Procedure	70
Critical Incident Stress Debriefing Policy & Procedure.....	73
Duty of Care Policy & Procedure.....	75
Early Identification & Intervention Policy & Procedure.....	78
Emergency and Evacuation Policy & Procedure.....	79
Equipment Use Policy & Procedure.....	83
Fees and Charges Policy & Procedure.....	85
Grievance and Dispute Policy & Procedure	88
Intake and Registration, Allocation and Referral Policy & Procedure.....	90
Management Policy & Procedure	94
Meals/ Food Handling Policy & Procedure	96
Police Certificate Policy & Procedure	99

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

Privacy and Confidentiality Policy & Procedure	105
Promoting Independence & Consumer Direction Policy & Procedure.....	109
Receiving of Money & Gifts Policy & Procedure	112
Refusal of Service Policy & Procedure	114
Regulatory Compliance Policy & Procedure	117
Restrictive Practices Policy & Procedure.....	120
Risk Management Policy & Procedure	121
Safety and Security Policy & Procedure	123
Special Needs Group Policy & Procedure	127
Supervision of Clients Policy & Procedure.....	129
Training and Development Policy & Procedure	130
Waiting List Policy & Procedure.....	133
Work Health and Safety Policy & Procedure.....	135

Aged Care Quality Standards

These Australian Government standards help to ensure the highest possible standards of service from Aurukun Shire Council across Commonwealth subsidised aged care services. Organisations will be assessed and must be able to provide evidence of their compliance with and performance against the Quality Standards from 1 March 2020.

AC Standard 1 - Consumer dignity and choice

Consumer outcome

- 1) I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

Organisation statement

- 2) The organisation:
 - a. Has a culture of inclusion and respect for consumers; and
 - b. Supports consumers to exercise choice and independence; and
 - c. Respects consumers' privacy

Requirements

- 3) The organisation demonstrates the following:
 - a. Each consumer is treated with dignity and respect, with their identity, culture and diversity valued
 - b. Care and services are culturally safe
 - c. Each consumer is supported to exercise choice and independence, including to
 - i. Make decisions about their own care and the way care and services are delivered; and
 - ii. Make decisions about when family, friends, carers or others should be involved in their care; and
 - iii. Communicate their decisions; and
 - iv. Make connections with others and maintain relationships of choice, including intimate relationships
 - d. Each consumer is supported to take risks to enable them to live the best life they can
 - e. Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice
 - f. Each consumer's privacy is respected and personal information kept confidential.

AC Standard 2 - Ongoing assessment and planning with consumers

Consumer outcome

- 1) I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

Organisation statement

- 2) The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer's needs, goals and preferences.

Requirements

- 3) The organisation demonstrates the following:
 - a. Assessment and planning, including consideration of risks to the consumer's health and well-being, informs the delivery of safe and effective care and services
 - b. Assessment and planning identifies and addresses the consumer's current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes
 - c. Assessment and planning:
 - i. Is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer's care and services; and
 - ii. Includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer
 - d. The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided
 - e. Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.

AC Standard 3 - Personal care and clinical care

Consumer outcome

- 1) I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

Organisation statement

- 2) The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer's needs, goals and preferences to optimise health and well-being.

Requirements

- 3) The organisation demonstrates the following:
 - a. Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:
 - i. Is best practice; and
 - ii. Tailored to their needs; and
 - iii. Optimises their health and well-being
 - b. Effective management of high-impact or high-prevalence risks associated with the care of each consumer
 - c. The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved
 - d. Deterioration or change of a consumer's mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner
 - e. Information about the consumer's condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared
 - f. Timely and appropriate referrals to individuals, other organisations and providers of other care and services
 - g. Minimisation of infection-related risks through implementing:
 - i. Standard and transmission-based precautions to prevent and control infection; and
 - ii. Practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.

AC Standard 4 - Services and supports for daily living

Consumer outcome

- 1) I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

Organisation statement

- 2) The organisation provides safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life.

Requirements

- 3) The organisation demonstrates the following:
 - a. Each consumer gets safe and effective services and supports for daily living that meet the consumer's needs, goals and preferences and optimise their independence, health, well-being and quality of life
 - b. Services and supports for daily living promote each consumer's emotional, spiritual and psychological well-being
 - c. Services and supports for daily living assist each consumer to:
 - i. Participate in their community within and outside the organisation's service environment; and
 - ii. Have social and personal relationships; and
 - iii. Do the things of interest to them;
 - d. Information about the consumer's condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared
 - e. Timely and appropriate referrals to individuals, other organisations and providers of other care and services;
 - f. Where meals are provided, they are varied and of suitable quality and quantity
 - g. Where equipment is provided, it is safe, suitable, clean and well maintained

AC Standard 5 - Organisation's service environment

Consumer outcome

- 1) I feel I belong and I am safe and comfortable in the organisation's service environment.

Organisation statement

- 2) The organisation provides a safe and comfortable service environment that promotes the consumer's independence, function and enjoyment.

Requirements

- 3) The organisation demonstrates the following:
 - a. The service environment is welcoming and easy to understand, and optimises each consumer's sense of belonging, independence, interaction and function
 - b. The service environment:
 - i. Is safe, clean, well maintained and comfortable; and
 - ii. Enables consumers to move freely, both indoors and outdoors
 - c. Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer

AC Standard 6 - Feedback and complaints

Consumer outcome

- 1) I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

Organisation statement

- 2) The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

Requirements

- 3) The organisation demonstrates the following:
 - a. Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints
 - b. Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints
 - c. Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong
 - d. Feedback and complaints are reviewed and used to improve the quality of care and services.

AC Standard 7 - Human resources

Consumer outcome

- 1) I get quality care and services when I need them from people who are knowledgeable, capable and caring.

Organisation statement

- 2) The organisation has a workforce that is sufficient, and is skilled and qualified to provide safe, respectful and quality care and services.

Requirements

- 3) The organisation demonstrates the following:
 - a. The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services
 - b. Workforce interactions with consumers are kind, caring and respectful of each consumer's identity, culture and diversity
 - c. The workforce is competent and members of the workforce have the qualifications and knowledge to effectively perform their roles
 - d. The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards
 - e. Regular assessment, monitoring and review of the performance of each member of the workforce.

AC Standard 8 - Organisational governance

Consumer outcome

- 1) I am confident the organisation is well run. I can partner in improving the delivery of care and services.

Organisation statement

- 2) The organisations' governing body is accountable for the delivery of safe and quality care and services.

Requirements

- 3) The organisation demonstrates the following:
 - a. Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement
 - b. The organisation's governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery
 - c. Effective organisation wide governance systems relating to the following:
 - i. Information management
 - ii. Continuous improvement
 - iii. Financial governance
 - iv. Workforce governance, including the assignment of clear responsibilities and accountabilities
 - v. Regulatory compliance
 - vi. Feedback and complaints
 - d. Effective risk management systems and practices, including but not limited to the following:
 - i. Managing high-impact or high-prevalence risks associated with the care of consumers
 - ii. Identifying and responding to abuse and neglect of consumers
 - iii. Supporting consumers to live the best life they can
 - e. Where clinical care is provided-a clinical governance framework, including but not limited to the following:
 - i. Antimicrobial stewardship
 - ii. Minimising the use of restraint
 - iii. Open disclosure.

Aged Care Quality Standards Reference List

Expected Outcome	Policy & Procedure
Standard 1 - Consumer Dignity and Choice	<ul style="list-style-type: none"> • Advocacy & Power of Attorney • Care Planning • Client Agreement • Client Consent • Client Rights & Responsibilities • Continuous Improvement • Early Identification & Intervention • Privacy & Confidentiality • Receiving of Money & Gifts • Restrictive Practices • Special Needs Group
Standard 2 - Ongoing assessment and planning with consumers	<ul style="list-style-type: none"> • Accident / Incident Reporting • Assessment and Re-Assessment • Care Planning • Client Rights & Responsibilities • Continuous Improvement • Early Identification & Intervention • Refusal of Service • Safety & Security
Standard 3 - Personal Care and Clinical Care	<ul style="list-style-type: none"> • Assessment & Re-Assessment • Case Conferencing • Client Consent • Continuous Improvement • Early identification and Intervention • Equipment Use • Intake and Registration, allocation and referral • Privacy and Confidentiality • Promoting independence & Consumer Direction • Restrictive Practices • Special Needs Group
Standard 4 - Services and Support for Daily Living	<ul style="list-style-type: none"> • Case Conferencing • Client Agreement • Continuous Improvement • Equipment Use • Intake and Registration, allocation and referral • Meals / Food handling • Promoting independence & Consumer Direction • Vehicle Use

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

<p>Standard 5 - Organisation's Service Environment</p>	<ul style="list-style-type: none"> • Client Abuse and neglect • Client Emergency management • Continuous Improvement • Duty of Care • Emergency & Evacuation • Equipment Use • Regulatory Compliance • Risk Management
<p>Standard 6 - Feedback and Complaints</p>	<ul style="list-style-type: none"> • Advocacy and Power of Attorney • Client Rights and Responsibilities • Complaints and Feedback • Continuous Improvement • Grievance and Dispute • Refusal of Service
<p>Standard 7: Human Resources</p>	<ul style="list-style-type: none"> • Accident / Incident Reporting • Alcohol and Drug • Blue & yellow Card • Client Discharge • Client Emergency Management • Client Records • Code of Conduct • Continuous Improvement • Critical Incident Stress Debriefing • Delegations • Duty of Care • Emergency and Evacuation • Grievance and Dispute • Management • Meals / Food planning • Payment of Expenses and Wages • Police Certificate • Regulatory Compliance • Risk Management • Roles of AURUKUN SHIRE COUNCIL - CHIVAREE CENTRE Executive Members • Safety and Security • Staff Recruitment, Selection and Employment • Training and Development • Work Health and Safety

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

Standard 8 - Organisational Governance	<ul style="list-style-type: none">• Asset Management• Client Abuse and neglect• Client Discharge• Client Records• Code of Conduct• Complaints and Feedback• Conflict of Interest• Continuous Improvement• Delegations• Emergency and Evacuation• Grievance and Dispute• Management policy• Payment of Expenses and Wages• Privacy and Confidentiality• Receiving of Money and Gifts• Refusal of Service• Regulatory Compliance• Restrictive Practices• Risk Management• Roles of Aurukun Shire Council - Chivaree Centre Executive Members• Safety and Security• Training and Development• Waiting List
--	---

Human Services Quality Standards

The Queensland Government Department of Communities, Child Safety and Disability Services has introduced the Human Services Quality Framework.

The framework contains six Human Services Quality Standards.

HSQ Standard 1 - Governance and management

Expected Outcome

Sound governance and management systems that maximise outcomes for stakeholders.

Context

The organisation maintains accountability to stakeholders through the implementation and maintenance of sound governance and management systems. These systems should reflect the size and structure of the organisation and contribute to maximising outcomes for people using services.

Item	Matter Indicator
1.1	The organisation has accountable and transparent governance arrangements that ensure compliance with relevant legislation, regulations and contractual arrangements.
1.2	The organisation ensures that members of the governing body possess and maintain the knowledge, skills and experience required to fulfil their roles.
1.3	The organisation develops and implements a vision, purpose statement, values, objectives and strategies for service delivery that reflect contemporary practice.
1.4	The organisation's management systems are clearly defined, documented and monitored and (where appropriate) communicated including finance, assets and risk.
1.5	Mechanisms for continuous improvement are demonstrated in organisational management and service delivery processes.
1.6	The organisation encourages and promotes processes for participation by people using services and other relevant stakeholders in governance and management processes.
1.7	The organisation has effective information management systems that maintain appropriate controls of privacy and confidentiality for stakeholders.

HSQ Standard 2 - Service access

Expected Outcome

Sound eligibility, entry and exit processes facilitate access to services on the basis of relative need and available resources.

Context

The organisation makes their services available to their target group in fair, transparent and non-discriminatory ways and people seeking access to services are prioritised and responded to.

Item	Matter Indicator
2.1	Where the organisation has responsibility for eligibility, entry and exit processes these are consistently applied based on relative need, available resources and the purpose of the service.
2.2	The organisation has processes to communicate, interact effectively and respond to the individual's decision to access and/or exit services.
2.3	Where an organisation is unable to provide services to a person, due to ineligibility or lack of capacity, there are processes in place to refer the person to an appropriate alternative service.

HSQ Standard 3 - Responding to individual need

Expected Outcome

The assessed needs of the individual are being appropriately addressed and responded to within resource capability.

Context

The organisation provides appropriate services that are identified/ assessed, planned, monitored, reviewed and delivered in collaboration with the person using the service, their representative and/or relevant stakeholders. The organisation uses referral pathways and partnerships to promote integrated service provision.

Item	Matter Indicator
3.1	The organisation uses flexible and inclusive methods to identify the individual strengths, needs, goals and aspirations of people using services.
3.2	The organisation formulates service delivery that respects and values the individual (e.g. identity, gender, sexuality, culture, age and religious beliefs).
3.3	The organisation ensures that services to the individual/s are delivered, monitored, reviewed and reassessed in a timely manner.
3.4	The organisation has partnerships and collaborates to enable it to effectively work with community support networks, other organisations and government agencies as relevant and appropriate.
3.5	The organisation has a range of strategies to ensure communication and decision-making by the individual is respected and reflected in goals set by the person using services and in plans to achieve service delivery outcomes.

HSQ Standard 4 - Safety, well-being and rights

Expected Outcome

The safety, well-being and human and legal rights of people using services are protected and promoted.

Context

The organisation upholds the legal and human rights of people using services. This includes people's right to receive services that protect and promote their safety and wellbeing, participation and choice.

Item	Matter Indicator
4.1	The organisation provides services in a manner that upholds people's human and legal rights.
4.2	The organisation proactively prevents, identifies and responds to risks to the safety and well-being of people using services.
4.3	The organisation has processes for reporting and responding to potential or actual harm, abuse and/or neglect that may occur for people using services.
4.4	People using services are enabled to access appropriate supports and advocacy.
4.5	The organisation has processes that demonstrate the right of the individual to participate and make choices about the services received.

HSQ Standard 5 - Feedback, complaints and appeals

Expected Outcome

Effective feedback, complaints and appeals processes that lead to improvements in service delivery.

Context

The organisation listens to people and takes on feedback as a source of ideas for improving services and other activities. It includes the way the organisation responds to complaints from people using services and their right to have complaints fairly assessed and acted upon.

Item	Matter Indicator
5.1	The organisation has fair, accessible and accountable feedback, complaints and appeals processes.
5.2	The organisation effectively communicates feedback, complaints and appeals processes to people using services and other relevant stakeholders.
5.3	People using services and other relevant stakeholders are informed of and enabled to access any external avenues or appropriate supports for feedback, complaints or appeals and assisted to understand how they access them.
5.4	The organisation demonstrates that feedback, complaints and appeals processes lead to improvements within the service and that outcomes are communicated to relevant stakeholders.

HSQ Standard 6 - Human resources

Expected Outcome

Effective human resource management systems, including recruitment, induction and supervisory processes, result in quality service provision.

Context

The organisation has human resource management systems that ensure people working in services (including carers and volunteers) are recruited appropriately and are suitable for their roles within the organisation. Once appointed, people working in the organisation have access to support, supervision, opportunities for training and development and grievance processes.

Item	Matter Indicator
6.1	The organisation has human resource management systems that are consistent with regulatory requirements, industrial relations legislation, work health and safety legislation and relevant agreements or awards.
6.2	The organisation has transparent and accountable recruitment and selection processes that ensure people working in the organisation possess the knowledge, skills and experience required to fulfil their roles.
6.3	The organisation provides people working in the organisation with induction, training and development opportunities relevant to their roles.
6.4	The organisation provides ongoing support, supervision, feedback and fair disciplinary processes for people working in the organisation.
6.5	The organisation ensures that people working in the organisation have access to fair and effective systems for dealing with grievances and disputes.

Human Services Quality Standards Reference List

Expected Outcome	Policy & Procedure
1.1	<ul style="list-style-type: none"> • Asset Management • Client Agreement • Code of Conduct • Conflict of Interest • Delegations • Duty of Care • Equipment Use • Grievance and Dispute • Management • Meals • Payment of Expenses and Wages • Police Certificate • Receiving of Money and Gifts • Regulatory Compliance • Risk Management • Vehicle Use • Work Health and Safety
1.2	<ul style="list-style-type: none"> • Code of Conduct • Management
1.3	<ul style="list-style-type: none"> • Delegations • Early Identification and Intervention
1.4	<ul style="list-style-type: none"> • Accident/ Incident • Asset Management • Client Abuse and Neglect • Client Emergency Management • Code of Conduct • Conflict of Interest • Critical Incident Stress Debriefing • Delegations • Duty of Care • Emergency and Evacuation • Equipment Use • Management • Payment of Expenses and Wages • Police Certificate • Receiving of Money and Gifts • Risk Management • Safety and Security • Supervision of Clients • Vehicle Use • Work Health and Safety

Aurukun Shire Council Policies & Procedures Manual

Expected Outcome	Policy & Procedure
1.5	<ul style="list-style-type: none"> • Accident/ Incident • Asset Management • Client Emergency Management • Client Records • Continuous Improvement • Critical Incident Stress Debriefing • Duty of Care • Early Identification and Intervention • Risk Management
1.6	<ul style="list-style-type: none"> • Continuous Improvement • Management
1.7	<ul style="list-style-type: none"> • Client Agreement • Client Consent • Client Records • Client Rights and Responsibilities • Fees and Charges • Privacy and Confidentiality • Receiving of Money and Gifts
2.1	<ul style="list-style-type: none"> • Assessment / Reassessment • Client Agreement • Fees and Charges • Intake, Registration, Allocation and Referral • Refusal of Service • Waiting List
2.2	<ul style="list-style-type: none"> • Assessment / Reassessment • Client Agreement • Intake, Registration, Allocation and Referral • Refusal of Service • Waiting List
2.3	<ul style="list-style-type: none"> • Client Discharge • Intake, Registration, Allocation and Referral
3.1	<ul style="list-style-type: none"> • Assessment / Reassessment • Care Planning • Case Conferencing • Intake, Registration, Allocation and Referral • Promoting Independence & Consumer Direction
3.2	<ul style="list-style-type: none"> • Assessment / Reassessment • Care Planning • Case Conferencing • Client Rights & Responsibilities • Promoting Independence & Consumer Direction • Refusal of Service • Special Needs Group

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

Expected Outcome	Policy & Procedure
3.3	<ul style="list-style-type: none"> • Assessment / Reassessment • Case Conferencing • Client Agreement • Client Records • Early Identification and Intervention
3.4	<ul style="list-style-type: none"> • Case Conferencing • Early Identification and Intervention
3.5	<ul style="list-style-type: none"> • Care Planning • Case Conferencing • Client Rights and Responsibilities • Intake, Registration, Allocation and Referral • Promoting Independence & Consumer Direction • Refusal of Service • Special Needs Group
4.1	<ul style="list-style-type: none"> • Client Agreement • Client Consent • Client Rights and Responsibilities • Duty of Care • Privacy and Confidentiality • Receiving of Money and Gifts • Regulatory Compliance • Restrictive Practices • Special Needs Group • Supervision of Clients
4.2	<ul style="list-style-type: none"> • Accident/ Incident • Client Abuse and Neglect • Client Emergency Management • Duty of Care • Emergency and Evacuation • Receiving of Money and Gifts • Risk Management • Supervision of Clients
4.3	<ul style="list-style-type: none"> • Accident/ Incident • Client Abuse and Neglect • Client Emergency Management • Duty of Care • Emergency and Evacuation • Receiving of Money and Gifts • Restrictive Practices • Risk Management • Supervision of Clients • Work Health and Safety
4.4	<ul style="list-style-type: none"> • Advocacy • Client Abuse and Neglect • Client Rights and Responsibilities • Complaints and Feedback

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

4.5	<ul style="list-style-type: none"> • Assessment / Reassessment • Care Planning • Client Rights and Responsibilities • Intake, Registration, Allocation and Referral • Receiving of Money and Gifts • Special Needs Group
5.1	<ul style="list-style-type: none"> • Complaints and Feedback • Duty of Care
5.2	<ul style="list-style-type: none"> • Client Agreement • Complaints and Feedback • Duty of Care
5.4	<ul style="list-style-type: none"> • Complaints and Feedback • Duty of Care
6.1	<ul style="list-style-type: none"> • Accident/ Incident • Alcohol and Drug • Critical Incident Stress Debriefing • Delegations • Duty of Care • Grievance and Dispute • Management • Payment of Expenses and Wages • Police Certificate • Regulatory Compliance • Safety and Security • Staff Recruitment, Selection and Employment • Training and Development • Work Health and Safety
6.2	<ul style="list-style-type: none"> • Staff Recruitment, Selection and Employment
6.3	<ul style="list-style-type: none"> • Accident/ Incident • Alcohol and Drug • Duty of Care • Grievance and Dispute • Risk Management • Staff Recruitment, Selection and Employment • Training and Development
6.4	<ul style="list-style-type: none"> • Grievance and Dispute • Staff Recruitment, Selection and Employment
6.5	<ul style="list-style-type: none"> • Grievance and Dispute

Accident/ Incident Reporting Policy & Procedure

Policy Context: This policy relates to	
Aged care Quality Standards	Standard 2: Ongoing assessment and planning with consumers Standard 7: Human resources;
Human Services Quality Standards	Standard 1: Governance and Management; Standard 4: Safety, well-being and rights & Standard 6: Human Resources; Expected Outcomes: 1.4, 1.5, 4.2, 4.3, 6.1 & 6.3.
Related policies	Client Abuse and Neglect Policy & Procedure Equipment Use Policy & Procedure Safety & Security Policy & Procedure Training Policy & Procedure Vehicle Use Policy & Procedure Work Health and Safety Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council considers its responsibility for Work Health and Safety to be the equal of other key service goals. It is our policy to report all accidents and incidents resulting in injury or illness, or hazards, which have the potential to cause injury or illness to an employee, client or a member of the public, regardless of the severity.

Reason

To ensure all services and work practices are undertaken in a safe and healthy environment through the reporting and investigation of accidents and incidents

Definitions

- "Accident": An event that causes injury or illness to a person. Even 'minor' injuries such as cuts or sprains are considered accidents.
- "Incident": Incidents are 'near miss' events which did not result in injury or damage, but which had the potential to do so.
- "Hazard": Anything or any condition that causes or has the potential to cause injury, harm or ill health.

Process

To achieve this Policy & Procedure, specific responsibilities as detailed following will be implemented.

The Aurukun Shire Council - Chivaree Centre will:

- Ensure all employees are made aware of their responsibility under this Policy & Procedure
- Investigate all accidents and incidents, including 'near miss' incidents with the assistance of the Work Health and Safety Representative.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- Monitor injury statistics and take preventative measures to prevent recurrences of incidents
- Ensure that the policy and procedures are fully explained to all new employees at induction
- Ensure supervisors and managers are supplied with the necessary information and training to allow them to utilise the procedures and forms involved in reporting incidents, accidents, near misses or hazards
- Ensure that the Policy & Procedure and associated procedures are reviewed regularly.

Employees and volunteers will:

Take reasonable care to protect their own health and safety and the health and safety of others who may be affected by their actions or omissions whilst at work. In particular they must:

- Ensure that they comply with this Policy & Procedure
- Obey any reasonable instruction given in relation to this Policy & Procedure at work and use equipment provided to protect their health and safety
- **Report any incident, accident, injury or 'near miss' incident within 24 hours or as soon as practicable**, by using the **Accident / Incident / Hazard Report**.
- Notify the Manager and Work Health and Safety Representative of any suspected or apparent hazards and take appropriate action to eliminate or control such hazards
- Support management in the education and dissemination of information to other employees on matters concerning occupational health, safety and welfare.

Content

- On orientation to Aurukun Shire Council all new staff and volunteers will be provided with relevant information and appropriate training on matters relating to Accident & Incident Reporting and Work Health and Safety, including:
 - Reporting of accidents, incidents and hazards
 - Current legislation and statutory requirements
 - Current codes of practice
 - Current industry standards
 - Safe practice
 - Fire and evacuation procedures
 - Safety and security when dealing with aggressive and challenging behaviours
 - Participation in analysis of trends in accidents, incidents and hazards and
 - Attendance and participation in training and information sessions related to Work Health and Safety.
- All employees and volunteers, on identification of a hazard, or in the event of an incident or accident or near miss, will immediately inform the Manager and Work Health & Safety Representative and, where appropriate, take steps to minimise any immediate danger and alert other staff members about the nature of the problem.
- On identification of a hazard, or in the event of an accident or incident, the Manager/ employee will fill out the **Accident / Incident / Hazard Report** to notify the employer of any hazardous condition, or work practice or notify of an accident or incident.
- This will also be recorded on the **Accident / Incident / Hazard Register** by the Manager.

Duty to Notify Work Health & Safety Queensland of accidents and issues

Aurukun Shire Council is required by law to report certain workplace incidents, if they occur while carrying out the tasks of the business, and result in serious illness, injury or death or involve a dangerous incident (*Work Health and Safety Act 2011*).

Serious injury or illness of a person means an injury or illness requiring the person to have:

- Immediate treatment as an in-patient in a hospital
- Immediate treatment for:
 - The amputation of any part of the body
 - A serious head injury
 - A serious eye injury
 - A serious burn
 - The separation of skin from underlying tissue
 - A spinal injury
 - Loss of bodily function
 - Serious lacerations
- Medical treatment within 48 hours of exposure to a substance

And includes any other injury or illness prescribed under a regulation, but does not include an illness or injury of a prescribed kind.

A dangerous incident means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety, emanating from an immediate or imminent exposure to:

- An uncontrolled leak, escape or spillage of a substance
- An uncontrolled implosion, explosion or fire
- An uncontrolled escape of gas or steam
- An uncontrolled escape of a pressurised substance
- Electric shock
- The fall or release from a height
- The collapse of partial collapse of a structure.

Aurukun Shire Council must ensure that the regulator is notified immediately after becoming aware that a notifiable incident arising out of the conduct of the business or undertaking has occurred.

Notification to Work Health & Safety Queensland (WHSQ) must be made by the fastest possible means. The options for notifying are:

- Phone 1300 369 915 or 1300 362 128
- Complete and submit the Incident Notification Form available on WHSQ website at <https://www.business.qld.gov.au/running-business/whs/incident-reporting>
- Fax the above completed form to 07 3874 7730
- Email the above completed form to whsq.aaa@justice.qld.gov.au

Aurukun Shire Council must keep a record of each notifiable incident for at least 5 years from the day that notice of the incident is given to the regulator.

Duty to Notify Funding Body of Incidents or Misconduct

Major Incident

Aurukun Shire Council is required by law to notify the Department of any major incident **within one business day** of the organisation becoming aware of it.

A major incident is an incident that occurs as a result of, or during, the delivery of care services. A major incident includes:

- Incidents which affect, or are likely to affect, the delivery of the services
- Incidents that may relate to the services or clients that require an emergency response, including fire, natural disaster, bomb threat, hostage situations, death* or serious injury** of any person, or any criminal activity
- Incidents that may relate to clients who are subject to interventions by the department, staff and/or carers
- Matters where significant media attention has occurred, or is likely to occur.

** The death of a client, staff member, subcontractor or volunteer does not in itself constitute a major incident. However, if the death involves circumstances that are out of the ordinary then it may constitute a major incident, for example:*

- *The death occurred in unusual circumstances*
- *A client dies and the standard of services provided may have been a contributing factor*
- *The death has an obvious and direct correlation to the services, which the person was receiving*
- *The death is reportable by law.*

*** A serious injury to a client, staff member, subcontractor or volunteer does not in itself constitute a major incident. However, if the serious injury involves circumstances that are out of the ordinary, then it may constitute a major incident, for example:*

- *The serious injury occurred in unusual circumstances*
- *The serious injury results in the hospitalisation of a client, staff member, subcontractor or volunteer*
- *A client is seriously injured and the standard of services provided may have been a contributing factor*
- *The serious injury has an obvious and direct correlation to the services the person was receiving*
- *The serious injury is reportable by law.*

This list is not exhaustive. Aurukun Shire Council will use their judgement in considering the sensitivity of individual incidents and whether it is appropriate to notify the department.

The department may request documentation from Aurukun Shire Council showing how it managed/will manage the major incident.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

Duty to Notify the Queensland Police Service

Responding to the Abuse, Assault and Neglect of People with a Disability

Anyone who witnesses or is notified about an incident or allegation of abuse, neglect and exploitation in relation to a person with a disability should take action. This action includes:

- Immediately report all criminal acts or deaths to the Queensland Police Service
- Report the incident/ complaint immediately (or as quickly as possible if outside normal business hours) to your line manager, the Manager or an appropriate person within Aurukun Shire Council who is not involved in the matter.
- Record the complaint (**Complaint I Feedback Form**), write an incident report (**Accident I Incident I Hazard Report**) and follow the procedures outlined in the "Complaints I Feedback Policy & Procedure" or the "Accident I Incident Policy & Procedure".

Alleged Misconduct

If Aurukun Shire Council become aware of an allegation of misconduct, they must report it to the relevant authority, such as the Queensland Police Service.

Aurukun Shire Council must notify the department when:

- It becomes aware of any allegation of misconduct or dishonesty concerning the funded organisation, or
- It has reported any allegation of misconduct or dishonesty to a relevant authority.

An allegation would be made when there is a reasonable suspicion of misconduct or dishonesty of a serious nature relating to the operation of the funded services, including offences liable to imprisonment against the officers accountable in the funded organisation, or its employees, volunteers, agents or subcontractors in connection with the provision of the funded services.

Related Forms

FORM NAME	LOCATION
Accident/ Incident/ Hazard Report	Internal Forms
Accident/ Incident/ Hazard Register	Internal Forms

Version: March 2020

Advocacy & Power of Attorney Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 1: Consumer Dignity and Choice; Standard 6: Feedback and complaints
Human Services Quality Standards	Standard 4: Safety, well-being and rights & Standard 5: Feedback, complaints and appeals; Expected Outcomes: 4.4 & 5.3
Related Policies	Training Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council will encourage and support a client's right to utilise an advocate and/or Power of Attorney of their choice to ensure that clients receive the best possible service. Wherever possible, Aurukun Shire Council will facilitate client access to an advocate should a client wish us to do so.

Reason

All clients, and potential clients, may choose to involve an advocate and/or Power of Attorney to represent his or her interests at any time as accepted practice by Aurukun Shire Council.

Advocacy is a process of speaking up for, or representing a client. An advocate will stand by the client's side and provide them with strategies to exercise their rights. An advocate will listen to their concerns and assist them to understand the issues and then speak for them if they are unable to speak for themselves.

A power of attorney is a formal document giving another person the authority to make personal and/or financial decisions on the behalf of another person. Personal decisions relate to your care and welfare, including your health care, (e.g. deciding where or with whom you live or consenting to medical treatment). Financial decisions relate to the management of your finances (e.g. paying your bills and taxes, selling or renting your home, using your income to pay for your needs or invest your money). There are 2 types of power of attorney; general power of attorney (for a specific period or event) and enduring power of attorney (only commences when the person loses capacity to make decisions).

Process

Advocacy

Aurukun Shire Council:

- Offers each client the opportunity to nominate an advocate.
- Accepts the involvement of an advocate of the client's choice whenever this is the wish of the client.
- Has developed links with advocacy groups in its area and informs clients of the availability of such assistance.
- Will help the client make contact with their chosen advocate if necessary.

Power of Attorney

Aurukun Shire Council:

- Offers each client the opportunity to nominate a Power of Attorney.
- Will hold a copy of any signed Power of Attorney documentation on file.
- Will help the client make contact with organisations that can prepare Power of Attorney documents.

Content

- At point of first contact with the client, prior to assessment, clients are verbally advised of their right to have someone to represent their interests and help them with complaints, disputes or any aspect of service delivery if they wish.
- Advocacy information is also provided in the ***Client Handbook***.
- If a client chooses to use an advocate, the advocate's name and contact details will be documented on an ***Advocate / Support Person Form***. If a client wishes to change their advocate or no longer use an advocate, the details on the form will be amended.
- Aurukun Shire Council will check that advocate details are still current when conducting a reassessment.
- Clients are to be reminded of their right to use an advocate on subsequent visits and contacts, along with their other rights associated with the services they may receive.
- An advocate may be a relative, friend, neighbour or someone from an advocacy service.
- Aurukun Shire Council maintains a register of service providers and agencies that provide advocacy services. When a client requires more comprehensive advocacy support than Aurukun Shire Council can provide, we will refer them, whenever possible, to another organisation that will provide more comprehensive advocacy support.
- Aurukun Shire Council will not disclose any information about the client to an advocate, when the client is not present, unless we have the client's express permission to do so. If a client wishes us to disclose information to an advocate, they will be required to complete an ***Advocate / Support Person Form***.

Staff and Volunteer Orientation and Training

- Staff members are provided with training on the involvement of advocates. Orientation and training programs will include:
 - Definitions and roles of advocates
 - Clients rights in regard to advocates
 - How to work with a client and their advocate
 - How to encourage and support the use of advocates
 - Confidentiality in relation to advocates
 - Documentation of advocate details
 - Information on relevant advocacy services and their services.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

Related Forms/ Documents

FORM NAME	LOCATION
Advocate / Support Person Form	Client File Forms

DOCUMENT NAME
Client Handbook

Version: March 2020

Assessment and Re-Assessment Policy & Procedure

Policy Context: This policy relates to	
Aged care Quality Standards	Standard 2: Ongoing assessment and planning with consumers Standard 3: Personal care and clinical care;
Human Services Quality Standards	Standard 2: Service Access, Standard 3: Responding to individual need & Standard 4: Safety, well-being and rights; Expected Outcomes: 2.1, 2.2, 3.1, 3.2, 3.3 & 4.5
Related Policies	Advocacy Policy & Procedure Client Consent Policy & Procedure Client Records Policy & Procedure Complaints & Feedback Policy & Procedure Privacy and Confidentiality Policy & Procedure Intake, Registration, Allocation and Referral Policy & Procedure Refusal of Service Policy & Procedure Waiting List Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council will use the Ongoing Needs Identification (ONI) Tool to assess clients level of need and identify their goals to build on the strengths and capacity of each individual to formulate a Care Plan in conjunction with the client and their carer.

Reason

To establish and maintain:

- A uniform system of client assessment that encompasses legislative requirements of the programs
- A holistic approach to initial assessment processes
- Quality Improvement.

Process

Assessment

Commonwealth Home Support Programme (CHSP) and Home Care Packages (HCP)

- From 1 July 2015, entry and assessment to the CHSP and the HCP program is through the My Aged Care contact centre.
- If a potential client directly approaches Aurukun Shire Council for services, Aurukun Shire Council will refer them to My Aged Care contact centre.
- Existing clients seeking new service types will also be referred to My Aged Care for assessment.
- The My Aged Care contact centre will register clients and undertake a phone-based screening process.
- Through their RAS network, clients' needs and eligibility for a CHSP service will be assessed.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- Clients will then be referred to Aurukun Shire Council for services based on their assessment needs.
- If a client's needs indicate a requirement for a higher level of care, they may be referred by My Aged Care for an ACAT.

Queensland Community Support Scheme (QCSS)

- Clients and carers are informed about the assessment process and its purpose and outcomes.
- All assessments will be client centred, where a client's preferences and perspectives are valued and respected.
- All clients undergoing assessment will be informed about relevant services provided by Aurukun Shire Council, other service providers and subcontractors.
- Before seeking a client's consent to collect information required for assessment, we will inform the client about:
 - What kinds of information we wish to collect and for what purpose
 - Their rights to privacy and confidentiality
 - Their right to refuse to give personal information and the consequences of such a refusal
 - Their right to access personal information
 - Their right to complain if they think their information has been collected, used or stored inappropriately.
- On initial assessment, a check is made to determine if the person has previously been a client.
- If client has previously been assessed, any changes to their situation are noted.
- The ONI Assessment Tool is utilised to assess potential clients' eligibility to receive QCSS care services.

Clients Assessed as Ineligible (Queensland Community Support Scheme Only)

- If, after assessment, Aurukun Shire Council decides a Queensland Support Scheme client is ineligible for service, they will be notified of their ineligibility, both verbally and in writing. They will be given information on how to appeal the decision if they choose to do so and information on how and under what conditions they can apply for services in the future.
- The QCSS Access Point will determine the ineligibility of the individual.

Clients Referred/ Received for Services (All Programs)

- On intake, all clients will have their personal data recorded on the **Client Registration Form**.
- Once a client has been assessed as eligible and wishes to receive services from Aurukun Shire Council, they will be offered a place in the program or they will be offered a place on the waiting list where they will be prioritised for service.
- All clients offered a service with Aurukun Shire Council will be given a **Client Information Kit** containing a **Client Handbook**.
- All clients are assessed using the Ongoing Needs Identification Tool (ONI) prior to receiving services.
- Clients who are offered a place on the waiting list will be offered this place both verbally and in writing and will be given information on the waiting list.
- Eligible clients who choose not to take up either a place in the program or on the waiting list will be sent a letter acknowledging their choice and explaining how they can gain access to services in the future.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- Any changes to the service are discussed with the client, and confirmation of changes is forwarded to the client in writing.
- Clients may refuse or be refused a service. (See *Refusal of Service Policy & Procedure & Waiting List Policy & Procedure*)

Re-Assessments

- All clients who receive an aged care service will be **re-assessed annually** or more frequently if client's condition changes or circumstances alter. The date of this review will be set at the time of developing the care plan in consultation with the client.
- The client will be notified prior to the ONI being re-assessed one week before the due date for review to establish a suitable time. Confirmation of the date, time and reviewing officer will be forwarded to the client in writing prior to the visit.
- Re-assessment will also be used as an opportunity to remind clients about their rights and responsibilities, how to make a complaint, the use of advocates and their rights in relation to privacy and confidentiality.
- Clients will be referred back to the RAS through My Aged Care if Aurukun Shire Council identifies a change in the client's needs or circumstances that affects the existing Care Plan.
- If a client identifies a change in their needs or circumstances, or seeks assistance to access new services or change their service provider, Aurukun Shire Council will refer them to the RAS through My Aged Care

Special Needs Groups

Aurukun Shire Council takes into account special needs groups when assessing for access to services to ensure appropriate, individualised support to clients through this process. These special needs groups include:

- People from Aboriginal and Torres Strait Islander communities;
 - People from culturally and linguistically diverse (non-English speaking) backgrounds;
 - People who live in rural or remote isolated areas;
 - People who are financially or socially disadvantaged;
 - People with dementia
 - People with physical disabilities
 - People with intellectual disabilities
 - People who are veterans, (of the Australian Defence Force or an allied defence force), including a spouse, widow or widower of a veteran;
 - People who are homeless, or at risk of becoming homeless;
 - Parents separated from their children by forced adoption or removal
 - People who are care leavers (defined as people who were in institutional care or other form of out-of-home care, including foster care, as a child or youth (or both) at some time during the 20th century; and
 - People from the Lesbian, Gay, Bisexual, Transgender and Intersex community (LGBTI)
- Assessment will be conducted in the client's preferred language wherever possible.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

Timeframe

Aurukun Shire Council has a commitment to providing timely services to clients and potential clients accessing a service. The following timeframe outlines the acceptable maximum period for clients to access services:

- Referral received - within **10 working days** client contacted and a suitable date and time organised for assessment (5 working days for QCSS Clients).
- **For Queensland Community Support Scheme clients only:** eligibility to receive services is determined by the Access Point.
- Assessment conducted using the ONI in client's home or by phone within **15 working days** of contact. (Client may request an extension of time for assessment).
- A **Care Plan** is developed in consultation with client and their nominated representative within **15 working days**. (Client may request an extension of time for development of care plan).
- Services to client in the home will commence within the **15 working days**, depending on staff availability.

Related Forms/ Documents

FORM NAME	LOCATION
Care Plan	Client File Forms

DOCUMENT NAME
Client Handbook Client Information Kit

Version: March 2020

Blue & Yellow Card Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 7: Human resources
Human Services Quality Standards	Standard 1: Governance and management & Standard 6: Human Resources; Expected Outcome: 1.1, 1.4 & 6.1
Related Policies	Privacy and Confidentiality Policy & Procedure Police Certificate Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council will ensure that legislative requirements relating to Blue and Yellow Cards for key personnel, staff, volunteers and student placements meet required compliance regulations. By ensuring the compliance for Blue and Yellow Cards, Aurukun Shire Council can demonstrate to stakeholders our commitment to maintaining a safe and supportive environment for children. This policy complies with procedural guidelines from the Queensland Government "Working with Children Check- Queensland's Blue Card System".

Aurukun Shire Council provide services to both children and adults, under the Aged Care Act 1997 and National Disability Insurance Scheme Act 2013, and Disabilities Services Act 2006. Aurukun Shire Council use the Blue Card for both services. However, key personnel, staff, volunteers and student placement staff must also hold a current valid Yellow Card if providing services to those with a disability, through the application of a Yellow Card exemption. Yellow card exemptions are issued by the Queensland Department of Communities, Disability Services and Seniors.

Procedure

1. People Requiring a Blue & Yellow Card

- All volunteers and staff who work with children or those with a disability at Aurukun Shire Council must apply and hold a current valid blue and/or yellow card **before** they commence work or volunteering.
- If a student is to commence working in the Centre as part of their study placement they must have a blue and/or yellow card prior to commencement.
- People **who do not require** a Blue and Yellow card include the following:
 - Children under 18 who are volunteers
 - Parents who volunteer their services or conduct activities at the Centre.

2. Managing Blue & Yellow Cards

The Acting Manager will be the designated contact person who will be responsible for managing Blue and Yellow cards within Aurukun Shire Council. This is the only person who Blue or Yellow Card Services can discuss the person's Blue or Yellow card status with unless additional authorisation is provided.

2.1 Managing Blue & Yellow Card Applications

The following guidelines need to be followed within the Blue and Yellow Card system process:

- A *Blue Card Application and request for Yellow Card Exemption* application will need to be made for every person engaged by Aurukun Shire Council in regulated employment that does not already have a current positive Blue and Yellow Card.

Important Things to Remember

- You must notify all applicants that by signing the application form they are consenting to the screening process.
- You must be able to certify that the 'contact person' has sighted documents to confirm an employee's identity as prescribed under the Act.
- You should carefully check through the application form to ensure all sections have been appropriately completed. This will minimise unnecessary delays that can result if further information is required after receiving an incorrect or incomplete form.
- Be aware that while paid employees can commence employment after an application form has been submitted, volunteers and trainee students must not commence regulated employment until they hold a valid Blue and Yellow Card and positive notice.

You must explicitly warn potential staff (paid employees, volunteers and students) that it is an offence for a 'disqualified person' to sign a Blue and Yellow Card application form or a renewal form. **It is an offence for an employer not to provide this warning.**

2.2 Managing Existing Blue & Yellow Card Holders

If a person joins Aurukun Shire Council and already has a Blue and Yellow Card, the Acting Manager must ensure that the validity of the Blue and Yellow Card is verified (see Section 2.2.1), and:

- *If the person holds a paid Blue and Yellow Card*
Lodge an **Authorisation to confirm a valid card application form** (available to download from www.bluecard.qld.gov.au) with Blue Card Services. This will ensure that Aurukun Shire Council receives important notifications in relation to the Blue and Yellow Card holder, including that the card has been cancelled or suspended.
- *If the person holds a volunteer Blue and Yellow Card and will be undertaking paid employment with Aurukun Shire Council*
Lodge a **Volunteer to paid transfer form** (available to download from www.bluecard.qld.gov.au) with Blue Card Services. This will transfer their card from volunteer to paid status and will ensure that Aurukun Shire Council receive important notifications in relation to the Blue and Yellow Card holder, including that the card has been cancelled or suspended.
- *If the person holds a volunteer Blue and Yellow Card and will be undertaking voluntary employment with Aurukun Shire Council*
Lodge an **Authorisation to confirm a valid card/application form** (available to download from www.bluecard.qld.gov.au) with Blue Card Services. This will ensure that you receive important notifications in relation to the Blue and Yellow Card holder, including that the card has been cancelled or suspended.

If the person ceases employment with Aurukun Shire Council, the Acting Manager should lodge an **Application I cardholder no longer with organisation form** (available to download from www.bluecard.qld.gov.au) to advise Blue Card Services immediately.

2.2.1 Checking the validity of an existing Blue & Yellow Card

- To check the validity of a prospective employee's Blue and Yellow Card, visit the Blue Card Services website (<http://www.bluecard.qld.gov.au/onlinevalidation/index.html>) provided that you have the details of the employee's name as it appears on the card, full card number and its expiry date.
- It is still a mandatory requirement that you also submit the **Authorisation to confirm a valid card I application form** as per the procedure outlined in Section 2.2 above.

2.3 **Managing Changes in Police Information**

- The Acting Manager must ensure that individuals understand their obligation to advise Aurukun Shire Council if there is a change in their police information. The employees/ volunteers are not required to disclose the specific nature of the change, only that a change has occurred, and
- The Acting Manager must have processes in place to ensure that a **Change in police information notification** (available to download from www.bluecard.qld.gov.au) is submitted to Blue Card Services if you receive notification that there is a change in the person's police information.

2.4 **Managing High-Risk Individuals**

If an employee has had a card cancelled or suspended or receives a negative notice after a change in police information, Aurukun Shire Council must:

- Ensure the employee does not continue to undertake child-related or disability-related work with Aurukun Shire Council.
- If Aurukun Shire Council continue to employ the person to perform work that is not child-related or disability-related, ensure that there are appropriate procedures in place to manage any risks of harm to children or those with a disability that may arise as a result of the person's ongoing employment with Aurukun Shire Council.

3. **Employee Blue & Yellow Card Register**

- Aurukun Shire Council will establish and maintain an **Employee Blue & Yellow Card Register**, which is a written record or register of all business operators, paid employees and volunteers involved in child-related activities within the organisation.
- This register will be established and maintained in either hard copy or electronic format.
- The register will record the following information:
 - Whether or not the person requires a blue or yellow / exemption card - if not, why not.
 - The type of application/ Blue and Yellow Card (eg. paid or volunteer).
 - When the person applied and/or the date of issue of the positive notice and blue or yellow / exemption card.
 - The Blue or Yellow Card/exemption card number and the expiry date of the Blue and Yellow Card.
 - The renewal date of the Blue and Yellow Card.

Aurukun Shire Council must also ensure that appropriate and confidential records in relation to the following are maintained:

- Whether a negative notice has been issued.
- Any change in status to a blue or yellow / exemption card or exemption card (such as a change in police information, or the cancellation or suspension of a blue or yellow/ exemption card).
- Where there is a change in police information, the date you informed Blue and Yellow Card Services of the change.

Aurukun Shire Council - Chivareee Centre Policies & Procedures Manual

- Where an employee leaves the organisation, the date you informed Blue and Yellow Card Services.
- Any change to the employee's/volunteer's personal information, including the date they informed Blue and Yellow Card Services.

Related Forms/ Documents

DOCUMENT NAME
Client Handbook
Staff and Volunteer Handbook

Version: March 2020

Care Planning Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 1: Consumer dignity and choice Standard 2: Ongoing assessment and planning with consumers;
Human Services Quality Standards	Standard 3: Responding to individual need & Standard 4: Safety, well-being and rights; Expected Outcomes: 3.1, 3.2, 3.5 & 4.5
Related Policies	Assessment & Re-assessment Policy & Procedure Case Conferencing Policy & Procedure Early Identification & Intervention Policy & Procedure Fees & Charges Policy & Procedure Intake, Registration, Allocation and Referral Policy & Procedure Promoting Independence & Consumer Direction Policy & Procedure Receiving of Money Policy & Procedure Waiting List Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council will ensure each client and/or their representative actively participates in the development of a care plan that is based on their assessed needs and goals, and promotes wellness, re-ablement and functional and social independence and quality of life.

Reason

To establish and maintain:

- A uniform system of client care planning that encompasses legislative requirements of the programs
- To ensure that client goals and care needs are identified to help clients choose the care and services that best support them
- Quality Improvement.

Process

- Aurukun Shire Council will develop a Care Plan in partnership with the client, family and carer to identify and meet a clients' care needs and goals and promote independence, wellness and re-ablement.
- A client will be encouraged and empowered to continue to manage their own life by having control over the support and services they receive.
- The Care Plan will include:
 - The client's goals - what it is they would like to achieve through their care and services
 - Identified care needs
 - The exact care and services to be provided to support the client's assessed care needs and any identified goals

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- Who will provide these services
- When the services are to be delivered, including the frequency of services and days/times when regular services are expected to be provided
- Case management arrangements, including how ongoing monitoring and informal reviews will be managed
- The frequency of formal reassessments
- The level of involvement and control the client will have in managing and co-ordinating their care (Home Care Package clients only)
- The individualised budget (Home Care Package clients only).
- Staff will clearly and simply explain the Care Plan to the client to ensure their understanding.
- Care planning links back to client choice, independence and goals
- All clients are assessed at least annually or more frequently when their functional status changes, and their Care Plan adjusted accordingly.
- If a client's Care Plan is changed, Aurukun Shire Council will have the client sign the new plan, and a copy will be provided to the client.
- Clients will be referred back to My Aged Care if Aurukun Shire Council identifies a change in the client's needs or circumstances that affects the existing Care Plan.

Related Forms/ Documents

FORM NAME	LOCATION
Care Plan	Internal Forms

DOCUMENT NAME
Client Agreement

Version: March 2020

Case Conferencing Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 3: Personal care and clinical care Standard 4: Services and supports for daily living;
Human Services Quality Standards	Standard 3: Responding to individual need; Expected Outcomes: 3.1, 3.2, 3.3, 3.4 & 3.5
Related Policy	Training Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council provides a comprehensive service for members of the community that addresses the physical, social, cultural, emotional and environmental aspects of their health.

Multidisciplinary teamwork and the education and involvement of clients will be considered as essential in providing a quality assessment and care service.

Reason

To create:

- An increased understanding of stakeholders' roles leading to continuous improvement, appropriate referrals and effective care planning across stakeholders.
- A holistic approach to care planning for individuals, families and communities across stakeholders.
- Increased multi-skilling of all staff.
- Avoidance of fragmentation and duplication in the delivery of services.
- Peer support with decision making for care leading to decreased stress levels, job recognition and the opportunity to enhance knowledge and skills.

Process

- Aurukun Shire Council staff case conferences will be held with the Case Manager, as required.
- All staff will attend case conferences where appropriate.
- Cases presented at case conference will be discussed in a professional manner following an agreed format.
- Written permission will be gained from the client or carer and confidentiality maintained.
- Clients, carers, advocates and significant others will be invited to attend case conferences also if needed.
- Training will be arranged on presenting cases for conferencing, if required.

Version: March 2020

Client Abuse and Neglect Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 5: Organisation's service environment Standard 8: Organisational governance;
Human Services Quality Standards	Standard 1: Governance and management & Standard 4: Safety, well-being and rights; Expected Outcomes: 1.4, 4.2, 4.3 & 4.4
Related Policy	Accident/ Incident Reporting Policy & Procedure Client Rights & Responsibilities Policy & Procedure Risk Management Policy & Procedure Safety & Security Policy & Procedure Training Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council has a duty of care to ensure clients accessing our service will be protected from injury, abuse or neglect.

Definitions

Elder abuse:	When an aged person experiences harmful physical, psychological, financial, sexual, material or social effects caused by the behaviour of another person with whom they have a relationship implying trust.
Physical abuse:	Inflicting physical pain, injury or physical coercion. This may include abusive and exploitative behaviours involving threats or force.
Financial abuse:	The illegal or improper use of a person's finances or property by another person with whom they have a relationship implying trust.
Psychological abuse:	A means of controlling another person by inflicting mental anguish through actions that cause fear of violence, isolation or deprivation, and/ or feelings of shame, indignity and powerlessness. This type of abuse may be verbal or non-verbal.
Sexual abuse:	A broad range of unwanted sexual behaviour, including rape, indecent assault, sexual harassment and sexual interference.
Social abuse:	The forced isolation of older people. Sometimes it involves the additional effect of hiding abuse from outside scrutiny.
Neglect:	The failure to provide the necessities of life to an older person for whom one is responsible.

Reason

- All clients have the right to live safely and without fear of abuse, neglect, violence or exploitation.
- Aurukun Shire Council recognises that the welfare, rights and interests of our clients are of paramount consideration in decisions affecting them.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- Aurukun Shire Council is committed to detecting and intervening in cases of elder abuse or abuse of people with disabilities.

Process

Staff Training

Aurukun Shire Council is committed to providing appropriate staff training in:

- Accurately identifying causes of abuse
- Preventative measures and strategies
- Appropriate reporting procedures

A pro-active duty of care approach is to be adopted for the prevention of abuse and neglect of older people.

Staff Action

Specific responses to situations of disclosed, witnessed or suspected abuse depend on a variety of factors, including the degree of immediate or foreseeable danger for the client, whether or not the client has decision-making capacity, and the circumstances in which the client lives.

In any instances of injury or suspected abuse or neglect:

- The client's rights **must** be protected
- Staff members are responsible for attending to/ seeking first aid to an injured / abused / neglected client if the situation comes to their notice
- Staff must report all suspected cases of abuse or neglect to the relevant Manager.
- Staff must complete an **Accident / Incident / Hazard Report** and a written report in the client's file. This is also to be recorded in the **Accident / Incident / Hazard Register**.
- Staff will continue to empower and support the client to exercise their legal right and human rights.

Reporting and Assessment

- An assessment of the situation is to be made by the Manager. Full information is to be obtained on:
 - Full history taken from the victim
 - The alleged abuser
 - Other people in the household
 - Witnesses
 - Other agencies involved
- The family/ guardian need to be informed of the injury/ suspected abuse
- Notify and engage the services of any specialist agencies e.g. Police, rape crises centres
- An accurate assessment of the competence of the victim client / complainant concerned should be conducted:
 - **Competent:** the person is capable of making decisions and understands what has happened.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- *Not competent*: the person has demonstrated an impaired understanding of what happened, or has been assessed as cognitively impaired.

Intervention

If intervention is required, a case conference is to be conducted with other stakeholders (e.g. General Practitioner) to discuss and plan an appropriate intervention and action plan that details strategies for protecting the alleged victim from abuse and neglect, considering all suitable options. These options need to be discussed with the client and consent obtained for the chosen intervention, keeping in mind the client's rights.

The intervention is to be implemented as discussed, and close monitoring and support to be continued.

Critical Incident Reporting

A critical incident is one in which the client is considered to be in imminent danger of abuse or violation of their human rights, has become a victim of abuse or neglect or has had their person or property violated in some way.

Critical incidents require immediate reporting and an immediate response.

Where a crime has been committed, the Manager is to notify the relevant authorities and take appropriate action to ensure the protection of the client.

Note: Please refer to "**Duty to Notify Funding Body of Incidents or Misconduct**" and "**Responding to the Abuse, Assault and Neglect of People with a Disability**" sections found in "**Accident / Incident Reporting Policy & Procedure**" for reporting requirements.

Related Forms/ Documents

FORM NAME	LOCATION
Accident/ Incident/ Hazard Report	Internal Forms
Accident/ Incident/ Hazard Register	Internal Forms

Version: March 2020

Client Agreement Policy & Procedure

Policy Context: This policy relates to:	
Aged Care Quality Standards	Standard 1: Consumer dignity and choice Standard 4: Services and supports for daily living;
Human Services Quality Standards	Standard 1: Governance and management, Standard 2: Service Access, Standard 3: Responding to individual need; Standard 4: Safety, well-being and rights; Standard 5: Feedback, complaints and appeals Expected Outcomes: 1.1, 2.1, 2.2, 1.7, 3.3, 4.1, & 5.2
Related Policies	Care Planning Policy & Procedure Client Rights & Responsibilities Policy & Procedure Fees and Charges Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council will offer all clients a Client Agreement before care and services commence, which sets out the key elements of how their care and services will be delivered. This Agreement adheres to the requirements set out in the User Rights Principles 2014.

Reason

- It is a legal requirement that a Client Agreement must be offered to all clients before services commence
- The Client Agreement recognises the client's rights and responsibilities and is a legally binding agreement between the client and Aurukun Shire Council

Process

- All clients will be offered a Client Agreement before care and services commence. Once a Client Agreement is entered into, care and services will commence.
- The Client Agreement:
 - Recognises the client's rights and spells out the client's responsibilities, and specifies how either party may terminate the Client Agreement.
 - Will be written in plain language, be easily understood and contain the client's care plan
 - Contains an individualised budget (for Home Care Clients only).
- Aurukun Shire Council will ensure that the client and/or their authorised representative understand the terms of the agreement, and provide or recommend an advocacy service if required.
- Where required, Aurukun Shire Council can arrange for the Client Agreement, including the care plan, to be made available to the client in a language other than English.
- A signed Client Agreement will be offered to the client for their records.
- If a client is unable to sign a Client Agreement because of any physical incapacity or mental impairment, another person representing them may sign the Agreement on the client's behalf.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- A client may choose not to sign a Client Agreement. In such cases, Aurukun Shire Council will still observe our responsibilities to negotiate and deliver the type of care and services the client needs. Aurukun Shire Council will document the reasons the client has decided to not sign the Client Agreement and the basis on which agreed care will be delivered. Aurukun Shire Council will use the Client Agreement offered to the client as the "in-principle" agreement. A file note will be kept of the discussion with the client about the terms of the Agreement (including the date the discussion took place).
- A Client Agreement will include, but not be limited to:
 - Care and services a client will receive (Care Plan)
 - Consumer directed care
 - Re-assessment of care details
 - Clients rights and responsibilities
 - Fees and charges and any changes to these
 - Suspension of services
 - Termination of services
 - Work health and safety
 - Advocacy
 - If a client has concerns (Complaints and feedback)
 - Privacy and confidentiality
 - Providing information to other approved providers
 - Quality of Care
 - For Home Care Package Clients Only:
 - Indemnity
 - Default interest
 - Budget
 - GST

Related Forms

FORM NAME	LOCATION
Care Plan	Internal Forms
Client Registration/ Intake Form	Internal Forms
Charter of Rights & Responsibilities	Internal Forms
Direct Debit Form	Internal Forms
Duty of Care Form	Internal Forms
Emergency Contact Details Form	Internal Forms
Work Health & Safety Home Assessment Checklist	Internal Forms
Advocate / support Person Form	Internal Forms
Consent to Release Information Form	Internal Forms

Version: March 2020

Client Consent Policy & Procedure

Policy Context: This policy relates to:	
Aged Care Quality Standards	Standard 1: Consumer dignity and choice Standard 3: Personal care and clinical care;
Human Services Quality Standards	Standard 1: Governance and management & Standard 4: Safety, well-being and rights; Expected Outcomes: 1.7 & 4.1
Related Policies	Privacy and Confidentiality Policy & Procedure

Policy & Procedure Statement

All clients of Aurukun Shire Council will be assured that their informed consent will be obtained prior to discussion, or release, of information and/or access to any records regarding their situation. This Policy needs to be read in conjunction with the *Confidentiality and Privacy Policy*. This policy abides by the Privacy Amendment Act 2012 and the Privacy Act 1988.

Reason

- All clients have the right to decide who has access to information they have shared with a health professional.

Content

- At assessment stage the client will be informed of their rights and provided with a Client Handbook explaining who may access their chart, who may discuss their situation in a multi-disciplinary setting, and for what purposes.
- The client will be asked to sign a **Consent to Release Information Form** once it is clear that the requirements of informed consent have been met.
- A copy of this information sheet will be left with the client.
- A client may withdraw consent at anytime by completing the **Consent to Release Information Form**.
- In circumstances where clients are unable to give informed or voluntary consent an authorised representative may do so on their behalf. If there is no authorised representative, and a client cannot give informed and voluntary consent, the Manager will make a decision about who (e.g. carer, friend), if anyone, can consent on the client's behalf and act in the client's best interests.
- The Manager will keep detailed documentation about the reasons for any decisions made in relation to accepting an unauthorised representative's ability to consent on the client's behalf.

Related Forms/ Documents

FORM NAME	LOCATION
Consent to Release Information Form	Client File Forms

Version: March 2020

Client Discharge Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 7: Human Resources Standard 8: Organisational Governance.
Human Services Quality Standards	Standard 2: Service Access; Expected Outcome: 2.3
Related Policy	Advocacy Policy & Procedure Complaints & Feedback Policy & Procedure Intake, Registration, Allocation & Referral Policy & Procedure Refusal of Service

Policy & Procedure Statement

All clients leaving Aurukun Shire Council's program are offered support when moving to other care arrangements. Where possible the discharge and the transition to the other care arrangements will be planned to provide minimal disruption to the client.

Process

With the permission of the client, appropriate information will be forwarded to organisations involved in the ongoing care of the client. Clients will complete a **Consent to Release Information Form**.

If a client wishes to change their Service Provider, Aurukun Shire Council can assist them to contact the My Aged Care contact centre if they request.

Clients may initiate their own discharge, or Aurukun Shire Council may initiate a discharge of a client.

All clients who leave the program will be encouraged to feedback any ideas they have for service improvement as well as their positive and negative experiences of Aurukun Shire Council programs and procedures. Policies and procedures are reviewed in light of client feedback. If a client decides not to give feedback to Aurukun Shire Council their decision will be respected.

Discharge is initiated by Aurukun Shire Council if a client's needs or circumstances change so that they no longer meet the eligibility criteria. Aurukun Shire Council may also initiate discharge if a client is continually absent from the program without giving adequate notice or when a consumer's continued participation poses a significant detrimental effect on other clients, staff or volunteers or breaches Aurukun Shire Council - Chivaree Centre's "Charter of Client Responsibilities for Receiving Care" or the Department of Health "Charter of Aged Care Rights". Aurukun Shire Council's decision to initiate discharge will be fair, consistent and transparent.

Content

If Aurukun Shire Council initiates discharge, the client will be informed about:

- The reasons why Aurukun Shire Council has determined the consumer ineligible for the service
- When, how and under what conditions they may be able to gain access to services should their circumstances/ needs change.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- How to appeal the decision if a client believes Aurukun Shire Council's decision to refuse service has been unfair or incorrect. (**Complaints / Feedback Form Client**)
- Client's will also be informed that:
 - Any client who has previously been refused service for any reason will not be discriminated against should they wish to reapply in the future
 - Aurukun Shire Council can discuss other appropriate services and arrange a referral through My Aged Care should the client require this assistance. A **Referral Form** is to be completed by the client.
- This information will be given to the client both verbally and in writing.
- If Aurukun Shire Council initiates a discharge the client will be given one months notice that services will cease unless duty of care or occupational health and safety concerns necessitate a more immediate cessation.
- If a client wishes to leave the program, Aurukun Shire Council will, both verbally and in writing:
 - Acknowledge the client's decision and confirm a finish date
 - Explain that the client is welcome to re-apply for services in the future
 - Explain that the client's decision to leave will not disadvantage them should they wish to re-apply in the future
 - Inform the client that Aurukun Shire Council can discuss appropriate alternative services and arrange a referral through My Aged Care should the client desire
 - Request that the client participate in a feedback interview.
- Aurukun Shire Council follows the *Users Rights Principles 2014* in regards to Security of Tenure. Aurukun Shire Council may cease to provide home care to the client only if:
 - a) The care recipient cannot be cared for in the community with the resources available to the approved provider; or
 - b) The care recipient notifies the approved provider, in writing, that the care recipient wishes to move to a location where home care is not provided by the provider; or
 - c) The care recipient notifies the approved provider, in writing, that the care recipient no longer wishes to receive the home care; or
 - d) The care recipient's condition changes to the extent that:
 - (i) The care recipient no longer needs home care; or
 - (ii) The care recipient's needs, as assessed by an aged care assessment team, can be more appropriately met by other types of services or care; or
 - e) The care recipient has not met his or her responsibilities, as described in Aurukun Shire Council - Chivaree Centre's "Charter of Client Responsibilities for Receiving Care", for a reason within the care recipient's control.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

Related Forms/ Documents

FORM NAME	LOCATION
Complaints/ Feedback Form Client	Client File Forms
Consent to Release Information Form	Client File Forms
Referral Form	Client File Forms

Version: March 2020

Client Emergency Management Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 5: Organisation's service environment Standard 7: Human resources;
Human Services Quality Standards	Standard 1: Governance and management & Standard 4: Safety, well-being and rights Expected Outcome: 1.4, 1.5, 4.2 & 4.3
Related Policy	Accident/ Incident Reporting Policy & Procedure Risk Management Policy & Procedure Training Policy & Procedure Work Health & Safety Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council will actively work to address potential risks to clients associated with an emergency or non-response to a scheduled visit to ensure the safety of clients.

Reason

Aurukun Shire Council will actively and continually identify risks to clients and identify strategies to minimise the occurrence of these risks and to deal with the risks or emergency situations should they occur.

Content

Aurukun Shire Council practices and processes that support minimising risks to clients include:

- Ongoing identification of risks
- Ongoing review of risks
- Identification and implementation of strategies to reduce the occurrence of the risks
- Identification of strategies to deal with risks or emergency situations should they occur
- Involvement of management, staff and volunteers in the identification of risks and preventative practices
- Communication with the client and their representative, staff and Funding Bodies as is appropriate

Process

Aurukun Shire Council will undertake activities through:

Identifying, Reviewing and Implementing Strategies to Reduce or Manage Risks

Aurukun Shire Council will follow the Risk Management Framework to identify risks, identify strategies to minimise risks, implement control measures in line with the hierarchy of controls and monitor and measure the effectiveness of those control measures.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

The hierarchy of controls to manage risks involves moving from the most effective control to the least effective control measure. This steps through elimination, substitution, engineering controls, administration controls, behavioural controls and finally to Personal Protective Equipment (**PPE**). This hierarchy allows the focus on prevention measures first through to protection measures.

The identification and risk assessment process adopts the International Standard, ISO 31000 Risk Management model of assessing the likelihood of the risk and the consequences.

Non - Response to a Scheduled Visit

In this instance, a care worker visits a client's home and the client does not respond to the worker. The steps to follow include:

- Call the Manager immediately and advise them that the client is not responding to the scheduled visit
- Implement the client's wishes in-line with the "Non-Response Register" (also found on **Emergency Contact Form**)
- Review and update the "Non-Response Register" when a client is not home during a scheduled visit within the client database (e.g. ROCS)

General Measures

- Review and update the **Vulnerable Client List**
- Review and update the **Clients Work Health & Safety Assessment Checklist**
- Review and update the **Client Emergency Contact Form** regularly
- Review and update the **Individualised Client Emergency Plan & Register** that considers continuity of service delivery, medication management, making key appointments (e.g. Dialysis) and how to best support the client, response if the event directly affects the client
- Regular communication with Clients about Emergency Events and Planning (e.g. Newsletters, one-on-one client contact, group information sessions)
- Conduct staff training on Emergency Practices and Procedures and how to care for vulnerable clients.

Preparation for an Emergency Event (e.g. Storm, Cyclone, Flood, Fire, etc.)

- Conduct Home Maintenance clean-up of client's yards to remove excess rubbish or trees / branches, etc. in the months before the "Cyclone Season" Summer months
- Contact all clients, especially vulnerable clients to see if they have family or friends who can assist them to prepare for the Emergency Event
- Distribute an Emergency Kit to vulnerable clients who are assessed as requiring a kit
- Ensure there are up-to-date hard copies of key documents (e.g. client lists and contact details, care plans, client files)
- Ensure there are up-to-date electronic copies of key documents (e.g. client lists and contact details, care plans, client files)
- Ensure there are up-to-date electronic copies of key documents stored off-site (e.g. client lists and contact details, care plans, client files) and readily available
- Encourage clients to store emergency supplies of water, food and have an emergency kit
- Ensure all clients have access to food, water, medication, lighting, radio in the days prior to the Emergency Event

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- Establish a priority list of vulnerable clients
- Review contact methods with each of the clients
- Review access methods to each client

Immediately after the Emergency Event

- Ensure each client is safe and follow-up on any actions required.
- Review plan and practices and identify continuous improvement opportunities at the end of each event or "Cyclone Season".

Notifying Funding Bodies regarding Serious Incidents

If a serious incident does occur as a result of, or during, the delivery of aged care services, we will:

- Respond to the immediate needs of the individual and re-establish a safe environment;
- Advise senior staff members; and
- Immediately notify the Department in writing.

For procedures relating to the duty to notify funding bodies regarding incidents, see **"Accident / Incident Reporting Policy & Procedure"**.

We will document the serious incident using the **Accident / Incident / Hazard Report**, as well as recording it in the **Accident / Incident / Hazard Register**.

We will undertake a risk assessment of the incident and wherever possible identify risk control measures to prevent or minimise the incident from re-occurring.

The Client Emergency Management Policy & Procedure links closely with the **Organisational Disaster Management Plan**.

Related Forms/ Documents

FORM NAME	LOCATION
Accident / Incident/ Hazard Report	Internal Forms
Accident / Incident/ Hazard Register	Internal Forms
Vulnerable Client List	Internal Forms
Emergency Contact Form	Client File Forms
Work Health & Safety Assessment Checklist	Client File Forms

DOCUMENT NAME
Risk Management Plan
Disaster Management Plan

Version: March 2020

Client Records Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 8: Organisational Governance Standard 7: Human Resources
Human Services Quality Standards	Standard 1: Governance and Management & Standard 3: Responding to the individual need. Expected Outcome: 1.5, 1.7 & 3.3
Related Policy	Privacy and Confidentiality Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council will use a record keeping system that directs the processing and content of client records.

Reason

To establish and maintain:

- A uniform system of client intake and registration recording for clients that encompasses legislative requirements of the programs.
- A holistic approach to initial assessment processes.
- Quality Improvement.

Process

- On intake, the client's registration status will be checked to determine if they have previously been a client of the service.
- On intake, all clients will have their personal data recorded on the **Client Registration Form**.
- If clients are already registered but are a re-referral any changes to the data will be noted.
- Information recorded as required by the National Minimum Data Set and the departments Data Exchange should include the following:
 - Name
 - Address
 - Date of Birth (D.O.B.)
 - Background (country of birth)
 - Client Circumstances (living arrangements, government pension / benefit status, accommodation setting)
 - Carer Support Details
 - Start of Current or Most Recent Service Episode (source of referral)
 - Date of Last Assessment
 - Total amount of Assistance (service types accessing by hours)
 - Case Conference date

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- Review Date
- Feedback to Doctor or referral source (where appropriate)
(This record is required for case conferencing, monitoring and statistical purposes.)
- A file is maintained for each client
- Only the MOS registration number is to be written on the outside of the chart/file.

Security of personal information & archiving

- All personal information collected is stored securely by Aurukun Shire Council in either hard copy files or in electronic form.
- Reasonable steps will be taken by Aurukun Shire Council to protect client personal information held from interference, misuse, loss, and unauthorised access, modification or disclosure.
- Aurukun Shire Council ensures adequate security measures are in place, including the storage of any client-related information and files (both paper and electronic) in locked cabinets and, in the case of electronic files, with appropriate data security. Only authorised staff members have access to this.
- All electronic files are appropriately stored with adequate file back-up and storage mechanisms in place.
- Reasonable steps will be taken to destroy (in a secure way) or de-identify personal information which is no longer required for any authorised purpose except where:
 - The personal information is contained in a Commonwealth record, or
 - The information, by Australian law, is required to be retained.
- Client records will be kept for a minimum period of seven (7) years following the termination of services.

Content

A Aurukun Shire Council client file will consist of:

- Consent to Release Information form
- Problem list - i.e. perceived by the client / potential and actual.
- Intake assessment (ONI)
- Accommodation / Environment
- Progress notes
- Investigations
- Referrals / Reports
- Correspondence
- Case Conference / Reviews

Related Forms/ Documents

FORM NAME	LOCATION
Client Registration Form	Client File Forms

Version: March 2020

Client Rights & Responsibilities Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 1: Consumer Dignity and Choice Standard 2: Ongoing assessment and planning with consumers Standard 6: Feedback and complaints
Human Services Quality Standards	Standard 1: Governance and management, Standard 3: Responding to the individual need, Standard 4: Safety, well-being and rights & Standard 5: Feedback, complaints and appeals. Expected Outcome: 1.7, 3.2, 3.5, 4.1, 4.4, 4.5 & 5.3
Related Policy	Assessment/ Reassessment and Care Policy & Procedure Complaints & Feedback Policy & Procedure Privacy and Confidentiality Policy & Procedure Training Policy & Procedure

Policy & Procedure Statement

The Client Rights and Responsibilities Policies & Procedures have been made in accordance with the Department of Health's '*Charter of Aged Care Rights*,' Aurukun Shire Council - Chivaree Centre's '*Charter of Client Responsibilities for Receiving Care*' and the Department of Communities, Disability Services and Seniors, '*Human Service Quality Standards*'.

All Aurukun Shire Council clients have the right to:

- Non-discriminatory, quality and respectful health care.
- Confidentiality, privacy and anonymity.
- Have an advocate of his or her own choosing.
- Refuse treatment or assessment.
- Refuse to be involved in research.
- Request to have their service provider changed.
- Have access to their records.
- Give informed multi service provider consent.
- Modify their consent at any time.

Reason

- Aurukun Shire Council considers that informed involvement by clients (or their carers) in planning their care is essential in quality service provision and in achieving optimal outcomes for the client/s and their carers.
- The more informed the client and/or carer is in regard to client rights the greater the likelihood is that they will assume greater control over their health.

Process

- At assessment stage clients will be informed about their rights through:
 - Receipt of Aurukun Shire Council **Client Handbook** which includes:
 - Charter of Aged Care Rights
 - Charter of Client Responsibilities for Receiving Care

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- Human Service Quality Standards
- Receipt of the "Charter of Aged Care Rights" pamphlet.
- Receipt of an appropriate information sheet about the services available by Aurukun Shire Council.
- Clients are given a verbal explanation by the service provider and are reminded about their rights and responsibilities at the time of reassessment.
- Aurukun Shire Council takes into account the special requirements of individual clients to ensure clients and their carers fully understand their rights.
- Aurukun Shire Council staff are provided with specific training on client's rights and responsibilities as part of the orientation process.
- Client complaints will be processed according to Aurukun Shire Council Complaints and Feedback Policy & Procedure.
- Clients' and Carers' privacy and confidentiality are reinforced on an ongoing basis verbally, in correspondence sent, and in literature promoting the services offered by Aurukun Shire Council.
- Aurukun Shire Council follows the Department of Health's "Charter Aged Care Rights", and Aurukun Shire Council - Chivaree Centre's "Charter of Client Responsibilities for Receiving Care".
- Clients are provided with a copy of the Charters and are made aware of their rights under it.
- Aurukun Shire Council will communicate the importance of rights and responsibilities by displaying the rights and responsibilities statements on the wall of our offices and venues and occasionally placing an article about rights and responsibilities in our newsletter.

Content

- Special requirements of individuals are taken into account through the following actions:
 - Linguistic - interpreters or interpreter services.
 - Cultural - acceptance of an individual's way of life, moral or religious beliefs and values, and the use of appropriately trained assessors.
 - Physical - barriers that may affect individuals (i.e. sight, hearing, literacy etc.).
 - Intellectual - appropriate language, utilisation of clarifying practices and identification of back up processes.
 - Sexuality - the life experiences, specific needs and wants of older LGBTI people, their families and carers are openly discussed and addressed to promote individual and collective LGBTI health and wellbeing.
- Specific training on working with special needs of individuals is provided to staff as part of their professional development.
- Staff members have the opportunity to identify gaps in skills as they arise as part of professional development.
- Staff members are encouraged to attend interagency meetings as a means of linking with other service providers to inform clients of their service options.
- The rights and needs of older LGBTI people, their families and carers are visible, acknowledged and respected and Aurukun Shire Council applies, in an appropriate and sensitive manner, the "National LGBTI Ageing and Aged Care Strategy".

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual



Australian Government
Department of Health



Australian Government
Aged Care Quality and Safety Commission

Charter of Aged Care Rights

I have the right to:

1. safe and high-quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

Clients

Clients have the option of signing the Charter of Aged Care Rights (the Charter). Clients can receive care and services even if they choose not to sign.

If a client decides to sign the Charter, they are acknowledging that their provider has given them a copy of the Charter, and assisted them to understand:

- information about client rights in relation to the aged care service; and
- information about client rights under the Charter.

Aurukun Shire Council - Chivaree Centre

Under the aged care legislation, Aurukun Shire Council - Chivaree Centre is required to assist clients to understand their rights and give each clients a reasonable opportunity to sign the Charter. Aurukun Shire Council - Chivaree Centre must give clients a copy of the Charter that sets out:

- signature of Aurukun Shire Council - Chivaree Centre's staff member;
- the date on which Aurukun Shire Council - Chivaree Centre gave the client a copy of the Charter; and
- the date on which Aurukun Shire Council - Chivaree Centre gave the client (or their authorised person) the opportunity to sign the Charter;
- the client (or authorised person)'s signature (if they choose to sign); and
- the full name of the client (and authorised person, if applicable).

Aurukun Shire Council - Chivaree Centre will need to retain a copy of the signed Charter for their records.

Charter of Client's Responsibilities for Receiving Care

I as the Client acknowledge that I have the responsibility to:

General

- Respect the rights and needs of other people within the home care service, and to respect the needs of the home care service community as a whole;
- Respect the rights of the Aurukun Shire Council - Chivaree Centre staff and/or care workers to their human, legal and workplace rights including the right to work in a safe environment;
- Care for my own health and well-being, as far as I am able;
- Inform my medical practitioner, as far as I am able, about my relevant medical history and current state of health;
- Treat Aurukun Shire Council - Chivaree Centre staff and/or care workers without exploitation, abuse, discrimination or harassment;

Care & Services

- Abide by the terms of my client agreement with Aurukun Shire Council - Chivaree Centre;
- Acknowledge that my needs may change, and to negotiate changes of care and service if my care needs change;
- Accept responsibility for my own actions and choices even though some actions and choices may involve an element of risk;

Communication

- Give enough information to assist Aurukun Shire Council - Chivaree Centre to develop, deliver and review a care plan for me;
- Tell Aurukun Shire Council - Chivaree Centre and their staff about any problems with the care and services;
- Tell Aurukun Shire Council - Chivaree Centre in writing and with a signature I intend to cease to receive support services from Aurukun Shire Council - Chivaree Centre giving the required notice under the client agreement;

Access

- To allow safe and reasonable access for our care workers at the times specified in my care plan or otherwise by agreement;
- To provide at least 24hours notice if I don't require a service to be provided on any particular day;

- I have the responsibility to pay any fees as specified in the agreement or to negotiate an alternative arrangement with Aurukun Shire Council - Chivaree Centre if any changes occur in my financial circumstances.

Aurukun Shire Council - Chivareee Centre Policies & Procedures Manual

Related Forms/ Documents

DOCUMENT NAME
Client Handbook
Client Information Kit

Version: March 2020

Complaints and Feedback Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 6: Feedback and complaints Standard 8: Organisational governance;
Human Services Quality Standards	Standard 4: Safety, well-being and rights & Standard 5: Feedback, complaints and appeals; Expected Outcome: 4.4, 5.1, 5.2, 5.3 & 5.4
Related Policy	Client's Rights & Responsibilities Advocacy Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council will encourage clients to provide both positive and negative feedback on the service provided to ensure that clients receive best possible service.

Reason

- All clients, and potential clients, will be informed of their rights (as per The Department of Health's *'Charter of Aged Care Rights'*) including the right to complain without affecting access to services and the right to an advocate of their choice.
- All clients, and potential clients, will be encouraged to provide positive feedback, where appropriate, on the service provided.

Process

All complaints / feedback (whether formal or informal) must be:

- Undertaken in a fair and positive manner with confidentiality maintained throughout the process.
- For more serious complaints, acknowledged in writing within **5 working days** upon receipt, and whenever possible the matter resolved, within **15 working days**.
- Recorded on the **Complaints I Feedback Register** (minor and major) for future reference.
- Approached in a positive way, with the aim of resolving the complaint appropriately, and making any warranted improvement to procedures, service delivery and Policy & Procedure.
- Forwarded immediately to the Chairperson of Aurukun Shire Council, where a complaint relates to an organisational Policy & Procedure matter.

Content

- A minor (informal) complaint is an issue or occurrence that is resolved at the first point of contact, when all parties reach agreement and are satisfied with the outcome.
- A major (formal) complaint is an issue or occurrence that is not resolved at the first point of contact and needs further investigation.
- A **Complaints I Feedback Investigation Form** must be completed for all major complaints.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- On receipt of a more serious complaint, the Manager, or delegate is to be made aware of the complaint immediately.
- The complainant is notified within **3 working days** in writing to provide feedback on progress, actions taken, and outcomes achieved.
- Aurukun Shire Council will endeavour to fully resolve all complaints with **15 working days** from receipt.
- In the event of an unresolved complaint between two parties information on conflict resolution, mediation, counselling and advocacy services will be provided.
- Staff members will be notified of any complaints made against them to give them an opportunity to state their case.
- In the event of a complaint between a client and their principal carer, Aurukun Shire Council encourages early identification and open discussion of potential difficulties at assessment and care plan stages/reviews to alleviate major conflicts.
- Clients will be provided with a **Complaints I Feedback Form Client**
- Clients will be made aware of the Federal "Aged Care Quality and Safety Commission" which is available to anyone at any time who has a complaint or concern about an aged care service. The Aged Care Quality and Safety Commission can be contacted on 1800 951 822.
- Clients will be made aware of the "Office of the Australian Information Commissioner", which is available to investigate privacy complaints. This office can be contacted on 1300 363 992.
- Aurukun Shire Council recommends the use of an advocate, and is able to supply a qualified staff member, or recommend a suitable mediator in an endeavour to resolve the situation at any stage of the complaints process.
- In the event that a complaint between a client and their principal carer may be suspected elder abuse, it is Aurukun Shire Council staff's responsibility to report this to the Manager, who in turn may seek legal advice. The Manager will report it to the Department if appropriate. Please refer to "*Client Abuse and Neglect Policy & Procedure*" and "*Accident I Incident Reporting Policy & Procedure*".
- Staff members will be offered appropriate support, when requested, in the event of a complaint made against them.

Complaints Process

If a client wishes to make a complaint, grievance, concern or wishes to provide feedback:

1. Contact the Aurukun Shire Council - Chivaree Centre Manager personally or on (07) 4060 6834 to discuss the issue.
2. If they are unhappy with the outcome, write to the Aurukun Chivaree Centre

Commonwealth Home Support Program & Home Care Package Program

Aged Care Quality and Safety Commission

If a client, carer or family member has a complaint or concern about an aged care service and they feel it has not been resolved through the above process, the Federal "Aged Care Quality and Safety Commission" is available for them to call at any time. Clients will be informed of this process and provided with the contact details for lodging complaints by phone, in writing or online. Clients will also be reminded of the right to an advocate to support them when they raise their concern.

The Aged Care Quality and Safety Commission can be contacted on **1800 951 822** or <http://www.agedcarequality.gov.au/> or write to "Aged Care Quality and Safety Commission" GPO Box 9819 Brisbane Qld 4000.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

Queensland Community Support Scheme (QCSS)

Queensland Community Support clients may lodge a complaint with the Queensland Department of Communities and Disability Complaints Unit **1800 080 464** or feedback@communities.qld.gov.au.

- Staff members will refer to Policy & Procedure Manual for procedures on handling complaints.
- After finalisation of a complaint, the relevant Aurukun Shire Council staff member will evaluate current procedures in service delivery, Aurukun Shire Council procedures and policies, and modify where warranted.
- A **Complaints / Feedback Investigation Form** is to be completed by any member of Aurukun Shire Council immediately a complaint is made, no matter how informal it may seem.
- The Manager will determine if legal advice is to be sought, staff counselled or disciplinary action instigated.
- Aurukun Shire Council is primarily accountable to the community for any activities undertaken and will ensure the community is reminded that complaints will result in evaluation and modification, where appropriate, of current procedures in service delivery and Aurukun Shire Council procedures and policies.

Related Forms/ Documents

FORM NAME	LOCATION
Complaints/ Feedback Investigation Form	Client File Forms
Complaints/ Feedback Register	Client File Forms
Complaints/ Feedback Form Client	Client File Forms

Version: March 2020

Conflict of Interest Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 8: Organisational Governance
Human Services Quality Standards	Standard 1: Governance and Management; Expected Outcome: 1.1 & 1.4.
Related Policy	Code of Conduct Policy & Procedure Training Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council is committed to ensuring that personal or individual interests that conflict with the interests of the organisation are identified and managed so that they do not affect the services, activities or decisions of the organisation.

Definitions

This policy will apply to situations where the personal interests of an individual or group of individuals directly conflict with the best interests of the organisation, its members or clients, or where the decisions or actions of individuals may be influenced by their personal interests rather than those of the organisation.

This will include situations in which:

- Close personal friends or family members are involved, such as decisions about employment, discipline or dismissal, service allocation or awarding of contracts
- An individual or their close friends or family members may make a financial gain or gain some other form of advantage
- An individual is involved with another organisation that is in a competitive relationship with our organisation and therefore may have access to our plans or financial information
- An individual is bound by prior agreements or allegiances to other individuals or agencies that require them to act in the interests of that person or agency or to take a particular position on an issue.

Reason

- A conflict of interest exists when it can be perceived that a person may experience personal conflict or financial gain as a result of their role or influence in an organisation.
- The conflict is not limited in the action, but in not acknowledging to those involved, that there is the potential for conflict.
- All staff members and clients will be informed of this Policy and Procedure.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

Content

- Any member of the Aurukun Shire Council - Chivaree Centre, staff or volunteers of Aurukun Shire Council is obligated to declare any conflict of interest and where appropriate withdraw from any decisions that may be an actual or perceived conflict of interest.
- A **Conflict of Interest Declaration** is to be completed when declaring any potential and actual conflicts of interest. This is also to be recorded on the **Conflict of Interest Register**.
- Conflicts of interest may be declared verbally or in writing either to the Manager or Aurukun Shire Council - Chivaree Centre, as is appropriate.
- Once declared, the person declaring the conflict of interest must withdraw from decisions relating to the issue/person concerned, as appropriate.
- Training will be conducted with staff and volunteers in the area of Conflict of Interest, with particular consideration to the relationships and customs of Aboriginal & Torres Strait Islander people.

Related Forms/ Documents

FORM NAME	LOCATION
Conflict of Interest Declaration	Internal Forms
Conflict of Interest Register	Internal Forms

Version: March 2020

Continuous Improvement Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 1: Consumer Dignity and Choice; Standard 2: Ongoing assessment and planning with consumers; Standard 3: Personal care and clinical care; Standard 4: Services and Supports for daily living; Standard 5: Organisation's service environment; Standard 6: Feedback and complaints; Standard 7: Human Resources; Standard 8: Organisational governance
Human Services Quality Standards	Standard 1: Governance and Management; Expected Outcome: 1.5 & 1.6.
Related Policy	Training Policy & Procedure

Policy Statement

Aurukun Shire Council will actively pursue and demonstrate continuous improvement in all aspects of service management and delivery.

Reason

Continuous improvement is an ongoing process of striving to improve outcomes for service users, staff, volunteers and the organisation through leadership, research, monitoring, consultation and evaluation.

Content

Aurukun Shire Council practices and processes that support continuous improvement include:

- Ongoing consultation with stakeholders including clients, management, staff, volunteers and the wider community.
- Involving management, staff and volunteers in the management and development of the continuous improvement process.
- Encouraging and facilitating ongoing feedback from clients and their representatives (including complaints, compliments and other feedback), management, staff, volunteers, the community, suppliers and other relevant stakeholders.
- Ensuring feedback collected is recorded, considered by Aurukun Shire Council and acted upon (if appropriate), and that the originator of the feedback is given information about the actions taken (if possible) and the outcome of the feedback is evaluated.
- Monitoring processes to assess the effectiveness of service operations and to identify areas for improvement (e.g. internal audits; service users staff/volunteer and other stakeholder satisfaction surveys; monitoring of organisational key performance indicators; reviewing of the risk management plan; collation of feedback, accidents, incidents and hazards; and determining the accuracy of policies and procedures to current practices).
- Maintaining a Service Development & Compliance Strategy and Action Plan.
- Maintaining records of improvements that demonstrate what has been achieved over time.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- Providing feedback on implemented improvements to clients, management, staff, volunteers and other stakeholders as appropriate.
- Ensuring management, staff and volunteers have knowledge of and can participate in the Aurukun Shire Council continuous improvement processes, as appropriate to their position.

Process

Aurukun Shire Council will undertake Continuous Improvement activities through:

- An up-to-date Continuous Improvement Plan (our Service Development & Compliance Strategy and Action Plan)
- Performance reports against the Service Development & Compliance Strategy and Action Plan
- Feedback (verbal and written) from key stakeholder groups (e.g. clients, carers, representatives, staff, volunteers) and measuring the proportion of group providing feedback
- Feedback forms resulting in an improvement
- Internal audits
- Client and staff surveys and results of surveys
- Complaints / suggestions registers
- Corrective action sheets
- Incident/ accident reports
- Work Health & Safety assessments of client's homes
- Quality improvement logs
- Applications for funding for operational and capital
- Processes and reports for monitoring and evaluating outcomes of improvement activities
- Processes and records of changes to services in response to feedback
- Processes and documents to inform stakeholders of outcomes of improvement activities including clients, management, staff, volunteers and the wider community
- Minutes of meetings and/or discussions regarding quality with management, staff and volunteers
- Staff and volunteer education, training and knowledge in relation to continuous improvement
- Policies and Procedures
- Client file administration checklist
- Staff file administration checklist
- Staff file audit induction checklist
- Financial records reviews
- Client file reviews
- Staff file reviews
- Governance Training
- Record of Care Service (ROCS)
- Quality audit review outcomes

The continuous improvement process is:

- Collate the relevant data
- Review compliance against funding body requirements or regulatory compliance

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- Analyse continuous improvement opportunities
- Evaluate outcomes of improvement activities

The continuous improvement plan will address the Aged Care Quality Standards and Human Services Quality Standards on a rolling monthly plan. The priority will be to complete the identified improvement opportunities highlighted by the funding bodies.

Related Forms/ Documents

FORM NAME	LOCATION
Complaints & Feedback Form	Client File Forms
Complaints & Feedback Register	Client File Forms
Work Health & Safety Home Assessment Checklist	Client File Forms
Accident/ Incident/ Hazard Report	Internal Forms
Accident/ Incident/ Hazard Register	Internal Forms

DOCUMENT NAME
Client Survey
Service Development & Compliance Strategy
Training Register

Version: March 2020

Critical Incident Stress Debriefing Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 8: Organisational governance; Standard 7: Human Resources
Human Services Quality Standards	Standard 1: Governance and Management & Standard 6: Human Resources; Expected Outcome: 1.4, 1.5 & 6.1.
Related Policy	Work, Health & Safety Policy & Procedure Accident/ Incident Report Policy & Procedure Training Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council will follow an action plan for Critical Incident Stress Debriefing.

Reason

To establish and maintain:

- Safe work practices and procedures
- All staff members are supported after an incident, which may have the potential to cause long-term stress.

Process

- The level of response to an incident will be dependent upon each particular incident and staff involved
- As a guide, the following actions are recommended as a minimum standard:
 - Initial debriefing to occur within 48 hours after the incident
 - Further follow up to occur **10 working days** after initial debrief
- An incident involving one or two staff members should be managed internally by appropriately trained staff members.
- An incident involving the majority of staff should be managed by an external debriefer or agency (for example, Queensland Ambulance Service, Queensland Police Service, Mental Health Coordinator, qualified Counsellor).
- Any staff member who experiences prolonged distress will be referred to an appropriate counselling service.
- People who perform Critical Incident Stress Debriefing need to have appropriate training and experience in debriefing.
- All incidents must be recorded on an **Accident / Incident / Hazard Report** and noted on the **Accident / Incident / Hazard Register**.
- After any major event, it is imperative for Aurukun Shire Council to consider whether there were any systemic issues, which might have caused or contributed to the event so that Aurukun Shire Council can address them to prevent re-occurrence.

Aurukun Shire Council - Chivareee Centre Policies & Procedures Manual

Related Forms/ Documents

FORM NAME	LOCATION
Accident/ Incident/ Hazard Report	Internal Forms
Accident/ Incident/ Hazard Register	Internal Forms

Version: March 2020

Duty of Care Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 3: Personal and clinical care Standard 5: Organisation's service Standard 7: Human Resources
Human Services Quality Standards	Standard 1: Governance and Management, Standard 4: Safety, well-being and rights, Standard 5: Feedback, complaints and appeals & Standard 6: Human Resources. Expected Outcome: 1.1, 1.4, 1.5, 4.1, 4.2, 4.3, 5.1, 5.2, 5.3, 5.4, 6.1 & 6.3.
Related Policy	Client Emergency Management Policy & Procedure Risk Management Policy & Procedure Training Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council ensures that all services are provided in a safe environment in line with the *Work Health and Safety Act 2011*, and our duty of care to clients, staff and volunteers. Duty of Care requires that an acceptable standard of care that is reasonably practicable be provided to ensure the health and safety of those at the workplace and to clients.

Reason

Where a duty of care exists, the law requires that the person exercise the same degree of care that a reasonable person could be expected to show. A higher standard is expected from a person responsible for the care of someone whom the law would regard as vulnerable, which means all our clients.

Process

Aurukun Shire Council must take reasonable steps to ensure that no one is endangered as a result of Aurukun Shire Council staff actions.

There are no easy solutions to all the issues raised by the duties of care Aurukun Shire Council owes to its clients and others.

The overriding principle is that staff and volunteers will:

- Take reasonable care.
- Follow appropriate legislative requirements (e.g. Act, Regulations, Codes of Practice).
- Follow Aurukun Shire Council policies and procedures and best practice principles.
- Consider the rights and responsibilities of all concerned.

Aurukun Shire Council staff must take reasonable care to avoid causing harm to any of these people in the course of delivering a service.

Notifying Funding Bodies regarding Serious Incidents

If a serious incident does occur during or as a result of service delivery, the appropriate Funding Body must be notified within 24 hours of the incident occurring or within 24 hours of becoming aware of the incident.

This procedure is in line with the "**Accident / Incident Reporting Policy and Procedure**" found in the Aurukun Shire Council Policies and Procedures Manual.

Non - Response to a Scheduled Visit

If a staff member or volunteer visits a client's home for a scheduled visit and the client does not respond to the worker, the following steps should be followed:

- Call the Co-ordinator immediately and advise them that the client is not responding to the scheduled visit.
- Implement the client's wishes in-line with the "Non-Response Register" (also found on **Emergency Contact Form**).
- Review and update the "Non-Response Register" when a client is not home during a scheduled visit within the client database (e.g. ROCS).

National Code of Conduct for Health Care Workers (Queensland)

The new National Code of Conduct for Health Care Workers (Queensland) came into effect 1 October 2015. The Code seeks to essentially regulate unregistered health care workers (personal care workers and assistant in nursing) and applies to health services provided within a residential care facility or within a person's home. The Code is therefore applicable to health services provided by unregistered health care workers across both residential aged care and home care.

Aurukun Shire Council will:

- Inform staff of the Code through staff meetings and inclusion in the **Staff and Volunteer Handbook**
- Include the Code as part of the mandatory training undertaken annually.

Client Responsibilities

As the client's home is the workplace, clients must provide, as far as reasonable, a safe-working environment for workers coming into their home.

In-home clients will be asked to complete a **Duty of Care Form**. Things a client may be asked to do include:

- Treat workers with respect (non-abusive and non-threatening)
- Secure pets to avoid harm to the worker
- Allow reasonable modifications to be made to ensure the safety of workers (e.g. move mats that may cause a fall)
- Leave an outside light on for visits that will occur after dark.
- Not smoke while workers are present
- Provide appropriate/ safe equipment (if required)

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

To ensure a safe working environment for our workers, Aurukun Shire Council will conduct a Work Health & Safety (WH&S) check and risk assessment prior to services commencing.

To protect the safety of our staff and meet our WH&S obligations, workers are **NOT** permitted to carry out specific household duties, these include:

- Moving furniture
- Clean surfaces that require extended reaching (e.g. windows, high cupboards, etc.)
- Stand on chairs or ladders etc.
- Use chemicals or hazardous substances
- Carry or move heavy loads e.g. including mattresses
- Carry out significant repairs or maintenance duties
- Feed or care for pets
- Perform household / cleaning duties for carers or other members of the family (services are only provided to Aurukun Shire Council clients)

After completion of the WH&S check and risk assessment, risks or issues identified that directly affect the personal safety of the worker will be discussed with the client/ carer. These hazards will be identified on the **WH&S Home Assessment Checklist Form**, which also outlines corrective action to be taken.

Related Forms/ Documents

FORM NAME	LOCATION
Emergency Contact Form	Client File Forms
Duty of Care Form	Client File Forms
Work Health and Safety Home Assessment Checklist	Client File Forms

Version: March 2020

Early Identification & Intervention Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 1: Consumer dignity and choice Standard 2: Ongoing assessment and planning with consumers Standard 3: Personal care and clinical care;
Human Services Quality Standards	Standard 1: Governance and Management & Standard 3: Responding to individual need Expected Outcome: 1.3, 1.5, 3.3 & 3.4.
Related Policies	Training Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council will have Policy & Procedure, resources and strategic plans that will ensure coordinated, planned and reliable service delivery to clients. Aurukun Shire Council promotes early identification of, and intervention in, potential and early stage health problems experienced by individuals, groups and the community.

Reason

Early identification and intervention is an integral component of quality care provision directed towards enhancing the health and wellbeing of individuals, groups and communities.

Process

- The service will undertake ongoing assessment, review and evaluation of individual, group and community needs through a range of mechanisms including community/ group consultation, formal reviews and individual assessment, which identify and prioritises health issues.
- Based on assessment, review and evaluation outcomes, the service will develop strategies that address at an early stage factors, which contribute to unwanted health outcomes.
- Opportunities will be made available through formal and informal reviews for community input into early identification and intervention practices and procedures employed by the service.
- Individual participation by community members in early identification and intervention practices will be voluntary.
- Staff will be encouraged to establish links to assist in the ongoing development of early identification and intervention strategies.
- Where resources permit, staff will be encouraged to undertake appropriate training to enhance their knowledge and skills in the area of early identification and intervention.

Version: March 2020

Emergency and Evacuation Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 5: Organisation's service environment Standard 7: Human resources; Standard 8: Organisational Governance
Human Services Quality Standards	Standard 1: Governance and Management & Standard 4: Safety, well-being and rights; Expected Outcome: 1.4 & 4.2 & 4.3.
Related Policy	Client Emergency Management Policy & Procedure Risk Management Policy & Procedure

Policy & Procedure Statement

In the event of an emergency or evacuation situation, the safety and wellbeing of staff and visitors to the premises are paramount. As such, Aurukun Shire Council is committed to identifying risks and hazards of emergency and evacuation situations and planning for their reduction or minimisation.

Reason

- To ensure, as far as practicable, the safety, health and well-being of staff, clients and visitors during emergencies at Aurukun Shire Council
- To ensure an appropriate response during and following emergencies to meet the needs of staff, clients and others at the premises
- Having a plan to manage emergency situations reduces risks to those present on the premises.

Content

Aurukun Shire Council will:

- Conduct ongoing risk assessments and reviews of all potential emergency and evacuation situations including but not limited to: fire or explosion, natural disaster, bomb threats, violence or robbery
- Take action to manage and minimise identified potential risks
- Develop specific procedures around each potential emergency situation and ensure full awareness by all staff
- Ensure regular rehearsal and evaluation of emergency and evacuation procedures.

Process

Aurukun Shire Council will undertake activities through:

- Review and update of the **Disaster Management Plan**
- Review and update of the emergency and evacuation floor plan
- Ensure that a copy of the emergency and evacuation floor plan and instructions are displayed in a prominent position near each exit at the premises
- Ensure staff has ready access to an operating telephone and that phone numbers of emergency services are displayed near all internal phones

- Ensure the location of first aid kits, fire extinguishers and other emergency equipment is clearly signposted
- Ensure all emergency equipment is maintained on a regular basis in accordance with regulatory requirements (e.g. first aid kits, fire extinguishers, smoke detectors, sprinkler systems and alarms)
- Ensure procedures are in place to debrief staff following emergency incidents
- Ensure that emergency contact details are provided for all staff and that these are kept up to date
- Ensure all staff members, as part of their induction, are made aware of emergency and evacuation policy and procedures and
- Appoint a staff member to act as an Emergency Warden and oversee the management of the emergency situation.

Emergency Evacuation Procedures.

DON'T PANIC!

At all times during an emergency follow the instructions of the Emergency Warden.

1. On hearing the evacuation direction (an alarm, verbal direction or by other means), immediately prepare to leave the building.
2. If the evacuation direction is given, leave the building by the nearest and safest exit route. All doors should be closed (but not locked) on leaving.
3. If possible, take handheld personal belongings (such as handbags and briefcases) with you when you leave. Do not return to collect belongings.
4. Assist any person with a disability to leave the building. Do not attempt to carry people down the stairs.
5. Walk quickly and calmly to the designated assembly area or as advised by your Emergency Warden or Emergency Services personnel.
6. Remain at the assembly area until instructed to leave by a Warden or Emergency Services personnel.
7. Do not re-enter the building until informed it is safe to do so by a Warden or Emergency Services personnel.

Bomb Threat

All bomb and similar threats involving Aurukun Shire Council premises will be appropriately assessed and responded to in order to protect persons and property. It is important that all threats are carefully assessed and properly evaluated to determine the most appropriate course of action.

The following procedures are to be followed in the event of receiving a bomb threat:

1. ABOVE ALL: KEEP CALM AND DO NOT ALARM OTHER EMPLOYEES
2. If the threat is by telephone, prolong call - keep the person talking and ask:
 - Location of bomb
 - Time set to explode
 - Record exact information
3. Do not replace the handset - it enables the call to be traced.

4. Treat threat as genuine and record information for police.
5. If an object is found:
 - Do not touch
 - Keep areas clear
6. If threat is by letter:
 - Do not handle more than necessary.
 - Where possible the item should be placed into a plastic pocket to preserve any physical evidence.
7. Do not use mobile phones or other electronic equipment that may trigger a device **-Turn off mobile phones.**
8. Raise the alarm:
 - Call 000. Where concerns for safety exist, police must be notified and requested to attend, manage the incident and investigate.
 - Alert management
 - DO NOT USE - the Break Glass Alarm, PA, mobile phone etc.
9. Be prepared to evacuate - await further instruction from management / Emergency Warden.
10. Evacuate the building when instructed to do so by the Emergency Warden.

Threat of Weapon / Violent or Threatening Person

1. If safe to do so, note and report such persons to management or call 000 where concerns for safety exist.
2. If confronted, obey instructions if safe to do so:
 - Do not argue or provoke the person
 - Do not attempt to physically subdue the person
 - Back away and alert others to do so also
 - Make it easy for the person to leave the building/ area
3. If the person appears psychotic (unusual behaviour, saying odd things):
 - Try and create a calm, non-threatening atmosphere. Reduce distractions, turn off noisy equipment and computer monitors
 - Talk slowly, quietly and simply
 - Avoid direct eye contact and do not get too close
 - Do not try and reason with someone that appears to show signs of acute psychosis
 - Express empathy for the person's emotional distress
 - Comply with reasonable requests
4. Observe carefully:
 - Any articles touched by the person
 - Physical details and clothes they are wearing
 - Points that may aid description (mannerisms etc.)
 - Direction that the person took when they left the area
5. Record information for police.
6. Be prepared to evacuate the building / area if required.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

Related Forms/ Documents

DOCUMENT NAME
Disaster Management Plan
Risk Management Plan

Version: March 2020

Equipment Use Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 3: Personal care and clinical care Standard 4: Services and supports for daily living Standard 5: Organisation's service environment;
Human Services Quality Standards	Standard 1: Governance and Management Expected Outcome: 1.4.
Related Policy	Asset Management Policy and Procedure

Policy & Procedure Statement

This policy outlines the appropriate use of Aurukun Shire Council owned equipment and items of technology including, but not limited to, mobile phones, laptops, desktop computers, internet and email. Staff or volunteers who use/access items of technology and equipment are required to take responsibility for the security of the equipment and the information it contains and undertake to use the equipment in an efficient and ethical manner.

Reason

Co-operation in the care and use of Aurukun Shire Council equipment is necessary to maintain it in proper operating condition. Equipment should only be used for its intended work-related purpose.

Process

Safeguard Equipment and Data

Staff and volunteers are required to:

- Ensure the condition of the equipment is maintained and looked after.
- Ensure equipment is never left unattended and is kept in a safe and secure location to prevent theft or damage.
- Ensure that equipment is only used for the Aurukun Shire Council purposes.
- Equipment may only be removed from the premises of Aurukun Shire Council with prior approval from the Manager.
- Ensure that equipment is not loaned or used by anyone other than Aurukun Shire Council employees, unless authorised by the Manager
- Ensure equipment is used for the purpose and in the manner for which it is designed.
- Respond immediately to any virus warning message on the laptop or portable device and if a virus is suspected report it to the Manager.
- Ensure the reliability of data by correctly storing and backing up information.
- Report any damage or faults to the Manager as soon as practicable.
- Immediately notify the Manager if the equipment or portable device is lost or stolen.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

Staff who use their own personal laptops on Aurukun Shire Council premises are responsible for the security and safety of their own equipment. Aurukun Shire Council takes no responsibility for damaged, stolen or lost personal property. Staff should ensure that their personal equipment is covered under their own insurance policy.

Use equipment and resources legally

Illegal usage may include:

- Intentionally damaging equipment or facilities
- "Hacking" into computer systems
- Theft of hardware, software or data
- Violation of software licenses. Software may only be used in accordance with applicable licence agreements and copyright laws.
- Creation, possession, storage or circulation of inappropriate materials (note that inappropriate materials include pornographic, racist, defamatory or harassing files, pictures, videos or email messages that might cause offence or embarrassment)

Use equipment and resources ethically

Unethical activities may include:

- Denying access to other authorised users.
- Obtaining or attempting to obtain a higher level of access privilege or access to facilities without authorisation.
- Granting access to unauthorised users.
- Using another person's computer account (even with that person's permission).
- Disclosing his or her own user's password or obtaining the password of another without permission.
- Using access for commercial or personal gain not related to Aurukun Shire Council purposes.
- Using telephones, computers, Internet access, emails or other equipment for personal use.

Version: March 2020

Fees and Charges Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 3: Service User Rights & Responsibilities;
Human Services Quality Standards	Standard 1: Governance and Management & Standard 2: Service Access Expected Outcome: 1.7 & 2.1.
Related Policy	

Policy & Procedure Statement

Aurukun Shire Council may ask for a small contribution from clients for the delivery of services, depending on a client's financial situation. Special consideration is given to people with limited finances. The fee may vary, depending on the services required and the client's financial position.

Reason

Client contributions for services delivered assist Aurukun Shire Council to sustain and improve the quality of services provided to clients.

Process

Queensland Community Support Scheme (QCSS)

Aurukun Shire Council operates the Queensland Community Support Scheme under the following fee principles:

1. All clients assessed as having capacity to pay are to be charged fees. This should be done in accordance with a scale of fees appropriate to their level of income, amounts of services they use, and any changes in circumstances.
2. Inability to pay cannot be used as a basis for refusing a service to people who are assessed as requiring a service.
3. Aurukun Shire Council should charge the full cost of the service where clients are receiving, or have received, compensation payments intended to cover the cost of community care.
4. Clients with similar levels of income and service usage patterns should be charged equivalent fees for equivalent services.
5. Clients with high and/or multiple service needs are not to be charged more than a specified maximum amount of fees in a given period, irrespective of the actual amounts of services used.
6. For the purposes of this policy, solicited donations for services are equivalent to fees and are subject to all provisions of this policy.
7. Fees charged should not exceed the actual cost of service provision.
8. Fees should not be charged in respect of services such as information and advocacy.
9. The fee charged for a service should be all-inclusive and cover all material used in delivery of the service.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

1. Fee collection should be administered efficiently, and the cost of administration should be less than the income received from fees.
2. The revenue from fees is to be used to enhance and/or expand Commonwealth CHSP services.
3. Procedures for the determination of fees, including assessment criteria, should be clearly documented and publicly available.
4. Procedures for the determination and collection of fees should take into account the situation of special needs groups.
5. Assessment of a client's capacity to pay fees should be as simple and unobtrusive as possible, with any information obtained treated confidentially.
6. Clients and their advocates have the right of appeal against a given fee determination.

Commonwealth Home Support Programme (CHSP)

Aurukun Shire Council operates the CHSP under the following fee principles:

- **Consistency:** All clients who can afford to contribute to the cost of their care should do so. Client fees should not exceed the actual cost of service provision.
- **Transparency:** Client fee policies include information in an accessible format and are publicly available, given to, and explained to, all new and existing clients.
- **Hardship:** Policies include arrangements for those who are unable to pay the requested contribution.
- **Reporting:** Grant agreement obligations include a requirement for providers to report the dollar amount collected from client contributions.
- **Fairness:** Aurukun Shire Council - Chivaree Centre's client fee framework takes into account the client's capacity to pay and does not exceed the actual cost to deliver the services. In administering this, Aurukun Shire Council - Chivaree Centre takes into account partnered clients, clients in receipt of compensation payments and bundling of services.
- **Sustainability:** Revenue from client contributions is used to support ongoing service delivery and expand the services providers are currently funded to deliver.

Home Care Packages Program

Aurukun Shire Council operates the Home Care Packages Program under the following fee principles:

- Aurukun Shire Council may ask clients for a basic daily care fee as a contribution towards the cost of care, if the client can afford to do so.
- A client may also have to pay an income-tested care fee based on their financial information, which the government calculates, with additional safeguards of annual and lifetime caps and financial hardship provisions. Full pensioners **do not** pay an income-tested care fee.
- Aurukun Shire Council will discuss and agree upon any fees with the client before any services begin. The maximum fees payable will be recorded in the Home Care Package Client Agreement.
- A client may also have to pay an Entry and Exit Fee.
- A client's access to a home care package will not be affected by their ability to pay fees, however the client's responsibility includes paying the fees specified in the Home Care Package Client Agreement.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- If a client does not pay the fees, or negotiate an alternative with Aurukun Shire Council, we may withdraw the service for non-payment of fees and re-allocate the package, as detailed in the *User Rights Principles 2014*.
- Clients will not be asked to pay any fees before their home care package begins.
- A client's fees will be reviewed periodically or if they request a review. If a client's financial circumstances change, they can contact us for a review of fees.
- For client's receiving a home care package after 1 July 2014, a quarterly review of income-tested care fees (or whenever the client requests a review) is conducted by the Department.
- If a client thinks they will face financial hardship when paying the required fees, they can ask to be considered for financial hardship assistance (only eligible for clients who commenced a packaged after 1 July 2014).
- Case management and administration fees may be charged to a client. These fees will be kept to a minimum so that clients can receive the support they need.

Individualised Budget

- Each client will be provided with a written individualised budget, which will be developed in partnership with the client or his or her carer, based on the agreed care plan.
- The budget will have regard to:
 - The client's goals, assessed needs and preferences
 - The resources available to Aurukun Shire Council to provide home care services
 - The services selected by the client and set out in the care plan.
- The budget will be amended whenever the Care Plan or costs change.
- Aurukun Shire Council will review and, if necessary, revise the individualised budget for the client if:
 - A change to the care and services to be provided to the client through the home care package is proposed
 - The costs of providing the care and services change; and
 - The client requests us to do so.

Monthly Statement

- Once care and services commence, Aurukun Shire Council will provide the client with a monthly statement that clearly shows their available funds, how those funds have been spent and the balance of any unspent funds. This will be delivered to the client as soon as practical, after Aurukun Shire Council has all the necessary information to complete it.

Other considerations

- Aurukun Shire Council will reduce or waive a client's contribution according to their financial situation.
- A client's capacity to provide a contribution will be determined on assessment and reviewed if/when their financial circumstances alter.
- The contribution will be discussed with the client and carer prior to the delivery of services.
- An invoice will be prepared and / or receipt provided on collection of the contribution.
- Client fees and charges will be outlined in the Client Agreement.

Version: March 2020

Grievance and Dispute Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 6: Feedback and complaints Standard 8: Organisational governance;
Human Services Quality Standards	Standard 1: Governance and Management & Standard 6: Human Resources; Expected Outcome: 1.1 & 6.1, 6.3, 6.4 & 6.5.
Related Policy	Privacy and Confidentiality Policy & Procedure Code of Conduct Policy Management Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council aims to support an environment where staff feel confident to raise concerns (administrative, interpersonal or behavioural) in the knowledge that they will be addressed appropriately and respectfully and in a fair and timely manner.

Reason

A grievance refers to an issue or concern a person may have with another.

The grievance procedure specifies the procedures to be followed in relation to a grievance about employment conditions, clients, other staff, supervisor/s or the Aurukun Shire Council - Chivaree Centre.

Grievances are to be negotiated in a fair, non-discriminatory and equitable manner and aimed at reaching positive outcomes for all concerned and dealt with within a reasonable timeframe. A grievance is the business of the parties concerned and is to be kept confidential to those parties.

Respectful and courteous relationships between members, staff and volunteers are one of the expectations at Aurukun Shire Council.

Process

If a staff member or volunteer wishes to resolve a grievance, it is taken up firstly with the person with whom he/she has a grievance. If resolution is not reached, the aggrieved person may decide to alert his/her direct supervisor to the grievance and complete a **Grievance Record Form**.

The management supervisor will mediate with the parties concerned in order to negotiate a resolution.

(Where there is a dispute between co-workers, they are encouraged to first speak to one another about the issue and if not satisfied with the outcome to follow the steps below)

An advocate for either or both parties may always be included in negotiations.

Step 1: Speak to immediate supervisor

Step 2: Speak to Manager

Step 3: Write to Manager/ Aurukun Shire Council - Chivaree Centre

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

Step 4: Attendance at Aurukun Shire Council - Chivaree Centre meeting if requested

Victimisation

Any victimisation will be regarded seriously and should be referred to the Manager for appropriate action and may be subject to the staff disciplinary processes. The matter may be dealt with as misconduct.

Allegations

A person who makes an allegation, or a person who makes any frivolous allegation, may be subject to the staff disciplinary processes and the matter may be dealt with as misconduct.

When Violence Occurs

If violence occurs in the workplace at Aurukun Shire Council:

- Management is to be informed and a **Grievance Record Form** is to be completed.
- Counselling or debriefing is to be accessed via the Manager or other appropriate nominated person

Related Forms/ Documents

FORM NAME	LOCATION
Grievance Record Form	Internal Forms

Version: March 2020

Intake and Registration, Allocation and Referral Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 3: Personal care and clinical care Standard 4: Services and supports for daily living;
Human Services Quality Standards	Standard 2: Service Access, Standard 3: Responding to individual need & Standard 4: Safety, well-being and rights; Expected Outcome: 2.1, 2.2, 2.3, 3.1, 3.5 & 4.5.
Related Policies	Assessment / Reassessment and Care Policy & Procedure Client Records Policy & Procedure Privacy and Confidentiality Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council will use an intake system that will include registration, allocation and referral, and will ensure details are dealt with appropriately and confidentially and clients' needs are addressed in a timely manner.

Reason

- To accurately identify clients' needs quickly and provide access to available services.
- To ascertain the correct service for the client that will ensure continuity and quality of care.

Process

Intake and Registration

- On intake, the client's registration status will be checked to determine if they have previously been a client.
- On intake, all clients will have their personal data recorded on the **Client Registration Form**.
- If clients are already registered but are a re-referral any changes to the data will be noted.
- Information recorded as required by the National Minimum Data Set and the departments Data Exchange should include the following:
 - Name
 - Address
 - Date of Birth (D.O.B.)
 - Background (country of birth)
 - Client Circumstances (living arrangements, government pension / benefit status, accommodation setting)
 - Carer Support Details
 - Start of Current or Most Recent Service Episode (source of referral)
 - Date of Last Assessment
 - Total amount of Assistance (service types accessing by hours)
 - Case Conference date

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- Review Date
- Feedback to Doctor or referral source (where appropriate)
(This record is required for case conferencing, monitoring and statistical purposes.)
- A file is maintained for each client.

Offering a Home Care Package (HCP)

- Once a client is approved as eligible for a home care package by an ACAT and they approach Aurukun Shire Council to deliver care and services to them, Aurukun Shire Council will first check that a person has a valid assessment approval.
- Aurukun Shire Council will always review the prospective client's ACAT Aged Care Client Record which provides important information about their characteristics needs and circumstances. This will be considered together with other information provided by the client, including any relevant information provided from their medical practitioner, in determining whether a package can be offered, and if so, at what level.

Allocation

- A comprehensive assessment will be made within *three working days* depending upon urgency of the situation and convenience to the client. (The client may request an extension of time for assessment.)
- All new cases are brought to a Case Conference within a week of being assessed and a Case Manager allocated if necessary.
- The Manager will match suitable worker/s to perform duties in the client's home.

Referrals

- Referrals from clients and other service providers are encouraged, however for CHSP and HCP clients, we will refer them to go through My Aged Care for registration initially. Referrals are made in accordance with client's needs and preferences.
- Aurukun Shire Council refers clients on to other services if;
 - At initial contact or after assessment, the client is ineligible for service or the service does not meet the client's needs and preferences or the client requires additional services.
 - After admission to the program, the client's needs change and additional services are required
 - When the client exits the service and requires an alternative service
- In these cases, Aurukun Shire Council will:
 - Inform the client why we think a referral may be of benefit and provide information about the organisation to whom we think a referral is appropriate
 - For CHSP and HCP clients, explain the process through My Aged Care and provide them with information and the phone number
 - Proceed only if the client consents to the referral
 - Establish whether the client wishes to make contact with the service and My Aged Care themselves and/or wishes the worker to make the referral by utilising the **Referral Form**. A copy of this completed referral will to be kept in the client's file.
 - Seek the clients consent to provide information about the client to the service receiving the referral (**Consent to Release Information Form**)

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- Aurukun Shire Council will follow up on clients referred to other services to ensure they have received a visit from the referred agency and are in receipt of a service within ten working days of the referral being sent.
- Cases will be closed at Case Conference if there is to be no further involvement and documentation of this decision will be made in the client's chart.
- When a decision is made that there is no need for further involvement with the client, all other agencies involved in providing services to the client will be appropriately notified.

Information about other Service Providers

- Clients are provided with information, relevant to their needs and preferences, about other services during, and as a follow up to assessment and/or reassessment.
- Aurukun Shire Council will maintain a Register of Service Providers to provide clients and their carers with a broad range of service options.

Receiving a Referral

- Referrals may be made by potential clients, carers, relatives, friends, doctors, service providers, My Aged Care or any other sources.
- If a client is referred by another organisation, acknowledgement of receipt of referral is made within two working days to the referring agency.
- For CHSP and HCP clients:
 - If a client is referred directly to Aurukun Shire Council, they will be assisted to contact My Aged Care for an assessment of their needs and to have a client record created.
 - Where it is clear that urgent care is required, service delivery may be provided by Aurukun Shire Council before the client has contacted My Aged Care.
- Referral received - within 10 working days client contacted and a suitable date and time organised for assessment.
- Assessment conducted in client's home or by phone within 15 working days of contact. (Client may request an extension of time for assessment).
- Client's eligibility to receive services is determined (for QCSS clients only).
- A Care Plan is developed in consultation with client and their nominated representative within 10 working days. (Client may request an extension of time for development of care plan).
- Services to client in the home will commence within the 20 working days, depending on staff availability.
- If the client is ineligible for services, Aurukun Shire Council will explain to the client the reasons why and under what circumstances they, if any, they may reapply.
- Referrals received from other agencies that include a completed Minimum Data Set form will be utilised as the initial assessment and copy kept in the client's chart (for QCSS clients).
- In situations where a client receives services from another agency as well as Aurukun Shire Council, one agency will be responsible for case management of services.

Feedback to Referring Agencies

- Written feedback will be sent to the referral agency within one week of the initial case conference or development of the care plan. A copy of the advice will be kept in the client's chart. This can only occur if the client has signed a **Consent to Release Information Form**.

Aurukun Shire Council - Chivareee Centre Policies & Procedures Manual

Related Forms/ Documents

FORM NAME	LOCATION
Referral Form	Client File Forms
Client Registration Form	Client File Forms
Consent to Release Information Form	Client File Forms

DOCUMENT NAME
Client Handbook

Version: March 2020

Management Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 7: Human resources Standard 8: Organisational governance;
Human Services Quality Standards	Standard 1: Governance and management & Standard 6: Human Resources; Expected Outcome: 1.1, 1.2, 1.4, 1.6 & 6.1.
Related Policies	Client Records Policy & Procedure Training Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council will have Policy & Procedure, and resources and strategic plans that will ensure efficient and effective management practices are maintained.

Reason

- To ensure accountability of management practices in line with the signed Service Agreement.
- To value the participation of staff and clients in decisions regarding service delivery and organisational planning.

Process

- The Aurukun Shire Council will be responsible for acquittal of funds in line with the signed Service Agreement.
- Aurukun Shire Council will be responsible for all governance decisions in relation to this service.
- The Aurukun Shire Council will ensure Service Delivery Plans, Action Plans and Annual Business Reports are developed that reflect the goals, objectives, strategies and performance measures of Aurukun Shire Council.
- The Manager, staff and clients of Aurukun Shire Council are invited to participate in the decisions regarding service delivery and organisational planning.

Content

Financial matters

- Aurukun Shire Council will provide audited financial statements to demonstrate the acquittal of all resources received for the project.
- Aurukun Shire Council will comply with all financial legislation requirements and take all appropriate measures to minimise misappropriation of funds, including fraud.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

Operational matters

- Where possible, Aurukun Shire Council will involve clients, carers, staff and interested community members in the development and provision of services through:
 - Representation on the Aurukun Shire Council.
 - Formal feedback through client satisfaction surveys, client forums and planning sessions.
 - Informal feedback through assessment, care plan, referral, reviews and face-to-face visits.
- Aurukun Shire Council has implemented reporting structures to ensure quality assurance measures such as identification of unmet needs; planning, development, monitoring, and reviews are part of the ongoing management protocols of the project.
- Aurukun Shire Council has a Policy & Procedure Manual that directs the processes and protocols staff are to follow for a wide variety of responsibilities. Staff is encouraged to identify and participate in the development of policies where gaps are recognized.
- Aurukun Shire Council will ensure all sub-contractors sign a service agreement and that brokerage arrangements meet the Aged Care Quality Standards.
- Any additional resources received by Aurukun Shire Council will be utilised back into service delivery and associated costs, to meet the demands of the target group in the community.
- Aurukun Shire Council will employ skilled staff for all clinical positions, and provide opportunities for professional development to all members.
- All staff employed by Aurukun Shire Council will undergo an orientation program every 12 months to clarify roles, funded program protocols, build team cohesion and attend professional development sessions (e.g. cultural awareness training, dementia care etc. as required).
- On employment with Aurukun Shire Council, staff will identify their level of skills to:
 - Provide opportunities for recognition of skills that may be shared with other staff for their information and education purposes.
 - Provide opportunities for staff to identify areas of interest and to build on their existing skill base.
- Staff will attend Aurukun Shire Council staff meetings, and are encouraged to attend meetings outside of Aurukun Shire Council to build on their professional expertise and knowledge of other service providers.

Related Forms/ Documents

DOCUMENT NAME
Audited Financial Statements
Client Satisfaction Surveys
Funding Service Agreements
Service Development & Compliance Strategy and Action Plan
Subcontractor Agreements
Training Register

Version: March 2020

Meals/ Food Handling Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 4: Services and supports for daily living;
Human Services Quality Standards	Standard 1: Governance and management & Standard 6: Human Resources; Expected Outcome: 1.1.
Related Policy	Training Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council has systems, checks and processes in place to comply with the Food Safety Standards regulated under the *Food Act 2006*. Meals will be provided to clients that are safe, healthy, and nutritional.

Reason

- Clients require meals that are safe, healthy, and meet nutritional requirements.
- Provision of meals must comply with all legislative requirements (e.g. *Food Act 2006*).

Process

Where food is prepared onsite the Aurukun Shire Council will ensure that:

- The staff will comply with the Food Safety Plan that is authorised by the local council.
- The Kitchen will be certified by the local council.

Content

Food Preparation / Handling

- Food handlers will have the skills and knowledge associated with food safety and food hygiene related to the tasks they undertake at Aurukun Shire Council.
- Staff will be provided with accurate food safety and food hygiene information for them to read and operating rules that set out the responsibilities of food handlers.
- All new food handlers will have completed the food handler induction program within one month of commencing work with Aurukun Shire Council. The food handler induction program will consist of:
 - Reading and understanding the legal obligations of food handlers (*Food Safety Standards - Health and hygiene - Responsibilities of food handlers*).
 - Reading and understanding the FSANZ booklet on temperature control.
- Aurukun Shire Council will maintain their premises at a high standard of cleanliness. This includes the fixtures, fittings and equipment, as well as those parts of vehicles that are used to transport food. The standard of cleanliness will ensure that there is no accumulation of garbage, recycled matter, food waste, dirt, grease or other visible matter.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- Aurukun Shire Council will use cleaning procedures (set of written instructions) that describes everything that needs to be done to keep the meal preparation area clean. It sets out the tasks of cleaning and sanitising, how often each job needs to be done, how it should be done, and who should do it. A cleaning record will also be maintained, which documents that particular staff has completed the cleaning tasks.
- Food utensils and equipment will be cleaned and sanitised before each use and between use for raw food and ready-to-eat food.
- Food handling staff that may be suffering from or carrying certain illnesses, or suffering from some conditions, do not handle food or food contact surfaces. This is particularly important if they are likely to contaminate food while they are working.
- If a food handler has one or more of the following symptoms of food-borne illness:
 - Diarrhoea
 - Vomiting
 - Sore throat with fever
 - Fever
 - Jaundice

The food handler will:

1. Immediately inform the supervisor
2. Seek medical attention
3. Not return to work until they have been symptom-free for 48 hours.

- If a food handler has been diagnosed with any of the following food-borne diseases:
 - Hepatitis A
 - Norovirus
 - Typhoid fever
 - Shigellosis
 - Staphylococcal or Streptococcal disease

The food handler will

4. Cease all contact with food and food contact services
5. Not return to food handling duties until medical clearance is provided.

- If a food handler has:
 - An exposed wound or cut
 - Infected skin sore
 - Any discharge from their ears, nose or eyes

The food handler will:

6. Cover with a bandage and highly visible waterproof covering
7. Take medication to stop any nasal or other discharge that may contaminate the food.

Aurukun Shire Council - Chivareee Centre Policies & Procedures Manual

Meals

- Aurukun Shire Council will organise for the preparation, home delivery or serve the meal at the centre for clients.
- Meals will be of a high standard that are safe, healthy and meet the nutritional requirements of clients.
- Clients are encouraged to regularly have input into the types of meals they would like to eat.
- The ONI assessment and regular discussions with the client will determine the need for and frequency of meals required by the client.

Related Forms/ Documents

DOCUMENT NAME
Food Safety Program

Version: March 2020

Police Certificate Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 7: Human resources;
Human Services Quality Standards	Standard 1: Governance and management & Standard 6: Human Resources; Expected Outcome: 1.1, 1.4 & 6.1
Related Policies	Privacy and Confidentiality Policy & Procedure

Policy and Procedure Statement

Aurukun Shire Council will ensure that legislative requirements relating to Police Certificates for key personnel, staff, volunteers and student placements meet required compliance regulations.

Reason

- Requirements for National Criminal History Record Checks (police checks) for relevant staff in aged care came into effect from 1 March 2007. The requirements apply to all relevant staff members and volunteers (as defined in the Legislation and the detailed Police Certificate Guidelines) of aged care service providers under the Aged Care Act 1997 (the Act).
- These requirements apply to all Australian government subsidised services, specifically:
 - Home Care Packages; Commonwealth Home Support Program; Residential Aged Care and Queensland Community Support Scheme.

Content

Operators of aged care services, under the Act, are required to ensure that staff employed by them, or engaged through an employment agency, and volunteers undergo three-yearly National Criminal History Record Checks (commonly known as police checks), obtain a national police certificate (a person's criminal conviction record) that is dated not more than three years old and that they are assessed as suitable to work in aged care.

Police certificates, not more than three years old, must be held for:

- All staff members who are reasonably likely to have access to clients, whether supervised or unsupervised; and
- Volunteers who have unsupervised access to clients.

Key personnel of Aurukun Shire Council are also required to undergo police checks. Obtaining police checks for key personnel is a separate process and has different assessment criteria than for aged care staff and volunteers.

Subcontractors

For the purposes of the Police Certificate Guidelines, a subcontractor, who has unsupervised access to clients and who has an ongoing contractual relationship with Aurukun Shire Council is regarded as a staff member and therefore would require a police check. A person who is contracted to perform a specific task on an ad hoc basis may fall within the definition of an independent contractor, and therefore would not require a police check (e.g. electrician).

Process

Assessing Offences

Mandatory offences that exclude employment

A person is not suitable to work in aged care if there is a police certificate or statutory declaration that records that the person:

- a) Has been convicted of murder or sexual assault; or
- b) Has been convicted of, and sentenced to imprisonment for, any other form of assault.

Other offences

While the Accountability Principles detail the types of convictions which exclude a person from working in an aged care service, Aurukun Shire Council has in place procedures for assessing a person's suitability to work in aged care in relation to other convictions and offences not considered exclusions under the Act. These guidelines are detailed below.

Aurukun Shire Council will use discretion when assessing a person's criminal history to determine whether recorded offences are relevant to the job. The principle that Aurukun Shire Council will apply is to determine the risk of harm to clients. The Chairperson must approve the employment of a person who has a conviction or offence not considered an exclusion under the Act and state conditions of employment.

Risk Assessment Guidelines

Where the conviction is not an excluded offence, Aurukun Shire Council uses the following considerations as a guide to assist in the assessment of a person's police certificate for their suitability to be either a staff member or volunteer. This is included as a form "**Police Check Risk Assessment Guidelines**".

- **Access:** the degree of access to clients, their belongings, and their personal information. Considerations include whether the individual will work alone or as part of a team, the level and quality of direct supervision, the location of the work, i.e. community or home-based settings.
- **Relevance:** the type of conviction and sentence imposed for the offence in relation to the duties a person is, or may be undertaking. A service provider should only have regard to any criminal record information indicating that the person is unable to perform the inherent requirements of the particular job.
- **Proportionality:** whether excluding a person from employment is proportional to the type of conviction.
- **Timing:** when the conviction occurred.
- **Age:** the ages of the person and of any victim at the time the person committed the offence. The service provider may place less weight on offences committed when the person is younger, and particularly under the age of 18 years. The service provider may place more weight on offences involving vulnerable persons.
- **Decriminalised offence:** whether or not the conduct that constituted the offence or to which the charge relates has been decriminalized since the person committed the offence.
- **Employment history:** whether an individual has been employed since the conviction and the outcome of referee checks with any such employers.
- **Individual's information:** the findings of any assessment reports following attendance at treatment or intervention programs, or other references; and the individual's attitude to the offending behaviour.

- **Pattern:** whether the conviction represents an isolated incident or a pattern of criminality.
- **Likelihood:** the probability of an incident occurring if the person continues with, or is employed for, particular duties.
- **Consequences:** the impact of a prospective incident if the person continues, or commences, particular duties.
- **Treatment strategies:** procedures that will assist in reducing the likelihood of an incident occurring including, for example, modification of duties.

Assessment Criteria for Key Personnel

Aurukun Shire Council prohibits a disqualified individual from being one of its key personnel as per Section 10A-2 of the Act. A disqualified individual is defined at Section 10A-1(1) of the Act as a person who has been convicted of an:

- (a) Indictable offence; or
- (b) Is an insolvent under administration; or
- (c) Is of unsound mind.

Process for Police Checks

- The process for Police Checks is outlined in the **Police Check Assessment Process** diagram
- Any person wanting to apply for a position with Aurukun Shire Council will be required to be informed about the organisation's Police Certificate Policy. A standard application form requesting the applicant's details will be required to be completed. A **Police Check Fact Sheet** will be provided to applicants at the time in which they register their interest for a position with the organisation.
- All persons subject to this requirement may be required to personally meet the costs of applying for the National Criminal History Record Check and it is the employees or contractors' personal responsibility to update the National Criminal History Record Check every three years.
- Aurukun Shire Council must ensure that a **Police Check Assessment Form** is completed before the commencement of a staff member or volunteer to ensure that all required steps are carried out in accordance with relevant Legislation and the organisations internal Policies and Procedures relating to Police Certificate requirements.
- The **Police Check Fact Sheet** and **Police Check Assessment Form** will inform the potential applicant of their requirements to provide to us a Police Certificate. Aurukun Shire Council has determined that it is the requirement of the individual applicant to have obtained their own Police Certificate prior to working with the organisation (organise and pay the required fee), unless they have negotiated this with the Manager.
- A Potential Applicant is NOT able to be employed with Aurukun Shire Council unless they have a current Police Certificate or a Statutory Declaration (see section below).
- If the potential applicant presents with a current Police Certificate that does not have any precluded convictions; they are still required to conduct an interview and discuss any other convictions that may impact on that person's capacity to maintain a high level of code of conduct in relation to the proposed role that they are applying for. (Please Refer to *Code of Conduct* in the *Staff and Volunteer Handbook*). The interview process will be minuted / and or recorded and attached to the Applicants Police Certificate and stored in the Police Certificate Registrar Folder. A copy will also be stored in the Staff members file should they be employed.

New Staff

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

While Aurukun Shire Council should aim to ensure all new staff members and volunteers have obtained a police certificate before they start work, the legislation does provide arrangements for commencing work prior to receipt of a police certificate in exceptional circumstances.

Section 49 of the Accountability Principles enables a person to start work prior to obtaining a police certificate and pending an assessment of any criminal conviction identified in the certificate if:

- The care or other service to be provided by the person is essential; and
- An application for a police certificate has been made before the date on which the person first becomes a staff member or volunteer; and
- Until the police certificate is obtained, the person will be subject to appropriate supervision during periods when the person has access to clients; and
- The person makes a statutory declaration stating that they have never been:
 - a) Convicted of murder or sexual assault; or
 - b) Convicted of, and sentenced to imprisonment for, any other form of assault.

The Chairperson must approve the employment of a person without a current police certificate, subject to the above steps being taken.

Staff, Volunteers or Executive Decision Makers who have resided overseas

Staff, volunteers or Executive Decision Makers who have been a citizen or permanent resident of a country other than Australia after the age of 16 must make a statutory declaration before starting work in any aged care service stating that they have never:

- a) Have never, in Australia or another country, been convicted of murder or sexual assault; or
- b) Convicted of, and sentenced to imprisonment for, any other form of assault.

This statutory declaration is in addition to a current Police Certificate, as this reports only those convictions recorded in Australian jurisdictions.

Statutory Declarations

Statutory declarations are generally only required in addition to police checks in two instances:

- For essential new staff and volunteers who have applied for, but not yet received, a police certificate; and
- For any staff or volunteers who have been a citizen or permanent resident of a country other than Australia after the age of 16. In these two instances, a staff member or volunteer can sign a statutory declaration stating that they have never, in Australia or another country, been convicted of murder or sexual assault, or convicted of, and sentenced to imprisonment for, any other form of assault.

If the person has been convicted of an offence, the statutory declaration must set out the details of the offence.

Statutory declarations relating to police certificate requirements must be made on the form (found in **Internal Forms**) prescribed under the *Commonwealth Statutory Declarations Act 1959* (the Declarations Act), as the police certificate requirements are in connection with a *Commonwealth Act*. Anyone who makes a false statement in a statutory declaration is guilty of an offence under the *Declarations Act*.

Monitoring offences

Aurukun Shire Council will take reasonable measures to require each of their staff members and volunteers to notify them if they are convicted of a precluding offence in the three-year period between obtaining and renewing their police check. If a staff member or volunteer has been convicted of a precluding offence they are not allowed to continue as a staff member or volunteer.

Refusing or terminating employment on the basis of a criminal record

Aurukun Shire Council are legally bound under the Act not to allow a person to become, or continue as, a staff member or volunteer if their police certificate records a precluding offence. If in any doubt, Aurukun Shire Council should seek legal advice regarding the refusal or termination of a person's employment on the basis of their criminal record.

Record keeping

Aurukun Shire Council will hold records that can demonstrate that:

- There is a police certificate, which is not more than three years old, for each staff member or volunteer;
- An application has been made for a police certificate where a new staff member or volunteer does not have a police certificate; or
- A statutory declaration has been provided by any staff member or volunteer who has not yet obtained a police certificate or was a citizen or permanent resident of a country other than Australia.

Aurukun Shire Council will collect, use, store and disclose personal information about staff members and volunteers in accordance with the Privacy Act 1988 (Commonwealth) and the Privacy Amendment (Enhancing Privacy Protection) Act 2012 requirements.

Aurukun Shire Council will only consider and hold an original or a certified copy of the police certificate and the information and reference number will be recorded on file.

Any decision taken by Aurukun Shire Council regarding staff members police certificate will be documented to demonstrate the date the decision was made, the reasons for the decision, and the people involved in the decision.

A **Police Check Assessment Form** will be completed before the commencement of employment of any staff member or volunteer.

Monitoring compliance with police check requirements

Aurukun Shire Council manage and monitor police certificates for all staff members and volunteers. This includes:

- Three-year police check renewal procedures;
- Appropriate storage, security and access requirements for information recorded on a police certificate; and
- Evidence of Aurukun Shire Council's decisions in respect of all individuals.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

Related Forms/ Documents

FORM NAME	LOCATION
Police Check Risk Assessment Guidelines	Internal Forms
Police Check Fact Sheet	Internal Forms
Police Check Assessment Form	Internal Forms
Police Check Assessment Process	Internal Forms
Statutory Declaration Form	Internal Forms

Version: March 2020

Privacy and Confidentiality Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 1: Consumer dignity and choice Standard 3: Personal care and clinical care Standard 8: Organisational governance;
Human Services Quality Standards	Standard 1: Governance and Management & Standard 4: Safety, well-being and rights; Expected Outcome: 1.7, & 4.1.
Related Policy	Complaints & Feedback Policy & Procedure Client Records Policy & Procedure Training Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council will use all reasonable efforts to protect the privacy of individuals' personal information and to comply with the obligations imposed by the Privacy Act 1988 (Cth) (Privacy Act), the Australian Privacy Principles (APPs), the Aged Care Act and the Aged Care Principles.

Reason

Aurukun Shire Council understands the importance of protecting the privacy of an individual's personal information. This policy sets out how we aim to protect the privacy of an individual's personal information, an individual's rights in relation to their personal information and how we collect, use and disclose personal information.

Definitions

Personal Information: has the meaning as set out in s 6(1) of the Privacy Act. It includes information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- a. Whether the information or opinion is true or not; and
- b. Whether the information or opinion is recorded in a material form or not.

This might include a person's name and address, medical records, bank account details, photos, videos, and even information about what an individual likes and their opinions.

Sensitive Information: has the meaning as set out in s 6(1) of the Privacy Act and includes information or an opinion about an individual's racial or ethnic origin, political opinions, religious or philosophical beliefs, sexual orientation, criminal record, health information and some aspects of genetic and biometric information. Sensitive information is a subset of personal information.

Content

Open and transparent management of personal information

- Aurukun Shire Council ensures that personal information is managed in an open and transparent way and all practices, procedures and systems comply with the Australian Privacy Principles.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- Aurukun Shire Council has systems in place to deal with inquiries or complaints from individuals about compliance with the Australian Privacy Principles or Code. Please refer to the *Complaints and Feedback Policy & Procedure*.
- Staff will be trained in handling personal information and privacy and security compliance.
- A client will be informed at assessment stage and in the Client Handbook about:
 - How they may complain about a breach of the Australian Privacy Principles. The Office of the Australian Information Commissioner is available to investigate privacy complaints. This office can be contacted on 1300 363 992.
 - How they can access our *Confidentiality and Privacy Policy* free of charge
 - How they can access their personal information.

Collection of personal information

- Personal information is any information that identifies an individual or any information from which an individual's identity could be reasonably determined. During the provision of services, Aurukun Shire Council may collect personal information from staff and clients.
- Aurukun Shire Council collects and holds personal information relevant to assist in the provision of aged and disability programs and the information collected will only be for the purpose of client care and service delivery. Generally, this information will be collected directly from the client, or carer if required.
- Aurukun Shire Council may hold the following information about a client, depending on the type of care it provides to the client:
 - Personal information such as name, address, telephone number, email address, date of birth, gender, Medicare number, general practitioner, referring doctor, next of kin, health fund or insurer information, any additional information provided by the client to us and any information provided by the client through customer satisfaction surveys.
 - Health information from clients
- Aurukun Shire Council will not collect personal information unless the information is reasonably necessary for our function or activity.
- Aurukun Shire Council will only collect sensitive information (i.e. health information):
 - With the individual's consent
 - If this information is reasonably necessary for our function or activity
 - If required or authorised under Australian law.
- Aurukun Shire Council will generally collect personal information from the individual directly either through face-to-face communication, in writing, by telephone or by email.

Unsolicited Personal Information

- Unsolicited information includes any personal information not relevant to the function of Aurukun Shire Council which we did not actively seek to collect. If Aurukun Shire Council receive unsolicited information, we will "de-identify" or destroy this information as soon as practicable.

Notifying of collection of personal information

- If personal information about an individual has been collected from someone other than the individual or the individual is unaware that personal information has been collected, the individual must be notified as soon as is practicable of the collection of this information and the circumstances and purpose of the collection. This also includes the collection of personal information required under law.

Use and disclosure of personal information

- If Aurukun Shire Council hold personal information about an individual for a particular purpose, they must not use or disclose the information for another purpose unless:
 - The individual has given consent
 - The information is required under Australian law
 - A permitted health situation exists
 - Aurukun Shire Council reasonably believes the use or disclosure of the information is reasonably necessary.
- Aurukun Shire Council will use personal information about a client in order to identify a client, their age, their medical requirements in order to meet their individual needs and in order to apply for government funding.

Direct marketing

- Aurukun Shire Council will only use personal information for the purposes of direct marketing in relation to client newsletters and other related information. An individual may request not to receive direct marketing communications from Aurukun Shire Council by writing to the organisation.

Quality of personal information

- Aurukun Shire Council will take reasonable steps to ensure the personal information collected and used is relevant, accurate, up to date and complete.

Security of personal information

- Aurukun Shire Council will only collect personal information that is reasonably necessary and directly related to carry out the provision of services / activities.
- All personal information collected is stored securely by Aurukun Shire Council in either hard copy files or in electronic form.
- Reasonable steps will be taken by Aurukun Shire Council to protect client personal information held from interference, misuse, loss, and unauthorised access, modification or disclosure.
- Aurukun Shire Council ensures adequate security measures are in place, including the storage of any client-related information and files (both paper and electronic) in locked cabinets and, in the case of electronic files, with appropriate data security. Only authorised staff has access to this.
- All electronic files are appropriately stored with adequate file back-up and storage mechanisms in place.
- Reasonable steps will be taken to destroy (in a secure way) or de-identify personal information which is no longer required for any authorised purpose except where:
 - The personal information is contained in a Commonwealth record, or
 - The information, by Australian law, is required to be retained.

Access to personal information

- Under the Privacy Act, individuals have a right to access personal information that is collected and held by Aurukun Shire Council.
- An individual may request access to personal information held by Aurukun Shire Council by writing to the Co-ordinator at the address below. They will need to provide proof of identity.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

Where information is held that an individual is entitled to access, Aurukun Shire Council will endeavour to provide the individual with access to it within 30 days of the request.

- Aurukun Shire Council will generally provide clients with access to their personal information free of charge.
- If a request for personal information is refused, the individual must be given a written notice that specifies:
 - The reasons for the refusal
 - The processes available to complain about the refusal

Correction of personal information

- Aurukun Shire Council will take reasonable steps to correct personal information to ensure that it is accurate, up to date, complete, relevant and not misleading, if either:
 - The organisation is satisfied that it needs to be corrected, or
 - An individual requests that their personal information be corrected.
- An individual may request an amendment of their personal information if they believe that information held about them is incorrect, incomplete or inaccurate.

How to contact us:

Manager
Aurukun Shire Council
c/- Post Office
AURUKUN QLD 4892

All employees, volunteers and Aurukun Shire Council - Chivaree Centre members must sign a Confidentiality Agreement before taking up their position with Aurukun Shire Council (found in Internal Forms).

Related Forms/ Documents

FORM NAME	LOCATION
Confidentiality Agreement for Employee / Volunteer	Internal Forms

Version: March 2020

Promoting Independence & Consumer Direction Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 3: Personal care and clinical care Standard 4: Services and supports for daily living;
Human Services Quality Standards	Standard 3: Responding to individual need; Expected Outcome: 3.1, 3.2 & 3.5
Related Policies	Assessment / Reassessment & Care Policy & Procedure Training Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council will actively support, foster and encourage our clients' independence (e.g. physical, social and psychosocial) and through consumer direction will drive a model of service delivery that focuses on a client's life goals and strengths.

Reason

Independence is a renewed focus on doing activities alongside a client and not for them. Independence promotes wellness and will form part of the holistic approach to Aurukun Shire Council's daily routine and outlook. Existing independence is valued, respected and fostered through the use of carefully considered supports and, in consultation with clients; other supports will be offered to help regain lost independence.

In partnership with an independence approach, consumer direction will empower individuals to take charge of and participate in informed decision-making about the care and services they receive.

Content

Independence

Aurukun Shire Council's practices and processes that aim to maximise client autonomy include:

- Collection of baseline data through formal and informal discussions with the client and/or their representatives, support staff, health workers and management.
- Consultation with management staff, support staff and volunteers about whole service direction to support and encourage independence based on the collective data of all clients.
- Formation of Aurukun Shire Council's Functional Independence Program
- Individual "Functional Independence Plans", that form a part of the Care Plan, are developed in direct consultation with clients and/or their representatives.
- Care Plans signed and included as part of clients' files.
- Aurukun Shire Council staff to be trained in the implementation of the Functional Independence Program, including service overview and implementing individual plans.
- Regular Care Plan reviews to monitor effectiveness and client perceptions of the Functional Independence Program.

- Adjustment of Care Plans to promote and support independence in line with changing client needs.

Process

Independence: Service Level

Independence is a renewed focus on doing activities alongside a client and not for them. Every activity conducted by Aurukun Shire Council will have an emphasis on supporting, promoting and fostering client independence.

- Audit of Aurukun Shire Council's practices, facilities, policies and procedures and how effectively they promote client independence.
- Combined results of Client assessments to determine direction of Aurukun Shire Council's Functional Independence Program.
- Development of Aurukun Shire Council Functional Independence Program in consultation with representatives of stakeholders and with consideration of special-needs groups (clients, staff, volunteers, health professionals and associated services).
- Training of all staff in the aims, processes and expected outcomes of the Functional Independence Program.
- Information about the Functional Independence Program supplied to all clients.
- Implementation of the Functional Independence Program at service level.
- Regular reviews of effectiveness as well as staff and client perceptions of the program.

Independence: Client Individual Plans

- Assessment of individual clients by staff who are trained in assessment to promote independence and to emphasise an increased focus on ways of working aimed at maximising client autonomy (wellness, re-ablement and restorative care).
- Assessments will focus on the client's strengths and abilities.
- Assessment will cover the areas of:
 - Physical independence (such as mobility and dexterity);
 - Social independence;
 - Psychosocial independence (including decision making).
- In consultation with the client and/or their representatives, and with consideration of clients with special-needs, Care Plans are reviewed at the predetermined time and adjusted to include practices that promote Independence based on the Assessment.
- Care Plans will include the client's Individual Independence Goals, as identified by the client.
- An agreed upon and signed original of the Care Plan is to be kept in client files at Aurukun Shire Council and a second copy to be left with the client to be referred to on visits by support staff.
- Clients will be supported in daily living activities that aim to consolidate and, where possible, improve the client's existing capacity for independent living, rather than building dependencies.
- Encouragement of and support for clients to seek support (when required) from family, community groups and others to foster their independence and inclusion in the community.
- Ongoing monitoring of the client needs and progress notes to inform regular reviews and adjustments to the Care Plan.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- Survey to gauge client perception of the effectiveness of the adjustments.

The Independence process is:

- Collect and Collate the relevant data;
- Create whole service and individual plans;
- Train staff and Implement the plan;
- Evaluate outcomes of the Independence focus;
- Adjust individual and whole service plans to meet client needs.

Aurukun Shire Council's client Independence goals will be monitored on an ongoing basis and formally assessed as part of the individual client reassessments.

Consumer Direction

Clients will:

- Actively participate in assessment of their needs through a two-way conversation with Aurukun Shire Council in development of care and services
- Identify any special needs, life goals, strengths and service delivery preferences in conjunction with Aurukun Shire Council
- Have their carers needs recognised and assessed
- Have access to free, independent and confidential advocacy services
- Have access to Aurukun Shire Council service delivery which will tailor services to the unique circumstances and cultural preferences identified by each client, their carer and family where possible

Related Forms/ Documents

FORM NAME	LOCATION
Care Plan	Client File Forms

Version: March 2020

Receiving of Money & Gifts Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 1: Consumer dignity and choice Standard 8: Organisational governance
Human Services Quality Standards	Standard 1: Governance and management & Standard 4: Safety, well-being and rights; Expected Outcome: 1.1, 1.4, 1.7, 4.1, 4.2, 4.3 & 4.5
Related Policy	Fees and Charges Policy Delegations Policy Client Rights and Responsibilities Policy

Policy & Procedure Statement

Aurukun Shire Council will ensure that all financial transactions completed by staff using client's funds and any gifts given to staff will be appropriately recorded and accounted for, thereby providing reassurance for clients, staff and the organisation against any inappropriate use.

Reason

Aurukun Shire Council has systems in place to safeguard both the client and staff in respect to the handling of monies and financial matters of the client.

Process

Receiving of Money

Staff of Aurukun Shire Council have been placed in a position of trust and must always act in the best interests of the client they are supporting. Aurukun Shire Council will minimise the handling of client's cash and finances, however if staff are required to handle cash, there are processes and conditions that must be followed. These include:

- At no times are staff members to place themselves in a situation where a change of money and/or benefits occur between themselves and the client.
- If a client asks to support them in financial matters (e.g. organising wills, banking, shopping, and/or budget), staff will make contact with their Manager to inform them of the request. It will be documented in the clients file and care plan along with the systems in place to assist with the request.
- Staff cannot be a signatory on a client's bank account.
- Staff members are not to know or obtain a client's PIN number or use an ATM on behalf of the client.
- Staff members are not permitted to use a credit card on behalf of a client.
- Staff members are not permitted to use a client's debit or credit card for a "tap and go" transaction to pay for goods or services using a contactless payment terminal during accompanied or unaccompanied shopping (i.e. they don't need to enter a four-digit personal identification number, they simply wave their card over the terminal to confirm payment).

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- If a client gives staff money to purchase groceries or other shopping on their behalf, then a **Cash Handling Form** must be signed by both parties upon receipt of the money and on return.

Client Responsibilities

- At no time are clients to divulge credit card details or PIN numbers to staff.
- Staff members are not able to access or use client's debit/credit cards or keep the card in their possession.
- If a client requires assistance with their banking, they are to contact the Manager who will document the request in the client's file and care plan and the system in place.
- If a client requests, bank books can be stored in the office safe and not in the possession of staff. Upon a client becoming deceased, the client's bank book will be returned to the appropriate legal authority or representative.

These guidelines have been put in place by Aurukun Chivaree Centre to safeguard both staff and the client. If staff are concerned at any stage about performing a task required by the client which involves money, they are to contact their Manager immediately.

Receiving of Gifts

In the course of carrying out their role, staff or volunteers may be offered gifts or benefits by the client. Aurukun Shire Council has procedures in place in relation to accepting gifts from clients or their carer or family.

A gift or benefit under this policy is something that has a monetary value or worth. Gifts and benefits may be offered out of gratitude and goodwill. However, gifts may also be offered to gain preferential treatment. The acceptance of a gift or benefit could place the staff, volunteer or client in a situation where a conflict of interest may occur.

Staff and volunteers **must** disclose to the Manager **all gifts** received from clients or their carer or family, irrespective of the value. This will be recorded in the **Gifts Received from Clients Register**.

As staff/ volunteer of Aurukun Shire Council, you must not ask or seek gifts from clients or their carer or family. Gifts of money will be receipted and recorded as a donation to Aurukun Shire Council. The Aurukun Shire Council - Chivaree Centre will determine the outcome of any non-monetary gifts given to staff or volunteers.

Related Forms/ Documents

FORM NAME	LOCATION
Cash Handling Form	Client File Forms
Gifts Received from Clients Register.	Internal Forms

Version:

March 2020

Refusal of Service Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 2: Ongoing assessment and planning with consumers; Standard 6: Feedback and Complaints Standard 8: Organisational Governance
Human Services Quality Standards	Standard 2: Service Access & Standard 3: Responding to individual need; Expected Outcome: 2.1, 2.2, 3.2 & 3.5
Related Policy	Assessment/ Reassessment & Care Policy & Procedure Client Discharge Policy & Procedure Complaints & Feedback Policy & Procedure Referral Policy & Procedure Waiting List Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council will ensure that clients who refuse or have been refused a service are not disadvantaged from accessing services in the future.

Reason

To establish and maintain:

- The right of the client to refuse a service without retribution in the future.
- A uniform system of criteria and responses for clients who may be refused a service.

Process

- On assessment, a client will be informed of their right to accept or refuse a service offered.
- On assessment, a client will be informed that they may re-apply to receive a service at such time they wish without fear of retribution.
- Clients who refuse a service, or who choose to end a service may re-apply at such time they wish to receive a service without fear of retribution, within the assessment timeframe.
- Aurukun Shire Council may refuse a service to a client and must ensure that the client is aware of the reasons behind the refusal and the options now available to them for future access to the service.

Content

Refusal of Service by Aurukun Shire Council

- Aurukun Shire Council may refuse a service to a client on the following basis:
 - Client need for service is not established.
 - Risk assessment score is too low.
 - Inappropriate referral.
 - Service is not provided by Aurukun Shire Council.
 - Funding availability is limited.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- The service required by the client is out of scope of Aurukun Shire Council.
- A refusal of service can occur:
 - At the point of initial contact
 - After initial assessment
 - After a client has commenced services.
- Aurukun Shire Council will also refuse services to clients who have commenced services if the clients are continually absent from the program without giving adequate notice or if their continued participation poses a significant detrimental effect on other participants or staff. In these cases, we will make every attempt to work with the client to resolve the problem before we decide to refuse services.
- When a client is refused a service, the client will be informed about:
 - The reasons why Aurukun Shire Council has determined the consumer ineligible for the service
 - When, how and under what conditions they may be able to gain access to services should their circumstances/ needs change.
 - How to appeal the decision if a client believes Aurukun Shire Council's decision to refuse service has been unfair or incorrect. (**Complaints / Feedback Form Client**)
- Client's will also be informed that:
 - Any client who has previously been refused service for any reason will not be discriminated against should they wish to reapply in the future
 - Aurukun Shire Council can discuss other appropriate services and arrange a referral through My Aged Care should the client require this assistance. A **Referral Form** is to be completed by the client.
- Clients who are refused a service may re-apply for re-assessment based on the following:
 - A change in the client's condition or situation (i.e. physical, psychological, environmental).
 - Within three months of previous assessment.

Refusal of Service by Client

- Clients have a right to refuse an offer of service or refuse services once they have commenced.
- Clients are informed of this right to refuse services, and, should they refuse a service, they will not be discriminated against should they wish to reapply for services in the future.
- The rights of clients to refuse services are provided in the **Client Handbook**, which a client receives when commencing services. This is also verbally explained to the client upon orientation to services.
- Clients are not required to provide a reason for their refusal of a service, however they are encouraged to provide feedback where they are asked to share both positive and negative experiences they have of the service and ideas for improvement.
- When a client withdraws from services, they are:
 - Informed of their right to apply for services in the future
 - Informed that they will not be discriminated against should they wish to reapply in the future
 - Encouraged to feedback any complaints, concerns or ideas for service improvement.

Aurukun Shire Council - Chivareee Centre Policies & Procedures Manual

Related Forms/ Documents

FORM NAME	LOCATION
Referral Form	Client File Forms
Complaints/ Feedback Form Client	Client File Forms

DOCUMENT NAME
Client Handbook

Version: March 2020

Regulatory Compliance Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 5: Organisation's service environment Standard 7: Human resources Standard 8: Organisational governance;
Human Services Quality Standards	Standard 1: Governance and Management, Standard 4: Safety, well-being and rights & Standard 6: Human Resources; Expected Outcome: 1.1, 4.1, 6.1
Related Policy	Training Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council is committed to comply with funded program agreements and guidelines, legislation, standards and other regulatory requirements.

Reason

This policy encompasses Aurukun Shire Council's obligations to comply with all laws, both state and federal, applicable to the operation of its business. The policy is Aurukun Shire Council's commitment to also ensure compliance with funding body program requirements as outlined in the funding agreements and guidelines.

Definition

In this policy, a reference to law includes:

- Acts, regulations, codes and other legislation
- Government policy
- Government and industry guidelines, standards and practice statements
- Professional standards

Process

All Aurukun Shire Council - Chivaree Centre members, management, staff and volunteers have a responsibility to uphold the organisations values, act ethically and to actively participate in improving standards of compliance. Managing compliance is primarily a joint Aurukun Shire Council and Manager responsibility.

The Aurukun Shire Council and Manager are responsible for keeping up to date on changes in legislation and regulatory requirements. Changes are monitored through:

- Engaging a consultant to assist in the notification of changes
- Noting any changes advised by government or statutory authorities such as the Department of Health and the Department of Communities, Child Safety and Disability Services
- Accessing relevant information from information sources such as the Internet.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

The Manager, in consultation with the Aurukun Shire Council, ensures that any applicable changes to the law which will impact Aurukun Shire Council are implemented. This will include changes to the policies and procedures, notifying staff of any changes and implications and undertaking the necessary training.

Where changes to policies and procedures have been implemented due to changes to legislative or regulative requirements, the Manager will monitor and evaluate them to ensure that the requirements have been implemented and that there are no inadvertent consequences.

The following list of legislation includes all associated referred regulations and standards. The list is not intended to be a comprehensive or exhaustive list. The legislation referred to is Commonwealth and Queensland State legislation (applicable legislation in other States and Territories are not included). The headings are purely for information purposes.

Aged & Disabled Care

- Aged Care Act 1997 and Associated Principles
- Australian Human Right Commission Act 1986
- Carers Recognition Act 2010
- Charter of Aged Care Rights
- Commonwealth Home Support Programme Manual & Guidelines
- Home Care Packages Program Guidelines
- Disabilities Services Act 2006
- Funding body agreements and deeds of variation
- Aged Care Quality Standards
- Human Services Quality Standards
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Privacy Act 1988
- Queensland Community Care Program Guidelines
- Queensland Community Support - Rights and Responsibilities

Financial

- A New Tax System (Goods and Services Tax) Act 1999
- Collections Act 1966
- Income Tax Assessment Act 1997
- Superannuation Act 2005

Health & Safety

- Building Act 1975
- Building Code of Australia
- Building Fire Safety Regulations 2008
- Fair Work Act 2009 & Fair Work Regulations 2009
- Food Act 2006
- Guidelines for the Prevention and Control of Infection in Healthcare 2010 (National Health and Medical Research Council)

Aurukun Shire Council - Chivareee Centre Policies & Procedures Manual

- Health (Drugs and Poisons) Regulation 1996
- Nursing Act 1992
- Work Health & Safety Act 2011
- Workers' Compensation and Rehabilitation Act 2003

Incorporation

- Local Government Act 2009

Industrial Relations

- Anti-Discrimination Act 1991
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Industrial Relations Act 2016
- National Employment Standards
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Workplace Gender Equality Act 2012

Where applicable legislation differs from that outlined in Aurukun Shire Council's Policies and Procedures, the current legislation takes precedence.

Aurukun Shire Council's Policies and Procedures complements other legislation and where it is silent on matters referred to in the above legislation, such matters must be followed in accordance with the legislation.

Version: March 2020

Restrictive Practices Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 1: Consumer dignity and choice Standard 3: Personal care and clinical care Standard 8: Organisational governance;
Human Services Quality Standards	Standard 4: Safety, well-being and rights; Expected Outcome: 4.1 & 4.3.
Related Policy	Referral Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council does not use restrictive practices in any capacity to restrict the freedom of clients.

Reason

Aurukun Shire Council does not undertake any restrictive practices to control the freedom of clients.

If restrictive practices are considered appropriate or necessary for an individual, then the individual will not be or become a client of Aurukun Shire Council and are referred to another service provider.

Version: March 2020

Risk Management Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 8: Organisational governance; Standard 5: Organisation's service environment.
Human Services Quality Standards	Standard 1: Governance and management, Standard 4: Safety, well-being and rights & Standard 6: Human Resources; Expected Outcome: 1.1, 1.4, 1.5, 4.2, 4.3, & 6.3.
Related Policy	Early Identification & Intervention Policy

Policy & Procedure Statement

Aurukun Shire Council is actively working to identify and address potential risks, to ensure the safety of clients, staff and the organisation.

Reason

Risk arises in all aspects of Aurukun Shire Council operations. The aim of this policy is to ensure that Aurukun Shire Council makes informed decisions with respect to the activities that it undertakes by appropriately considering both risks and opportunities.

Process

Aurukun Shire Council identifies and manages risks appropriate to our organisation based on a simplified application of the AS/NZS ISO 31000:2009 Risk Management Standards.

Aurukun Shire Council's Risk Management process has several stages:

- Identify risks Aurukun Shire Council such as Organisation, staff and clients
- Assessing the consequence, probability and likely severity of those risks
- Developing strategies for managing those risks
- Implementing and monitoring the Risk Management Plan
- Reviewing the risk management strategies.

One of the key functions of the Aurukun Shire Council is to understand the risks faced by Aurukun Shire Council and to facilitate the management of these risks by staff.

In order to assist and manage risks, risk assessments will be conducted on a regular basis in accordance with the Risk Management Plan.

Aurukun Shire Council - Chivareee Centre Policies & Procedures Manual

Related Forms/ Documents

DOCUMENT NAME
Risk Management Plan
Risk Management Guidelines
Disaster Management Plan
Business Continuity and Succession Plan

Version: March 2020

Safety and Security Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 2: Ongoing assessment and planning with consumers Standard 8: Organisational governance;
Human Services Quality Standards	Standard 1: Governance and Management & Standard 6: Human resources; Expected Outcome: 1.4 & 6.1.
Related Policies	Risk Management Policy & Procedure Work, Health and Safety Policy & Procedure Training Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council will identify and address safety and security issues for all those who work for or utilise the service of Aurukun Shire Council.

Reason

- Violent behaviour produces damaging or hurtful effects, both physical and / or emotional on other people.
- There is a potential for staff to be victims of violent behaviour.
- Violent behaviour is never acceptable.
- Conflict between a client and their primary carer produces damaging and hurtful effects on both the client and carer.

Process

External

Threats

- Staff must take threats seriously and report them to appropriate Management immediately.
- Notification of violent behaviour or threats must be recorded and "flagged" e.g. on the Problem Page in the client's chart notes for discussion at staff meetings.
- Processes should be determined to ensure staff members are made aware of any safety or security situations prior to initial contact with a client.
- If a known violent and / or threatening client is likely to visit Aurukun Shire Council, staff must be made aware of strategies to cope with any incident that may occur.
- If appropriate, discuss with both parties the issues relating to the conflict between the client and their primary carer to determine if a solution and/ or resolution may be reached. This may involve including the Manager. If the conflict cannot be resolved to the satisfaction of the client and carer, consideration should be given to referring the client to an appropriate Advocacy service provider or counsellor.

Home Visiting

- On initial and ongoing risk assessment where staff are aware of possible danger to their safety and security, a decision should be made whether a home visits needs to be avoided or must be attended by two staff members.
- Where staff are aware of possible danger to their safety and security, a decision should be made whether a home visits needs to be avoided or must be attended by two staff members.
- Staff involved in home visits where the possibility of danger is considered, should always follow the below procedure:
 1. Notify the office or Manager the address, phone number and estimated finish time of the client being visited. Some further detail if the visit is to an isolated property and the staff member(s) should ensure someone else knows exactly where the property is situated.
 2. At arrival to the client's home, phone or text to the office/Manager.
 3. At the completion of staff members client visit, they must phone or text back to the office/Manager to advise them of the safe completion of their visit and safe arrival to their own home or the office.
 - If staff are delayed and will not be able to finish by the designated time, they must take all reasonable steps to notify the appropriate person of a new estimated finish time.
 - Office or Manager is to contact staff member 15 minutes after the arranged departure time from client's home if staff member has not contacted office or Manager.
 - If staff member appears to be missing after all possible avenues have been tried to contact them, the Manager must be contacted and they in turn must notify senior management for further direction.
- Staff driving in rural and remote areas must have first-aid kits, water and food and a satellite phone if required in the vehicle.
- Staff must have a charged mobile phone when leaving the centre to visit client homes.
- Upon entering a client's home, staff are to survey the surrounding area noting any concerns that may impact on their safety. These are to be reported to the Manager.

Staff Phone Numbers

- No staff member's personal phone numbers are to be given out to clients (unless authorised by the Manager).
- Recognised emergency phone numbers and / or local hospital phone numbers are to be offered for out of hours contact.

When Violence Occurs

- An **Accident / Incident / Hazard Report** needs to be completed by the staff member/ Manager.
- The Manager will record this on an **Accident/ Incident / Hazard Register**.
- Counselling or debriefing will be accessed through the Manager, or other appropriate nominated person.

Internal

Even where the work environment appears to be a slightly informal atmosphere, it is important that you abide by the following:

- Do not leave any doors or windows unlocked. They should all be checked prior to departure.
- During office hours, staff should ensure access to all exits are kept clear and unlocked.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- Make sure that all cupboards, filing cabinets and storage areas are kept locked at all times, with only appropriate staff access.
- Ensure that all personal computers are closed down and switched off properly after the appropriate back-up procedure has been executed at intervals as directed by procedure or Management.
- When you see anything of suspicious nature, contact your Manager. If not available, contact reception, take any details and supply the relevant report to Management.
- If your position includes handling cash be sure the cash is kept in a secure and safe place.
- All confidential records and files are to be kept in a secure environment according to organisational policy and procedure.

Training

- All staff will have access to training on how to manage aggressive situations.

Sun Safety

Exposure to solar ultraviolet radiation is a major cause of skin cancer and eye damage in Queensland. Aurukun Shire Council has a statutory obligation under the *Work Health & Safety Act (2011)* to ensure that the health of staff, volunteers and members are not adversely affected by sun exposure whilst at Aurukun Shire Council.

Ways of controlling exposure to UV radiation include:

- Wherever practical, work schedules shall be designed to minimise outdoor activities between 10.00am and 3.00pm
- Take advantage of natural or artificial shade when working outdoors
- Staff and volunteers working outdoors during daylight hours shall wear:
 - A shirt or blouse with longer sleeves, collars, close weave and darker colours
 - Appropriate protective hat with a broad brim or a flap at the back to shade both the face and back of the neck and a close weave
 - Sunglasses conforming to AS/NZS 1067:2003
 - Sunscreen with a sun protection factor (SPF) of 30+, broad spectrum and water resistant

Client Safety - Outdoor

- Clients taking part in field trips or outdoor activities shall be advised in advance of the requirement to bring appropriate sun safe hat and sunscreen (which will be provided by our centre).
- If applicable, clients taking part in gardening activities will be required to wear protective gloves.

Ongoing Improvement

- An annual Safety and Security Audit will be conducted by the Manager or appropriate delegated staff member to ensure Work Health & Safety regulations and requirements are being met.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

Related Forms/ Documents

FORM NAME	LOCATION
Accident/ Incident/ Hazard Report	Internal Forms
Accident/ Incident/ Hazard Register	Internal Forms

Version: March 2020

Special Needs Group Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 1: Consumer dignity and choice Standard 3: Personal care and clinical care;
Human Services Quality Standards	Standard 3: Responding to individual need & Standard 4: Safety, well-being and rights; Expected Outcome: 3.2, 3.5, 4.1 & 4.5.
Related Policies	Training Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council will structure appropriate flexible service delivery for special needs groups.

Reason

To ensure clients' cultural, linguistic, religious, gender and sexuality needs are addressed and to maintain appropriate, individualised support to special needs groups including:

- People from Aboriginal and Torres Strait Islander communities;
- People from non-English speaking (culturally and linguistically diverse) backgrounds;
- People who live in rural or remote isolated areas;
- People who are financially or socially disadvantaged;
- People with dementia
- People with physical disabilities
- People with intellectual disabilities
- People who are veterans, (of the Australian Defence Force or an allied defence force), including a spouse, widow or widower of a veteran;
- People who are homeless, or at risk of becoming homeless;
- Parents separated from their children by forced adoption or removal
- People who are care leavers; and
- People who identify as Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI)

Process

Aurukun Shire Council provides support for special needs groups through:

- The use of interpreters / interpreter services
- Provision of information in languages other than English
- Specific training in cultural issues provided to all staff on a 12-monthly basis
- Specific training in dealing with people with dementia, memory loss and similar disorders
- Specific training in dealing with people with physical and intellectual disabilities
- Specific training in dealing with mental health and emotional well-being issues
- Encouraging clients and carers of special needs groups to participate in all aspects of service delivery, development and management

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- Training opportunities for staff to develop skills and knowledge to deliver appropriate consumer-directed care to LGBTI people

Content

Aurukun Shire Council:

- Allocates additional resources (i.e. staff hours etc.) to those of special needs groups to ensure they receive services that meet their cultural needs.
- Utilises a variety of options (i.e. written, verbal, advocate) to ensure clients of special needs groups fully understand:
 - Their rights and responsibilities,
 - How to access an advocate,
 - Service standards in relation to privacy and confidentiality (i.e. multidisciplinary case conferencing and client consent)
- Takes into account the needs of carers and the additional support that may be required for some clients in special needs groups (i.e. clients with intellectual difficulties).
- Ensures staff have the appropriate skills through attending in-service and workshop training sessions to assess and negotiate services for clients with intellectual difficulties.
- Ensures an appropriate person is available to act as an advocate to reinforce service options for clients who have dementia.
- Acknowledges the need to develop personal goals for clients with intellectual disabilities
- Identifies support groups and respite options to link clients and carers to enhance their quality of life.
- Ensures that staff employed as respite carers are matched to the individual to best meet the client's needs (particularly for younger disabled clients).
- Relies on feedback from staff and advice from clients for tailoring of individual care plans and the development of broader service delivery models to meet the needs of special needs groups.
- Has a developed network of service providers and key stakeholders in the community to advise and refer clients of special needs groups

Version: March 2020

Supervision of Clients Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 2: Ongoing assessment and management;
Human Services Quality Standards	Standard 1: Governance and Management & Standard 4: Safety, well-being and rights; Expected Outcome 1.4, 4.1, 4.2 & 4.3.
Related Policies	Duty of Care

Policy & Procedure Statement

Aurukun Shire Council is committed to our Duty of Care to the health, safety and welfare of clients receiving care services from Aurukun Shire Council.

Reason

- Aurukun Shire Council has a duty of care to the health; safety and welfare of clients receiving care services from Aurukun Shire Council.
- All staff members and clients will be informed of this Policy and Procedure.

Content

- All clients will be regularly assessed and the level of supervision required determined and monitored
- All clients will be adequately supervised by Aurukun Shire Council staff while receiving care services, in line with their needs
- During organised trips and activities the selection of clients and the number of supervisory staff will be determined to adequately supervise clients.
- Only those clients that require low-level care will be permitted to attend extended organised trips and activities away from Aurukun Shire Council's premises.

Version: March 2020

Training and Development Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 7: Human resources Standard 8: Organisational governance
Human Services Quality Standards	Standard 6: Human Resources; Expected Outcome: 6.1 & 6.3.
Related Policies	Accident/ Incident Reporting Policy & Procedure Advocacy Policy & Procedure Case Conferencing Policy & Procedure Client Abuse Policy & Procedure Client Emergency Management Policy & Procedure Client Rights & Responsibilities Policy & Procedure Privacy and Confidentiality Policy & Procedure Conflict of Interest Policy & Procedure Continuous Improvement Policy & Procedure Critical Incident Stress Debriefing Policy & Procedure Early Identification & Intervention Policy & Procedure Management Policy & Procedure Meals / Food Handling Policy & Procedure Promoting Independence Policy & Procedure Regulatory Compliance Policy & Procedure Safety & Security Policy & Procedure Special Needs Group Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council will provide appropriate training and development opportunities for all employees and volunteers.

Reason

- To establish systems to identify skill levels of all employees and volunteers.
- To identify training and development requirements for all employees and volunteers.
- To provide a range of training and development opportunities for all employees and volunteers to be able to provide an effective and efficient service to clients.

Process

- Aurukun Shire Council is responsible for identification of the skill levels of all employees and volunteers and ensuring skill levels match the requirements of the position to provide an effective and efficient service to clients.
- Aurukun Shire Council will provide opportunities for all employees and volunteers to attend training, information sessions, or skill enhancement to perform their responsibilities.

Content

Aurukun Shire Council will:

- Undertake annual reviews of all positions and position descriptions to ensure all responsibilities reflect the skill levels required for each position.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- Undertake skill level training audits for all employees to determine future training and development opportunities.
- Determine where there are any common trends for future training and development requirements and provide, where appropriate, generic training and information.
- Prioritise specific training requirements where required, and within budget capabilities, provide opportunities for employees and volunteers to attend training and development sessions.
- Review the success of any training and development sessions provided for employees and volunteers and determine the level of improvement in knowledge and skills by those employees and volunteers attending such sessions.
- Ensure all aged care workers have the skills, knowledge and training opportunities to deliver appropriate consumer-directed care to LGBTI people.
- Ensure all aged care staff understand the needs of LGBTI people and are equipped with the necessary tools to provide LGBTI-inclusive practice.

Mandatory training will be conducted for all staff at Aurukun Shire Council on the following, as appropriate:

Client Related:

- Advocacy
- Cash handling
- Duty of care
- Complaints
- Cultural awareness
- Dementia, memory loss and similar
- Mental health and emotional well-being
- Physical and intellectual disabilities
- Privacy & confidentiality
- Professional boundaries
- Promoting functional independence
- National Code of Conduct for Health Care Workers (Queensland)

Staff related:

- Code of Conduct
- Orientation
- Staff & volunteer handbook

Work Health & Safety:

- Challenging behaviours
- Critical incidents
- Fire & emergency
- First aid
- CPR
- Food handling
- Infection control
- Manual handling
- Work health & safety

Aurukun Shire Council - Chivareee Centre Policies & Procedures Manual

Related Forms/ Documents

DOCUMENT NAME
Training Register

Version: March 2020

Waiting List Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 8: Organisational Governance
Human Services Quality Standards	Standard 2: Service Access; Expected Outcome: 2.1 & 2.2.
Related Policies	Assessment / Reassessment & Care Policy & Procedure Referral Policy & Procedure Advocacy Policy & Procedure Complaints & Feedback Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council staff will assess all clients requiring services and where limitations of resources exist, manage waiting lists for services according to clients' level of needs or risk and Aurukun Shire Council's capacity to meet that need.

Reason

- Where limitations of resources exist, a waiting list for services will be implemented and managed according to levels of need or risk and Aurukun Shire Council's capacity to meet that need.

Process

- All clients will be assessed by trained staff according to the ONI (Ongoing Needs Identification Tool).
- A care plan will document the services clients are to receive, this will be co-signed by client and Manager and a copy will be left with the client.
- In the event of insufficient resources being available for all eligible clients to receive services, a "Waiting List" will be instigated.
- The waiting list will be reviewed at regular case conferences and clients will be re-prioritised according to their level of need or risk.
- Once resources become available, clients placed on the waiting list will be offered services according to their priority decided at the previous case conference.
- Clients placed on waiting lists will be informed of how the waiting list works and will be advised of alternative options for assistance.
- Whilst clients are on a waiting list, they will be notified by phone or in writing of their progress towards receiving a service.
- Clients with high levels of need or risk, those in special needs groups and those who are assessed as being unsafe without provision of services will be given priority for services.
- If lengthy delays in admission to the service are anticipated, clients and carers are informed and advised of their options, including referral to another suitable organisation.
- These clients will be monitored regularly and re-assessed as needed.

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- Clients who are placed on the waiting list will be informed both verbally and in writing about the waiting list process and their right to appeal a decision or make a complaint. **(Complaints / Feedback Form Client)**
- Waiting lists will be reviewed annually to identify any improvements that could be made to the waiting list process. Waiting lists will be reviewed to determine whether the waiting list has been functioning equitably and efficiently and to identify ways of shortening the length of time people spend on waiting lists.
- People added to the waiting list will not be charged a fee to be added.

Related Forms/ Documents

FORM NAME	LOCATION
Advocate / Support Person Form	Client File Forms
Complaints/ Feedback Form Client	Client File Forms

Version: March 2020

Work Health and Safety Policy & Procedure

Policy Context: This policy relates to	
Aged Care Quality Standards	Standard 7: Human resources;
Human Services Quality Standards	Standard 1: Governance and Management, Standard 4: Safety, well-being and rights & Standard 6: Human resources; Expected Outcome: 1.1, 1.4, 4.3 & 6.1.
Related Policies	Accident/ Incident Reporting Policy & Procedure Regulatory Policy & Procedure Training Policy & Procedure

Policy & Procedure Statement

Aurukun Shire Council considers its responsibility for Work Health and Safety to be the equal of other key service goals. It is our Policy & Procedure to conduct our activities in such a way that protects the health and safety of all employees, volunteers, clients and visitors at the place of work and to actively encourage safe work practices. Our policy and procedure aligns with *Work Health and Safety Act and Regulation 2011*.

Reason

To ensure all services and work practices are undertaken in a safe and healthy environment.

Process

To achieve this Policy & Procedure, specific responsibilities as detailed below will be implemented.

The Aurukun Shire Council will:

- Comply with all relevant legislation and statutory requirements, codes of practice and industry standards and make adequate provisions of resources to meet those requirements;
- Promote health and safety awareness and develop healthy and safe working procedures;
- Provide adequate protective equipment;
- Provide information, training, instructions and supervision on the use of protective equipment;
- Consult with staff members on health and safety matters and on ways to reduce workplace hazards and improve work systems;
- Maintain effective accident and incident analysis and hazard reporting systems;
- Encourage rehabilitation of injured employees; and
- Set health and safety objectives and regularly review performance against these objectives.

Employees and volunteers will:

- Comply with all relevant legislation and statutory requirements, codes of practice and industry standards;
- Comply with healthy and safe working practices;

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- Wear appropriate protective equipment;
- Report and participate in analysis of any hazards, accidents and incidents at their place of work; and
- Accept responsibility for protecting themselves and others in the workplace

Content

- On orientation to Aurukun Shire Council all new staff and volunteers will be provided with relevant information and appropriate training on matters relating to Work Health and Safety including:
 - Current legislation and statutory requirements
 - Current codes of practice
 - Current industry standards
 - Safe practice
 - Fire and evacuation procedures
 - Safety and security when dealing with aggressive and challenging behaviours
 - Reporting of accidents, incidents and hazards;
 - Participation in analysis of trends in accidents, incidents and hazards; and
 - Attendance and participation in training and information sessions related to Work Health and Safety.
- Aurukun Shire Council will ensure annual Work Health and Safety Audits are conducted to determine the extent of conformity to work health and safety practices and to encourage development of systems to improve risk management risks in the workplace .
- Aurukun Shire Council will ensure annual fire and evacuation training and audits.
- Where appropriate, a risk management strategy should be developed for all service activities which includes the areas of:
 - Manual handling
 - Hazardous substance
 - Plant and equipment
 - Noise
 - Workplace environment
 - Security
- Risk management processes will include:
 - Identification of current practices
 - Assessment of the risk of injury or unsafe practice
 - Adoption of measures to reduce or eliminate the risks identified
 - Review of the effectiveness of any modifications to practice
- Aurukun Shire Council will enable a Work Health and Safety Representative(s) (WH&S) to represent staff on health and safety issues. The WH&S Representative(s) will be responsible for:
 - Conducting regular work health and safety inspections;
 - Assisting in resolution of work health and safety issues;
 - Reporting any issue relating to work health and safety to Management of Aurukun Shire Council and/or the Work Health and Safety Officer;

Aurukun Shire Council - Chivaree Centre Policies & Procedures Manual

- Attending any established Work Health and Safety meeting; and
- Attending any prescribed training and information sessions relating to areas of responsibility.

Process

- **If a serious incident does occur** during, or as a result of, service delivery, Aurukun Shire Council staff will:
 - Respond to the immediate needs of the individual and re-establish a safe environment
 - Advise senior staff members, including the Aurukun Shire Council
 - Immediately notify the appropriate government department (funding body, Work Health and Safety Old etc.) as detailed in the "*Accident / Incident Reporting Policy & Procedure*".
- **On identification of a hazard, incident or accident**, all employees and volunteers will immediately inform their supervisor or management representative and where appropriate, take steps to minimise any immediate danger and alert other staff members about the nature of the problem.
- On identification of a hazard, the employee will fill out the **Accident / Incident / Hazard Form** to notify the employer or Work Health and Safety Officer of any hazardous condition, or work practice.
- In the event of an accident or incident, management will ensure the **Accident / Incident Investigation Report** is filled out.

Mandatory Reporting Requirements

- Aurukun Shire Council is required by law to notify the appropriate Funding Body within 24 hours of a serious incident that occurs during, or as a result of, service delivery. The requirements for this is outlined in the "*Accident / Incident Reporting Policy & Procedure*".
- Aurukun Shire Council is required by law to report certain workplace incidents if they occur while carrying out the tasks of the business, and, result in serious illness, injury or death or involve a dangerous incident (Work Health and Safety Act 2011). The process for this is outlined in the "*Accident / Incident Reporting Policy & Procedure*".

Related Forms/ Documents

FORM NAME	LOCATION
Accident/ Incident/ Hazard Form	Internal Forms
Accident/ Incident Investigation Report	Internal Forms
Work Health and Safety Home Assessment Checklist	Client File Forms

Version: March 2020