



**homes west**  
ASSOCIATION INC.

**Policy and Procedures**

**2017**

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## Homes West

Homes West Association Inc (Homes West) is a non-profit, family-governed organisation founded and operating in the western suburbs of Brisbane.

Homes West was established in 1990 to support individuals with disability to establish and to live in their own home and to be included as active and valued members of their local community.

The organisation is dedicated to achieving ordinary lives for people who experience disability through providing a mechanism for managing funds, employing employees, reporting to meet funding requirements, ensuring legislative responsibilities are fulfilled, together with, providing practical advice and assistance to individuals, their families and support networks.

### Vision

Homes West's vision is to enable individuals to fulfil their preferred lifestyle choices and to live ordinary lives in their own homes and in their own community.

### Mission

Homes West works with families to support people with disabilities to establish and to live in a home of their own and be included as active, valued members of their local community

### Values

Homes West believes that:

- People with disability are entitled to a lifestyle based on the same rights and opportunities as other citizens, regardless of type or degree of disability;
- Families are essential influences on the direction of an individual's life, and in promoting their wellbeing;
- A home is much more than bricks and mortar – it should enhance a person's personal privacy and security, the development of relationships and intimacy, and expression of individuality through flexibility and choice;
- Community inclusion is more than just living in a house in the suburbs. It gives rise to active and meaningful participation in community life and the development of broader networks;
- Families, community and paid support can work together in a respectful or "right" relationship to support a person with a disability to live his or her life well; and

- Families do best when they work together, sharing their skills, experiences and capacities. With collaboration comes synergy - the whole is greater than the sum of the parts.

## **Aims**

Homes West aims to:

- Provide sufficient support to allow individuals with disability to be as independent and self-determining as they can be;
- Provide a nurturing environment that promotes safety, welfare and well-being of individuals;
- Provide a holistic service that focuses on the day to day life of individuals such as health, educational, social and emotional needs;
- Work in respectful partnership with individuals, their families and their support networks to achieve the goals they have identified in their individual plan; and
- Focus on the strengths and capacities of individuals and their families.

## **History**

Homes West was started in 1990 by a small group of parents, led by Joan Hailstone and Jill Hole. Joan's experience in 1989 with the Quality Lifestyles' project for Queensland Parents of People with a Disability (QPPD) allowed her to meet with over 100 adults with a disability, their parents, family members and advocates across Queensland.

The key issue was the need for a home of their own, a very ordinary expectation which was, at that time, a near impossibility. On the few occasions this had been achieved, it was by families in small community settings where people were known and supported in their desire for ordinary life. This guided Joan's and Jill's action.

In October 1990, fifteen people in the western suburbs of Brisbane formed a committee and from those people came the first five families who were to use the new incorporated service. Submissions to the funding bodies in 1991 and 1992 were unsuccessful.

Pressure was exerted by the funding bodies to change Homes West's purpose, which was seen as not possible for people with significant levels of support. The committee stood its ground and in October 1993, the State Government provided Homes West with limited one-off funding for a part-time co-ordinator and a few support hours for three individuals.

In March 1994, Homes West was granted recurrent funding to establish the service and employ a permanent part-time co-ordinator and Joan's daughter, Susan, was the first person to move into a home of her own.

By 1996, Homes West had made a long-term commitment to 10 people and their families and the decision was made that Homes West was then as large an organisation as it should be.

With the guidance of the Community Resource Unit (CRU), this small group of families clarified what they wanted and what they didn't want, as outlined below.

They did not want their son or daughter living in group situations, where their home was nothing more than a bed in a house or institution.

They wanted their son or daughter to have an ordinary life like their brothers and sisters and a home of their own in their local community, near people who cared about them.

They did not want the housing to be tied to the support service. Issues around one impinged on the other.

They wanted flexible supports in the home of their choice.

They did not want a service that focused on care and control.

They wanted a service that assisted the person to have an ordinary life, with all the ups and downs that an ordinary life entailed.

They did not want a service where one model fits all

They wanted a focus on the life of each individual through learning to understand each person's situation, vision and plans.

They did not want the inevitability of an unchanging service.

They wanted the service to follow as the person changed and grew.

They did not want the service to replace or diminish family involvement.

They wanted the person and their family to plan and call on the service as needed.

They did not want a program to 'fix' or train the person before entering the real world.

They wanted the service to acknowledge the person for whom he or she is and support the person through natural opportunities for change and growth

**Respect for families and enduring friendships**

Homes West understands that the most valuable asset an individual can have is a loving and faithful family and enduring friendships. Homes West will act only in a way which upholds, supports and encourages the development of freely given and enduring relationships.

Homes West understands that each family has their own customs, rituals and history, has the long-term knowledge of the individual, can take a holistic view of his/her life, usually has the answers to day-to-day problems and is likely to continue this commitment when parents have died.

Homes West understands the importance of friendships to provide life experiences and opportunities, to act on behalf of the family and to give freely-given support.

Therefore, Homes West assumes:

- Individuals want ongoing involvement and relationship with their family;
- Families and enduring friends have a natural authority to be part of a person's life and assist the individual to choose the type, quality and level of support required; and
- These already established networks are critical to an individual's wellbeing now and in the future.

**Person-centred, family-governed service**

Homes West therefore provides a service where:

- each person is seen as unique and the service supports the person to live his/her own life and to change and develop;
- an individual's aspirations, plans, values and customs are understood and respected;
- the presence, knowledge and understanding of family and enduring friends are valued;
- efficient, effective, trustworthy and ethical service delivery is essential to gaining the trust of the individual and their families they serve.

### **The responsibilities of individuals, their families and enduring friends**

Homes West expects individuals, with their families and enduring friends to:

- be ready to contribute (within their capacities) to the governance of Homes West, attend Family Days and participate in regular reviews of the service;
- be conscious of times when the needs of the family are at odds with those of the individual and address this conflict of interest;
- be open to critical reflection and problem solving, and to learn;
- be involved in the daily life of the individual and have a thorough knowledge of the day-to-day issues in the individual's life
- be available when required to join Homes West staff to solve problems quickly, locally and creatively;
- delegate responsibility to a family member or friend if they are unable to be available for any period of time; and
- safeguard the individual's health and well-being, and his or her history, culture, values and rituals.

### **Assisting individuals and families to plan for the future**

When adequate funds are available, Homes West may provide assistance to individuals and their families to plan for the future. This assistance will be provided only if requested and all information from the planning will be kept by the individuals and their families.

### **Working in right relationship**

Homes West considers that families, community and paid support can work respectfully together in right relationship to support the individuals to live their lives well.

Homes West families do best when they work together, sharing their skills, experiences and capacities. With collaboration comes a synergy. The whole is greater than the sum of the parts.

For there to be right relationship between individuals, their families, Homes West COM and the paid support staff, there needs to be clarity about what is individual/family business and what is service business.

### **Individual/Family Business**

Individuals and their families are responsible for:

- developing and holding a positive vision and plan for the future while being ready for change, never assuming that things will stay the same forever;
- upholding their values and customs and defending their integrity, and well-being;

- the individual's legal, financial and health security;
- directing the level and type of support service needed;
- finding appropriate housing, transport, employment and other required services;
- monitoring the work of support staff;
- ensuring the home of the person receiving support is well maintained, efficiently managed, and welcoming to family and friends;
- continuing to evaluate what has been done and to plan for the future, particularly for when parents are no longer around; and
- being open to advice from supportive people who respect their role as family members.

### **Service Business**

Homes West is responsible for:

- ensuring the policy and procedures align with its mission, values and history;
- the support needs of the individuals are central to all activity and support staff have the safety and welfare of the individual as their sole priority;
- being accountable to individuals and their families and funding bodies regarding expenditure of funds;
- ensuring appropriate risk management strategies are in place to protect the service;
- ensuring contemporary HR practices are in place to appropriately recruit, train and support staff; and
- ensuring there is ongoing review, planning and renewal for long-term sustainability.

## Standard 1. Governance & Management

The section documents how Homes West meets the Human Services Quality Standard and includes processes for:

- Ensuring the Governing Body of the Organisation, the Committee of Management (COM) members and the membership that elect them, act in the organisation's best interests and the interests of stakeholders.
- Reviewing and updating the Constitution and the philosophy of the organisation to maintain currency with changing legislation and the external environment.
- Meeting financial, legal and legislative obligations.
- COM members and office bearers to understand their roles and responsibilities.
- The organisation to align with the Australian Charities and Not-for-profit Commissions (ACNC) Governance Principles and the requirements of the Human Services Quality Standards (HSQS).
- The organisation to evaluate, plan and renew service that continues to meet the needs of the individuals and their families.
- Managing contracts to maximise value for the individuals and their families.

### 1.1 Purpose

The Purpose is to ensure sound governance and management systems that maximise outcomes for Homes West's stakeholders.

### 1.2 Structure of Homes West

**Homes West** is incorporated in the State of Queensland and has a Committee of Management duly elected at an Annual General Meeting each year. Refer the Homes West Association Inc's Articles of Association(Constitution).

The **Committee of Management (COM)** employs employees and accepts usual fiduciary responsibilities for the operations of Homes West. Refer 1.3 Governance Roles and Responsibilities

**Development Workers** are employed by the COM to work in partnership with individuals and families to coordinate Homes West's services.

The **Management Group** comprises the Chair (or Delegate) and the Development Workers.

**Support Teams** comprising of family members/friends/Development Workers and Support Workers are established around each individual receiving a service.

**Support Workers** are employed by the COM to deliver the services to an individual as part of the Support Team.

### 1.3 Governance roles and responsibilities

#### **The Committee of Management (COM)**

The role of the Committee of Management is to lead and provide oversight of the organisation on behalf of the members.

Each member of the COM will:

- Understand and abide by the Constitution;
- Review the Association's Constitution annually;
- Abide by relevant Legislation and Regulation, including the Associations Incorporation Act 1981 and the Rules of Incorporation;
- Oversee the organisation and act in the best interests of the organisation balanced with, acting in the best interest of all stakeholders;
- Strictly maintain the privacy and confidentiality of personal information they may receive in the course of their duties;
- Ensure the organisation is trading solvent;
- Monitor, plan and continuously improve Homes West's performance;
- Ratify policy and direct Homes West with the interests of all individuals and their families at heart;
- Maintain and monitor registers including risk; continuous improvement; incidents/hazards and complaints; documents and forms
- Participate in strategic planning and review progress of the plan regularly;
- Declare any actual or perceived conflicts of interest;
- Undertake relevant training and development as approved by the COM and report to the COM on its relevance and usefulness;
- Undertakes induction training upon commencement with the COM;
- Maintain a Yellow Card;
- Ensure he or she is not disqualified from managing a corporation under the Corporations Act 2001 (Cth) or disqualified from being a responsible person of a registered charity by the ACNC Commissioner.

## **The Chair**

The Chair will generally provide adequate information to the COM to affect good decision making; and leadership to the COM, the Management Group, families and individuals.

### *Committee of Management*

The Chair will:

- Be the accountable officer of Homes West, liaise with the Secretary and Treasurer regarding COM business and conduct all meetings;
- Initiate and direct major negotiations with government departments, funding bodies and political representatives as approved by the COM;
- Review and sign each Service User Agreement annually with the individual and family;
- Chair the selection committee for the Development Worker position, manage the Development Workers work, and provide support, advice and professional development opportunities;
- Ensure the development, review and updating of Homes West's Policies and Procedures annually;
- Provide induction training for new COM Members

### *Publicity*

The Chair will be responsible for:

- Public statements or the publishing of promotional material related to Homes West families;
- Any Homes West promotional event;
- The completion of consent forms.

### *Incidents*

The Chair will:

- Notify the Department of Communities, Child Safety and Disability Services of any *major* incident within one business day of becoming aware of it.
- Activate and oversee applications for Restrictive Practice and Positive Behaviour Plans, if necessary.

### *Quality System Audit*

The Chair will ensure that the COM prepares for, participates in and makes necessary amendments to policies and procedures related to the Human Services Quality Framework audit and any other funding requirement.

### *Discretionary funds*

The Chair will allocate any available funds for the support of an individual or individuals in greatest need.

The Chair may delegate their responsibilities to a suitable person, when appropriate.

### **The Secretary**

The Secretary will:

- Manage correspondence, prepare and distribute agenda and relevant documents, take minutes of meetings, and provide timely advice to the Chair on COM matters;
- Receive notifications of changes to legislation, policies or procedures and note the changes in the Continuous Improvement Register for discussion at the next COM meeting;
- Keep records of COM Meetings and Annual General Meetings and provide any relevant records to Fair Trading Queensland;
- Maintain the COM Training and Development Register;
- Coordinate preparation of the Annual Report, proxies and notices of Annual General Meeting;
- Activate a review of the Association's Constitution annually; and
- Ensure conflicts of interest (actual or perceived) are registered on the Conflict of Interest Register.

### **The Treasurer**

The Treasurer will oversee all financial matters pertaining to Homes West including:

- signatories to the bank accounts;
- monthly reports to COM with commentary;
- annual budget;
- legal requirements including payments to and on behalf of employee, payment to suppliers, acquittals to funding bodies, monthly bank account reconciliations, ATO payments;
- the preparation of an annual financial audit and the publication of the audited statements to members for the Annual General Meeting;
- the provision of relevant information for funding submissions and other financial assistance;
- funding expenditure requirements of funding agreements, including the Department of Communities, Child Safety and Disability Services' Service Agreement and the Funding and Accountability Guidelines;

The Treasurer may delegate or outsource these responsibilities.

### **Sub-Committees and Task Groups**

The COM will provide a Terms of Reference for any sub-committee or special purpose group that is formed to advise the COM.

Customised position descriptions will be reviewed by the Management Team and approved by the COM.

## **1.4 COM training and support**

The COM will maintain a Training and Professional Development Register.

Each year, one or more COM members should undertake relevant training and could include –

- NDIS Information & Skills Development
- Governance Training
- Complaints Investigation Training
- Association Secretarial Training
- Financial Management Program

The Secretary will update the Training and Professional Development Register with relevant details, including the date of the training, the topic and the provider on each occasion that training or professional development is completed.

The Chair is responsible for the induction of new COM members.

COM members will complete the COM Induction Form and the COM Members, Employee Code of Conduct.

## **1.5 Annual review of the constitution**

The COM will review its constitution annually to ensure that it maintains relevancy and currency in line with the changing external environment and the *Associations Incorporation Act 1981*.

The Secretary will activate a review in September each year or one month prior to the AGM or when significant change occurs to the Act that may require a more urgent review.

Where changes are required, a special motion to reflect the changes will be added to the AGM agenda and advised to members not less than 14 days prior to the meeting. Refer to Section 23 of Homes West's Constitution.

## 1.6 Strategic planning

The COM will:

- Develop a strategic plan (including an organisational risk management plan) at least every three years, with an annual action plan;
- Seek approval of the Strategic Plan at a Homes West Family Day; and
- Monitor the Strategic Plan and review progress of the Action Plan regularly at COM meetings.

The COM will gather from a variety of sources including:

- Feedback from individuals receiving support;
- Review of organisational performance reports;
- Information from associated industry groups;
- A review of the Continuous Improvement Register;
- Changes to legislation, or funding agreements;
- Quality Auditors;
- Regular monitoring of the Critical Incidents/Incident/Hazard and the Complaints Registers;
- Information received from attendance at training and development sessions.

Strategic Planning is supported by Strategic discussion which is a standing agenda item at every Committee of Management.

Strategic Planning includes Organisational risk management identification and planning.

## 1.7 Financial management

Currently the COM has outsourced staff and other payments to Staffing Options Pty Ltd on the basis of a Service Agreement between the organisation and Staffing Options Pty Ltd.

The COM will:

- Review financial reports and analyses presented by the Treasurer at the COM meeting to ensure ongoing solvency and sustainability of Home West. This will include a Profit & Loss Statement for the month, year-to-date and compared to budget together with a Balance Sheet and a Treasurers report; and
- Approve expenditure monthly.

### **Annual budget**

The Financial year operates from July 1<sup>st</sup> to June 30<sup>th</sup>.

The Treasurer will:

- Prepare an annual budget and gain approval by the COM in May each year.
- Review the annual budget at least quarterly;
- Provide monthly financial reports comparing actual income and expense to the annual budget to the COM. (Staffing Options Pty Ltd will prepare these for the Treasurer.)
- Submit budget variations, as necessary, to be approved by the COM.

### **Retained earnings (Profits) and cash reserves**

As a general rule, cash reserves are maintained as an equivalent amount to the sum total of three months of normal trading. The COM will approve any changes to this amount.

### **Assets management**

As much as possible, assets should be leased. Usual purchasing procedures apply to leasing assets.

The Chair will seek funding from community benefit funds, government and relevant Trusts to offset any costs of capital purchasing.

### **Managing Assets**

Assets will be used for the sole purpose of execution of the business of Homes West. Assets include desks, laptops, computers, mobile phones and the like. The COM and employees will:

- Ensure the assets are treated with care; and
- Report any damage or need for replacement to the Chair.

### **Gift Account**

The COM shall ensure the maintenance of a separate bank account for donations received by Homes West Inc in line with ACNC and the Australian Tax Office expectations for registered charities.

All donations held in the account are for service delivery and may be used to supplement funding shortfalls.

An official Homes West receipt must be issued for all donations to be a tax donation.

Financial reporting of the account falls within the usual monthly and annual financial reporting framework.

**Wealth management**

The Treasurer will:

- Place cash reserves in an interest-bearing investment account, as approved by the COM;
- Review cash reserves to determine that adequate reserves are maintained; and
- Invest surplus funds into longer-termed, higher risk investments after seeking written advice from a qualified Financial Adviser and approval of the COM.

**Purchasing delegations***Committee of Management*

The COM will approve all purchases exceeding \$200.

*Development Workers*

The Development Workers will:

- Use a HomesWest credit card to undertake day-to-day purchasing;
- Photograph receipts of purchases and send to the accountant as soon as practical after the expense is incurred; and
- Have delegation to expend amounts up to \$200 at any one time.

The Development Workers may be required to purchase one-off items exceeding \$200 for individuals or families as part of their support package. They will seek approval from the Chair for the purchase.

*Support Workers*

From time-to-time, support workers may incur incidental expenses in the execution of the role.

The support worker will submit a receipt for the purchase with the timesheet for reimbursement.

Where the receipt is questionable, the individual, family or nominee will discuss the expenditure with the Development Worker to establish appropriateness.

Where a purchase is open to question, the Development Worker will negotiate a satisfactory solution for the individual and the family.

### **Contract management & service charges**

The COM is responsible for:

- The negotiation of individual and block grant funding contracts; and
- Meeting the contractual requirements of the funding agreements.

See [funding accountability guidelines](#) for Queensland Department of Communities, Disability and Child Safety:

The COM will:

- Provide a family statement reporting the monthly and YTD income and expense;
- Retain no more than 1/12<sup>th</sup> of the annual, approved funding;
- Return to the funder any excess individualised funding as required by the funder.
- Charge 15% of an individualised funding package to employ the Development Workers, provide office space and cover administrative expenses.

### **Annual review of insurances**

The COM will review organisational insurance policies annually to ensure they are current and meet contractual obligations including:

- Public liability insurance;
- Officers and directors liability insurance;
- Office and equipment contents insurance; and
- Workers compensation insurance.

### **Payments to COM members**

The COM will:

- Reimburse reasonable expenses associated with attending meetings, function or conferences in the course of representing the organisation; and
- Approve prior to the expense.

## **1.8 Controls to prevent fraud**

Homes West aims to safeguard against fraud in all aspects of the operation and, in particular, in the expenditure of government funding provided for supports of individuals. (General Fraud Controls listed on p. 62 of Definitions).

### **Process when fraud is detected**

Individuals, families, and COM members will report any actual or suspected cases of fraud to the Chair for investigation and action.

Employees will report any actual or suspected cases of fraud immediately to the Development Worker for discussion with and action by the Chair.

In cases of serious fraudulent activity, the Chair will contact:

- The Police as soon as practical; and
- The funding body within 24 hours of the matter being identified.

### **1.9 Continuous Improvement Framework**

The COM will have in place a plan to continually improve its service within its stated purpose and mission.

Continuous Improvement (CI) is a standing item on the COM's Agenda and relates to how the organisation plans, implements, monitors, reviews and makes changes to the systems, policy, procedure or supporting documentation in response to:

- Feedback, complaints and appeals processes;
- Critical incidents;
- Any workplace injuries or reports of hazards;
- Family Day discussions;
- Feedback and suggestions from external stakeholders and the community; and
- Advice from funding bodies and industry groups.

### **Process for managing the continuous improvement plan**

The Chair (or delegate) will:

- Meet regularly with the Development Workers (Management Group Meeting) to:
  - Identify issues, identify strategies and review the continuous improvement plan; and
  - provide general supervision and support;
- Report on the continuous improvement plan as a standing item on COM Meeting Agenda at each COM meeting, for COM approval;
- Maintain a The Continuous Improvement Register, which documents when an action is implemented and successful; and
- Ensure all stakeholders' privacy is protected.

**Review of policies and procedures**

The COM will:

- Review and update Homes West's policies and procedures annually to take into account any improvements made;
- Obtain endorsement of the Homes West families at a Family Day;
- Discuss and approve actions that result from feedback, complaints, identified risks/hazards, incidents, and
- Ensure the policies and procedures are available on the website and in hard copy.

**Compliance with Human Services Quality Standards**

The COM is responsible for compliance with the Human Services Quality Standards and will review Homes West's compliance with the Human Services Quality Standards as part of its continuous improvement plan.

**Management of documents**

The COM will:

- Document any changes to the policies and procedures through the Continuous Improvement Register for the next review;
- Ensure changes to documents, templates or forms include the date of approval and the new version number prior to reissue;
- Note re-issued documents, templates or forms on the Document and Forms register with the latest approval date and version number; and
- Remove and archive superseded documents, templates and forms.

The Development Workers will:

- Ensure that all employees have access to the most recent documents, forms and templates;
- Store a master copy of all the documents, registers, templates and forms on one computer at the office;
- Upload a PDF format (where relevant) to the website; and
- Provide a hard copy when requested.

### 1.10 Managing conflicts of interest of COM members and employees

Conflicts of Interest will be included on the COM, Management Group Meeting and Support Team Meeting Agendas.

The COM will maintain a Conflict of Interest Register to document:

- Any conflicts of interest (real or perceived) that arise;
- The date the conflict of interest is registered;
- In what ways the conflict of interest will be managed.

The COM will use the Conflict of Interest Register to:

- Keep Conflict of Interest as a standing item on the COM Agenda; and
- Identify, discuss and manage the conflict of interest to the satisfaction of the COM.

The COM Secretary is responsible for updating the Conflict of Interest Register.

### 1.11 Privacy and confidentiality

Homes West regards the individual's privacy and confidentiality as paramount.

Homes West is bound by *Queensland Information Privacy Act 2009* and the *Commonwealth Privacy Act 1988*, and its Principles, as well as other laws, which impose specific obligations when it comes to handling information.

All employees and COM members will:

- Protect any personal information kept electronically with a password;
- Only collect information that is necessary for the performance and primary function of Homes West;
- Notify individuals about why they collect the information and how it is administered; and
- Notify individuals that this information is accessible to them.

#### Personal information about employees

Personal information is information which directly or indirectly identifies a person either, held in hard-form or electronically.

Homes West collects and administers employees' personal information for the purposes of providing support services. Employees have the right to be treated courteously, with dignity and respect and that their personal information which the organisation collects, holds and administers be kept private and confidential.

The Chair will ensure that:

- only information which the organisation requires for its primary function is collected;
- employees are informed of the reasons for collecting the information;
- personal information is used only for its primary function or a directly-related function, or for another purpose with the person's consent;
- personal information is stored securely, protecting it from unauthorised access;
- employees have access to their own information, and the right to seek its correction, including identifying the source of any unsolicited personal information, unless there is a legal reason not to do so, and can destroy unsolicited information that cannot be verified.

### **Personal information of individuals and families**

Homes West does not store personal information about the individuals they serve, other than the Service User Agreements, and requests that individuals and families store all personal information about them in their own homes.

The Development Workers will request that families store personal information (including the Home Information Folder, the Day Communication Book and the Medications Administration Form) in a safe place.

### **Use and disclosure of information**

COM members and employees will:

- Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose with the person's consent;
- Obtain consent from the affected person; and
- Enable the affected person or their guardian to withdraw the consent at any time.

### **Information relevance**

The COM will:

- Take reasonable steps to ensure information is accurate, complete, up-to-date and relevant to the functions of Homes West;
- Safeguard the information collected and store against misuse, loss, unauthorised access and modification
- Retain records for seven (7) years, then destroy.

### **Making information available to others**

Homes West will not share personal information without the prior consent of the individual/decision maker/guardian and will not distribute personal information to any other organisation without the express permission of the individual/decision maker/guardian except in a case where:

- The individual is in need of urgent and immediate medical attention and information is needed to protect their safety and wellbeing;
- Disclosure of personal information is necessary to prevent or lessen a serious and imminent threat to the life or health of an individual; or
- Homes West is legally required to do so.

### **1.12 Risk Management Framework**

Risk Management involves the identification, assessment, management and ongoing monitoring of the risks and controls impacting Homes West.

The purpose of risk management is not to avoid or eliminate all risks. It is about making informed decisions regarding risks and having processes in place to effectively manage and respond to risks in pursuit of Homes West's objectives by maximising opportunities and minimising adverse effects.

#### Identification of risks

It is the responsibility of all stakeholders eg. employees, families and individuals to identify and report risks.

Risks are identified through the incident/hazard register, complaints the organisation receives, monthly planning meetings, negative/positive changes in the external environment and feedback from families at Family Days.

COM maintains a risk register and reviews the register monthly.

Risk identification with the individual is undertaken, monitored and managed as part of the support team meeting and noted in the minutes.

Significant risks that may impact on Homes West's finances, directions, health and safety of employees, families or individuals and/or service

delivery should be reported to the COM for registration in the organisation's risk register.

### Assessment, Management and Monitoring Risks

Most risks in day-to-day service delivery are assessed, managed and monitored monthly as part of the support team meetings and noted in the minutes or the communications book in the home.

Where risks identified may affect others across the organisation, the risk and suggested management should be reported to the Development Worker for inclusion in the organisation's risk register. All risks for inclusion in the register should be de-identified.

At the next COM meeting, the risk and suggested management should be discussed, actions agreed upon and implemented.

Monitoring of agreed management of organisational risks will be undertaken monthly by COM.

## **1.13 Key Organisational Partners and Contacts**

For an updated list of Key Organisational Partners and Contacts refer to Page 65.

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### **Reference Documents and Relevant Legislation:**

- Articles of Association (Constitution)
- Certificate of Incorporation
- Strategic Plan 2015 – 2017
- Strategic Plan 2015 – 2017 Action Plans
- Associations Incorporation Act 1981
- Disability Services Act 2006
- Community Services Act 2007
- Financial Accountability Act 2009
- Queensland Information Privacy Act 2009
- Commonwealth Privacy Act 1988
- National Disability Insurance Scheme Act 2013
- Staffing Options Pty Ltd Service Agreement (under development)
- <https://www.communities.qld.gov.au/disability/support-and-services/for-service-providers/funding/funding-accountability-guidelines>

- The ACNC's Governance For Good
- The HSQS User Guide
- Australian Privacy Facts Sheet 17
- Certificate of Incorporation

### **Fair Trading Qld Complaints Process and Contact:**

<https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/fair-trading-services-programs-and-resources/fair-trading-services-and-contact-information/contact-us/complaints-and-investigations/>

Phone: 13 QGOV (13 74 68)

### **Australian Charity and Not-for-profit Commission**

Before you raise a concern with ACNC about a registered charity, you might be able to resolve it through speaking with the charity directly. Most charities welcome feedback and are prepared to consider issues raised without the ACNC needing to be involved.

Phone: 13 ACNC (13 22 62)

### **Forms and Registers:**

- COM Member/Employee Code of Conduct
- COM Membership Application/Nomination Form
- COM Membership Change of Details Form
- COM Membership Register
- COM Induction Form
- COM Meeting Agenda/Minutes Template
- Management Meeting Agenda/Minutes Template
- Conflict of Interest Register
- COM Training and Development Register
- Document and Forms Register
- Critical Incidents/Incidents/Hazards Register
- Continuous Improvement Register
- Organisation and Service Delivery Risk Register
- Consent to Obtain Release Information or Image Form
- Position Descriptions – Committee member, Chairperson, Secretary & Treasurer

## **Standard 2. Service Access**

The section demonstrates how Homes West meets the Human Services Quality Standard and includes processes for:

- Ensuring individuals with a disability seeking a service with Homes West has access on the basis of relative need and available resources.
- Working with families to develop and support individuals with a disability to live in a home of their own and to be included as active and valued members in the local community.
- Families, community and paid support to work respectfully together to support individual with a disability to live their lives well.
- Providing information about the Homes West's policies and practices and discussing the information with the individual with a disability and their families.
- Ensuring service access is non-discriminatory

### **2.1 Purpose**

The purpose is to ensure that sound eligibility, entry and exit processes facilitate access to services on the basis of relative need and available resources.

### **2.2 Eligibility for Homes West service**

The COM will decide on eligibility of service on the basis of available resources and relative needs of the individual.

### **2.3 Offer of service**

The Development Worker will prepare an application with the individual and the family using the Service Agreement Template and attachments as the basis for discussion.

Where the decision is not to proceed, the Development Worker will discuss other options that may be suitable for the individual.

If the COM offers to provide a service, the Development Worker will meet with the family and the individual to:

- Review the Funding Package available to the individual;
- Commence the development of the Service Agreement and the Support Plan;
- Affirm the rights of the individual to participate as fully as possible in directing their service; and

- Outline the expectations of families to attend family days and to develop a succession plan.

Once the individual (or delegate) has a signed Service Agreement and the Support Plan, the Development Worker will commence the service.

## 2.4 Termination of service of Homes West

The COM requests individuals to give reasonable notice of leaving Homes West.

Homes West will cease providing a service for an individual if funding resources are no longer available.

### Procedure for ceasing the services of Homes West

Homes West recognizes the right of service users to transfer to an alternative service and will assist in the transfer of service users to alternative providers.

At the termination of service the Chair will:

- Provide the individual with all relevant records, if requested;
- Negotiate with the funding body regarding the transfer or (with Block Funding) reallocation of funds; and
- Report to the COM of any failing with the complaints process. Refer 5 Feedback, Complaints and Appeals.

The COM will consider the reasons for leaving and include actions in the Continuous Improvement Register, if appropriate.

The Development Worker will:

- Support the family and/or individual, if needed, to find another service; and
- Use the Consent to Obtain/Release of Information/Image Form for this purpose.

## 2.5 When families are no longer around

Homes West will not take over the role of families or friends. Homes West expects families, with the individual, to:

- Sign the Service Agreement;
- Represent the individual and his/ her best interests;
- Work in partnership with Homes West; and
- Identify others (such as a support circle) who will take their place if they can no longer support the individual.

**If the families leave the person without someone to take their place**, Homes West will:

- Notify the funder of the change of circumstances;
- Activate a reassessment with the funders; and

- Continue to provide support for as long as the individual's funding allows.

Homes West will encourage families to:

- Hand over the governance of the service to the next generation of family members;
- Develop a circle of support around the individual to maintain the vision and plan for the future; protect the individual's culture and history; monitor the service provision;
- assist with day to day problem solving; and
- Ensure that informal support and resources are adequate to replace the support presently provided by the parents, families and friends.

## **2.6 Establishing decision-making responsibility**

All Homes West employees will engage with the individual and the family to support the individual's decision making, choice and control with regard to the service he or she receives.

Each individual has the right to have a person to represent their interests either in an official role (e.g. appointed Guardian or Power of Attorney) or Informal Decision Maker (See p.63 & 64 for Definitions).

The Development Worker will ensure decision-making responsibility is documented in the Service Agreement and that support workers are informed.

## **2.7 Family Days**

Homes West expects families or individuals and members to attend and participate in the Family Days held 4 times per year.

Family Days are used for discussion and information sharing. The COM requires attendees to endorse policy changes.

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### **References:**

- Powers of Attorney Act 1998
- Guardianship and Administration Act 2000
- Disability Services Act 2006
- Queensland Information Privacy Act 2009
- Commonwealth Privacy Act 1988

### **Forms:**

- Service Agreement Form
- Service Agreement Form – Attachment
- Advocate Information and Nomination Form
- Consent to Obtain Release of Information Form

### **Standard 3. Responding to individual needs**

This section documents how Homes West meets the Human Services Quality Standard and includes processes for:

- Enabling the individual with a disability to optimise their life decisions and choices by participating as fully as possible in decision making, choice and control over the activities that make ‘an ordinary and meaningful life’ for them including people involved in their life; activities and events in daily life in relation to the services received; relationships and intimacy; expression of individuality; housing and tenancy; community access and participation; finances and sustainability.
- Identifying and meeting the individual’s needs and personal goals in the least restrictive way and within available resources.
- Ensuring the individual, their families and paid employees work together in the delivery of service.

#### **3.1 Purpose**

The purpose is to ensure the assessed needs of the individual are being appropriately addressed and responded to within Homes West’s capacity.

#### **3.2 Responding to individual needs**

The Development Worker will:

- Form a relationship with the individual and their family and key people in the community in which the individual lives;
- Work with the individual and the family to develop the individual’s plan;
- Consider:
  - The individuals’ support needs, goals, aspirations and choices and how these change over time;
  - The individual’s capacity to communicate;
  - Any key risks with service delivery;
  - Family situation and availability of existing supports;
  - Friends and relatives and the supports they provide;
  - Access to and availability of relevant community resources;
  - Access to adequate information; and
  - Available funding.

### 3.3 Key Components of Service Delivery

The **Service Agreement** outlines information about the services to be provided and the responsibilities of Homes West and the family.

The **Monthly Calendar** is the monthly individual planning document.

The **Support Team Meeting** between the Development Worker, Support Workers, the individual and their nominated family member(s) is usually held on a monthly basis. The Development Worker will work with the family to schedule regular meetings.

**Annual Feedback Surveys** offer individuals and families opportunity to provide feedback regarding their service.

**In-Home records** include the Home Information Folder, the Communications Book and the Medications Administration Form.

The Development Workers keep **File Notes** to assist them to plan and document their activities.

#### Forming the individual's Support Team

Each individual has their own support team. Support workers do not work with more than one individual in Homes West unless two families agree to sharing a support worker for a limited time.

The Development Worker will:

- Advertise for support-workers with a customised job description to suit the needs of the individual, and short-list applicants;
- Form an interview panel including the individual, their nominated family member and others (if relevant) to select prospective support team members; and
- Recruit on the basis of their skills and abilities to work with the individual and the family, and to meet the individual's support requirements.

#### Monthly Calendar

The Monthly Calendar is a dynamic planning document that can change with changing needs, goals and aspirations of the individual.

The Development Worker will develop the Monthly Calendar in consultation with the individual and the family at the Team Meetings. The Support Team will:

- review the events of the last month;
- discuss how the individual's life could be improved;
- identify any risks;
- identify any change in needs or desires; and
- plan for the next month.

All employees in attendance will ensure the individual has maximum participation in line with Homes West's Mission and Values (See p. 7.)

The Development Worker (or delegate) will take minutes of the meeting, which will be made available to the Support Team members who did not attend.

### **Feedback and Annual Survey**

The Development Workers will survey individuals and their families annually.

The purpose of the survey is to offer individuals and families another opportunity to contribute to Homes West's continuous improvement process. Other opportunities to gain feedback from Families and individuals include:

- Family Days; and
- Annual General Meetings.

### **Home information folder**

The Development Workers in conjunction with individuals and families will develop a Home Information folder. This will include the Support Plan, key contacts for family, doctors and other professionals involved in the individual's life together with the most current monthly Calendar. This will also show the role of Support Workers and other relevant information. This folder will also contain several copies of relevant forms.

The Home Information folder contains personal information and therefore is subject to Homes West's Privacy Policy. Refer to 1.11 Privacy and Confidentiality.

### **Communications book**

The communications book (or electronic equivalent) is held in the home and is available to the individual, the family and the Support Team.

Members of the Support Team will:

- Document information about usual daily activities that are important to share with other members of the Support Team; and
- Note concerns with regard to incidents, hazards or changes to therapy regimes or other medical information in the book. If the incident is critical or the medical or therapy regime is changed, the Support Team member will inform the Development Worker.

### **File notes**

The Development Worker will make a written note of any communication with families, the individual, Support Worker or others that may have an impact on the Support Plan and/or delivery of the service.

The Development Worker will keep these notes distinct and separate from notes on communications to do with other individuals in their day to day work.

The Development Worker will keep these notes secure at all times.

### **3.4 Providing communication assistance**

Homes West will assist with the provision of support that allows the person to communicate as freely as possible in as many situations as possible for all individuals with complex communication needs (CCN) and to ensure that individuals are heard and can participate in every aspect of daily life.

Homes West will:

- Provide training and support to support workers and families to assist individuals with CCN to communicate to their optimum;
- Ensure all training and ongoing support complies with the standards set by the funder; and
- Appropriately manage controversial information received from individuals with CCN.

#### **Dealing with controversial information**

Controversial information is information that, if not known, is likely to place the individual or another person at unacceptable risk.

On receiving controversial information, an employee will notify the Development Worker of the information as soon as practical.

The Development Worker will:

- Check with the individual that the information is correctly received;
- Tell the individual that the information seems to be controversial;
- Verify the information by using validation with a Speech Therapist or a person with relevant training;
- Meet with the individual to discuss a relevant and appropriate plan of action; and
- Document and confirm the agreed actions from this meeting with the individual before actions are implemented.

### **3.5 People requiring translators or interpreters**

People from other cultures where English is not the main language or those who experience deafness may require assistance with interpreting services.

For an interpreter, contact the Translating and Interpreting Service, TIS National: call 131 450 and ask to be connected to 13 QGOV (13 74 68)

### 3.6 Assistance with medication procedures

Support Workers will assist individuals to take medication responsibly and correctly and to carry out other daily procedures prescribed for them.

Homes West employees will not take discretionary action concerning a person's health status. They will first seek advice from a family member, then the individual's medical practitioner. In the case of an emergency, the support worker will call 000.

When managing a person's medication, the Development Worker will work with individuals and their family to develop a medication plan (for inclusion in the Service User Agreement) that includes:

- Medication, dosage, timing and any specific instructions;
- Known allergies and reaction to allergens; and
- Strategies for action when there is any change in health status.

Support Workers will receive training, where necessary, that provides them with the necessary skills and knowledge to:

- Confidently assist the individual and to identify potential adverse effects medication may have on the individual;
- Understand procedures for documenting self-medication monitoring and assistance with medication including when medication has been refused, missed or the person is unable to take it and advise the family contact as soon as practical;
- Complete the relevant Medications Administration Form or equivalent; and
- Complete an incident report form and provide it to the Development Worker.

Support Workers will complete the Medications Administration Form or equivalent on every occasion that medication is taken with support or self-administered.

Homes West will request families to:

- Provide safe storage for medication which is dispensed into a Webster Pack by a registered pharmacist or if this is not appropriate, ensure current medication is in the original containers with dosage clearly displayed; and
- Advise support workers of any changes to medication and/or other procedures and document such changes in writing with an authorizing signature and date.
- Provide a Medication/Management Plan approved and signed by a registered Medical Practitioner, eg. Seizure Management Plan, Medication Plan. (Amended October 2017)

When assisting an individual to administer their own medication, Support Workers will:

- Follow instructions from the family and the Individual Plan; and

- Report any adverse effects or changes in health status to the family immediately, then advise the Development Worker and complete an Incident Report form; and
- Notify the family when medication is out of date, destroy or return to the pharmacy for safe disposal, and organize for replacement.
- 

### **3.7 Medical activities**

Each person with a disability supported by Homes West will have individual medical or allied health requirements.

The individual or the Statutory Health Attorney oversees medical appointments, allied health arrangements and other ongoing medical matters.

Homes West requests the individual or the Statutory Health Attorney to inform the Support Team of any changes that will affect the Individual Plan.

The Development Worker will ensure follow up action with the Support Team and ensure the new information is added to the Home Information Folder.

### **3.8 Responding to medical emergencies**

In cases of a medical emergency, call 000 and stay with the individual until no longer required.

The Support Worker will advise the family and the Development Worker as soon as practical after the emergency has been dealt with.

The Development Worker will advise the Chair of the situation and follow up with the family on further actions they may require, including reporting requirements. (See p. 41 for Identifying incidents).

Homes West supports the right of the individual to refuse emergency responses except in cases where the situation is considered to be life-threatening.

### **3.9 Restrictive practices**

Homes West will comply with the requirements of the *Disability Services Act 2006* to safeguard the rights of adults with a cognitive or intellectual disability who have challenging behaviour and where restrictive practices may be used and a positive behaviour plan is needed. (See p. 63 for Definitions)

**Positive behaviour support**

The Chair is responsible for applying for positive behaviour support.

A Support Worker will, in the first instance, advise the Development Worker of the potential need for a positive behaviour plan. The Development Worker will advise and discuss with the Chair.

The Chair and Development Worker will consult the relevant individual and their family in relation to the matter and the potential need for a positive behaviour plan.

The Chair will contact the Director of Clinical Practice OR the Manager of Clinical Services (contacts below) for advice.

If a plan is approved, the Development Worker will provide adequate training to employees and volunteers involved in delivering the plan.

**Brisbane:** Director Clinical Practice

Phone: (07) 3035 2604

**OR**

**Oxley:** Manager Clinical Services

Phone: (07) 3035 1701

Email: BR Restrictive [Practices@communities.qld.gov.au](mailto:Practices@communities.qld.gov.au)

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**References:**

- Disability Services Act 2006
- Disability Services (Restrictive Practices) and Other Legislation Amendment Bill 2013
- Queensland Information Privacy Act 2009
- Commonwealth Privacy Act 1988

<https://www.communities.qld.gov.au/resources/disability/key-projects/positive-behaviour-support/procedure-restrictive-practices-for-general-disability-services.pdf>

<https://www.communities.qld.gov.au/disability/key-projects/positive-behaviour-support>

Translating and Interpreting Service (TIS) Phone: 131 450 and ask to be connected to 13 QGOV (13 74 68)

**Forms:**

- Service Agreement Form
- Service Agreement Form – Attachment
- Monthly Calendar Template
- Support Team Meeting Agenda/Minutes Form
- Home Information Folder (sample)
- Medications Administration Form
- Peg Administration Form
- File Note Form
- Incident Report Form

## **Standard 4. Safety, Well-being and Rights**

The section documents how Homes West meets the Human Services Quality Standard and includes processes for:

- Ensuring the legal and human rights of each person with a disability are upheld and actions are taken to prevent and/or respond to allegations of abuse, harm, neglect or assault.
- Maintaining the individual's right to privacy, dignity and confidentiality.
- Appropriate reporting of incidents.
- Ensuring that roles and responsibilities are clearly defined.

### **4.1 Purpose**

The purpose is to ensure the safety, wellbeing and human and legal rights of individuals using Homes West's services are protected and promoted.

### **4.2 Upholding the rights of individuals and families**

Homes West will uphold the legal and human rights of individuals with a disability and their families and will respond to breaches effectively and in a timely manner.

### **4.3 Upholding the right to privacy, dignity and confidentiality**

The privacy, dignity and confidentiality of individuals will be respected in line with the 13 Information Privacy Principles (IPPs) in the Commonwealth Privacy Act 1988 and the Principles and Objectives of the Disability Services Act 2006.

The right to privacy, dignity and confidentiality in all aspects of life is recognised and Homes West will aim for exemplary good practice. (Refer 1.11 Privacy and Confidentiality)

Homes West employees will:

- Always act professionally;
- Maintain open communication with co-workers, families and the individual;
- Avoid language or gestures which devalue, belittle or blame the person;
- Not make or receive personal phone calls when working;
- Show respect and care when carrying out personal care duties;
- Not display any personal information where it can be easily read other than those authorised by the person they support; and
- Respect the relationships and private business of the individual with his/her family and friends.

Homes West families, employees and individuals are encouraged to raise issues where they believe the individual's right to privacy, dignity and confidentiality have been breached.

The usual complaints mechanism is applied. Refer to Standard 5 Feedback, Complaints and Appeals.

#### **4.4 Upholding the right of freedom from abuse, harm, neglect or assault**

Homes West will not tolerate any form of abuse, harm or neglect of any individual. (See p. 60 for Definitions.)

Homes West will act on and report any actual, suspected or potential incidents of abuse, harm, neglect or assault.

#### **4.5 Identifying incidents or critical incidents**

Homes West has a contractual and legal duty to identify and report to the relevant authority, incidents and critical incidents defined herein and that become known in the course of service delivery.

##### **Incidents**

An incident refers to any incident of sufficient criticality including:

- incidents which affect or are likely to affect the delivery of the service;
- incidents that may relate to the service or individuals that require an emergency response;
- incidents that may relate to an individual subject to interventions by a government authority; or
- matters where significant media attention has occurred or is likely to occur.

##### **Critical incidents**

A critical incident is an incident, whether accidental or deliberate, and involves:

##### **Level a.**

- a) death; or
- b) risk of death; or
- c) abuse, neglect, or exploitation; or
- d) abandonment; or
- e) serious harm or injury; **OR**

**Level b.**

- a. risk of abuse, neglect or exploitation; or
- b. risk of abandonment; or
- c. serious risk of harm or injury;
- d. other incidents, including for example (but not limited to):
  - alleged criminal activity;
  - inappropriate sexual behaviour by an individual;
  - property damage resulting in closure of a service, such as destruction of premises by fire;
- e. emergency situation, eg bomb threats, hostage situations, natural disaster.

A critical incident may involve the individual, an employee, or a member of the public and occurs regardless of whether an employee is present or witnesses the event and occurs during the delivery of, or in association with the delivery of a Home West Service to:

- the individual living in their own home
- a co-tenant
- individual on a short-stay
- a visitor
- a family member

**4.6 Procedure for incidents and critical incidents**

Support workers will:

- Ensure safety and welfare of the individual, employee and any others;
- Identify the nature of the incident and using sound judgment react to the confronted situation;
- Notify the family contact person and The Development Worker; and
- If applicable, secure the area.

The Development Worker will advise the Chair and complete an Incident Report Form with the Support Worker.

The Chair will:

- Investigate the incident and notify the relevant authority;
- Confirm the family have been advised of the incident and facilitate discussions and follow up actions;
- Ensure appropriate steps are taken to manage the immediate risks and the risk of reoccurrence; and
- De-identify and report the incident to the COM, and note the incident in the Homes West Incident Register for review.

#### 4.7 Reporting incidents

The Chair will determine relevant actions which may include reporting to the funding department, reporting to Workplace Health and Safety and/or reporting to Police.

In cases of a critical incident, the Chair will report to the funder within one (1) business day of becoming aware of it. Disability Services critical incidents must be reported through [their formal process](#).

#### 4.8 Reporting incidents involving children

If employees consider a child is in immediate danger or in a life-threatening situation, they will contact the Queensland Police Service immediately by dialing 000.

If an employee considers a child is at risk of abuse, neglect or exploitation, he or she will

- Contact the Queensland Police Service nearest them; and
- Inform the Development Worker or the Chairperson.

The Chair must contact Child Safety Services.

To contact the Queensland Police Service, contact the [Police District Communication Centre](#) nearest you.

If an employee has a reason to suspect a child in Queensland is experiencing harm, or is at risk of experiencing harm, usual protocol applies and the Chair must contact [Child Safety Services](#):

- **During normal business hours** - contact the [Regional Intake Service](#).
- **After hours and on weekends** - contact the Child Safety After Hours Service Centre on **1800 177 135** or (07) 3235 9999. The service operates 24 hours a day, seven days a week.

For further information about the process of reporting concerns about a child's welfare in QLD refer to the [Reporting Child Abuse](#) (link is external) page of the department's website and [Department of Communities Child Safety and Disability Services - Child Safety Services](#)

To locate your nearest Child Safety Service Centre: 1800 811 810

#### **4.9 Responding to hazards and potentially harmful events**

From time-to-time, situations may occur that are:

- Unplanned, unanticipated or where the individual being supported reacts adversely;
- Hazardous and have the potential to cause injury;

Each situation should be judged on its merits and responded to accordingly.

The Support Worker will:

- Ensure the safety of self, the individual and others in the immediate area; then
- Ensure the event, hazard is avoided, secured or removed; and
- Inform the family and the Development Worker.

The Development Worker will:

- Follow the procedure for incidents. (See p.42 for Procedure for Incidents, Critical Incidents);
- Support the relevant employee member and/or others involved in the situation; and
- Follow up with the individual and their family to determine further actions, if needed, including updating the individual's Service User Agreement.

#### **4.10 Duty of care**

Employees and COM will take reasonable care to avoid injury to a person whom, it can be reasonably foreseen, might be injured by an act or omission. A duty of care also includes when someone's actions could reasonably be expected to affect other people.

Employees have a duty of care in all aspects of the work, including:

- Supporting an individual in their daily living;
- Training and working with other employees;
- Assisting the individual with decision-making;
- Providing transport for an individual; and
- Managing an individual's money.

#### 4.11 Dignity of risk

Associated with duty of care is the concept of dignity of risk.

Dignity of risk refers to a person's right to experience all that life has to offer, such as learning a new skill or taking part in an activity that may entail some element of risk, but has benefits that might include gaining greater self-esteem and independence. Most people with disabilities wish to lead lives which are as close as possible to that of people who do not have a disability and this inevitably involves taking some risks.

Duty of Care and Dignity of Risk principles are reflected in the Code of Conduct – Employees & COM Members form which is signed by COM members and employees upon commencement in their roles.

#### 4.12 Home safety and fire drill

The Development Worker will:

- Undertake the Home Safety Checklist as part of the Home Information Folder and annually thereafter to ensure that the home is safe;
- Report any concerns to the home owner/tenant for rectification; Discuss the management of any problems at the next available Support Team meeting;
- Carry out a regular fire evacuation with the support team; and note it has been done.

#### References:

- Commonwealth *Privacy Act 1988*
- Disability Services Act 2006 Principles and Objectives
- Queensland Criminal Code 1995
- Child Protection Act 1999
- Coroners Act 2003
- Coroners Regulation 2003

<https://www.communities.qld.gov.au/disability/support-and-services/for-service-providers/preventing-and-responding-to-abuse-neglect-and-exploitation/responding-to-abuse-neglect-and-exploitation>

<https://www.worksafe.qld.gov.au/injury-prevention-safety/incidents-and-notifications>

<https://www.communities.qld.gov.au/childsafety/protecting-children/about-child-protection/mandatory-notifiers-and-reporting>

**Forms:**

- Critical Incidents/ Incidents/Hazard Register
- Complaints Register
- Consent to Obtain Release of Information or Image Form
- Incident Report Form
- Annual Home Safety Checklist Form

## **Standard 5. Feedback, Complaints and Appeals**

This section documents how Homes West meets the Human Services Quality Standard and includes processes for:

- Maintaining openness and receptiveness to feedback, complaints and requests for appeals.
- Feedback, complaints and appeals processes are responded to in a timely manner.
- Ensuring all complaints raised will be acknowledged and resolved to the satisfaction of the person making the complaint without fear of retribution or negative consequence.
- Access to avenues for appealing complaints when not resolved.
- Continuous improvement of service delivery.

### **5.1 Purpose**

This is to ensure that there are effective feedback, complaints and appeals processes that lead to improvements in service delivery.

### **5.2 Managing complaints**

Homes West considers complaints and feedback as opportunities for continuous improvement.

Homes West encourages and welcomes anyone to make a complaint, and contact others about complaints when complaints cannot be resolved.

A complaint can be raised at any time by any stakeholder of the organisation including the individual, their family, friends and employees without fear of retribution or negative consequence.

Feedback and complaints can be raised verbally or in writing. A person can withdraw the complaint at any time.

### **5.3 Complaints procedure**

Homes West will do everything it can to resolve the issue within 7 days and ensure that the complaint will be dealt with confidentially. Only those with direct involvement in the complaint will be privy to identifiable information.

Where attempts to resolve the complaint involve another person, Homes West will seek the employee's permission to release or obtain information, organise mediation or gain the other persons' input, except in cases where someone is at risk of serious harm or a criminal offence has occurred.

### **Complaints by individuals, families and others**

In the first instance, the individual who has the concern or makes the complaint is encouraged to resolve it directly with the person, if appropriate and safe to do so.

The stakeholder can request the Development Worker to assist them in presenting the complaint to the person involved.

If the action is not successful, Homes West requests individuals, families and others to inform a member of the COM of the complaint.

The COM member will inform the Chair of the complaint.

The Chair will:

- Acknowledge the complaint in writing within 24 hours of receiving it;
- Resolve the concern or complaint; and
- Document the complaint and resolution on the Complaints Register and inform the COM.

If the individual, family or others are not satisfied with the outcome, they have the option to contact the funding body, a union, a lawyer or an advocacy organisation for further action.

### **Complaints by employees**

*Concerns related to administrative matters or about an individual or family*

The support worker will contact the Development Worker who will investigate the complaint, and consult with the Chair who will:

- Acknowledge the complaint in writing within 24 hours of receiving it;
- Investigate the complaint; and
- Take appropriate action.

*Concerns related to the Development Worker*

The Support Worker will contact the Chair who will:

- Acknowledge the complaint in writing within 24 hours of receiving it;
- Investigate the complaint; and
- Take appropriate action.

All complaints are de-identified and documented in the Complaints Register for consideration and action by the Management Group and the COM.

### **Unresolved complaints**

Where resolution is not achieved or the complainant is not satisfied with the resolution, the complainant may approach the COM. The COM may delegate a person to investigate the complaint and report back to the COM.

This delegate may be internal or external and must be approved by the complainant.

The delegate will:

- Bring the parties together, if appropriate, in an endeavour to resolve the matter;
- Make written recommendations to the COM and, where appropriate, advise the COM how to resolve complaint; and
- Refer the complainant, if needed, to an appropriate external Agency for resolution. (See p. 66 for the Complaints and Appeals Contact List)

When the parties resolve the concern or complaint, the Chair will close the matter and ensure all relevant notes are securely stored.

At any time during this process the complainant can contact an external Agency.

#### **5.4 Managing informal feedback**

The Development Worker will discuss any feedback about the service provided by Homes West with the Chair to determine appropriate follow up actions.

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#### **Forms:**

- Critical Incidents/Incidents/Hazards Register
- Complaints Register
- File Note Form

## Standard 6. Human Resources

This section documents how Homes West meets the Human Services Quality Standard and includes processes for:

- Treating all employees in a fair, equitable and lawful way free from discrimination, bullying and harassment.
- Ensuring employees have access to appropriate resources and complaint mechanisms in cases where they feel they are not fairly treated.
- Ensuring an Employee has a current Yellow Card and Blue Card (where required).
- Transparent Human Resource Management processes.

### 6.1 Purpose

This is to ensure that Homes West's human resource management systems, including recruitment, induction and supervisory processes, result in quality service provision.

### 6.2 Equal Employment Opportunity Employer

Homes West is an Equal Opportunity Employer under Queensland's Anti-Discrimination Act 1991.

Types of unfair treatment include discrimination due to:

- age
- gender
- sexuality
- pregnancy and breastfeeding
- race, colour or national extraction
- religious or political beliefs
- disability
- marital status
- previous medical history
- family responsibilities and/or parental/carer status
- trade union membership or union/industrial activity

If an employee feels they have been treated in a discriminatory manner, the Homes West Employee Complaints Policy is activated. Refer to 6.14 Employee Complaints and Appeals.

If not satisfied with the outcome, the aggrieved employee should contact:

#### **Anti-Discrimination Commission Qld**

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

Phone: 1300 130 670 or TTY 1300 130 680

### 6.3 Workplace Harassment and Bullying

Homes West will not tolerate harassment and bullying in the workplace.

Usual Homes West Employee Complaints System applies. Refer 6.14 Employee Complaints and Appeals.

If you are an employee who feels they are bullied or harassed, at any time, you can contact the Human Rights Commission or Fair Work Australia for further advice and support.

Refer to Definitions (p. 63).

Other resources available from The Human Rights Commission:

<http://www.humanrights.gov.au/workplace-bullying-violence-harassment-and-bullying-fact-sheet>

### 6.4 National Employment Standards (NES)

Homes West will comply with the National Employment Standards in all employee positions.

The NES are set out in the *Fair Work Act 2009*.

Information about employee rights and obligations can be found at:

<https://www.fairwork.gov.au/employee-entitlements/national-employment-standards>

### 6.5 Award

Home West applies the provisions of the Social, Community, Home Care and Disability Services Industry Award 2010 to all employees.

The Award is available at:

[https://www.fwc.gov.au/documents/documents/modern\\_awards/pdf/ma000100.pdf](https://www.fwc.gov.au/documents/documents/modern_awards/pdf/ma000100.pdf)

### 6.6 Workers compensation insurance

Homes West will use Workcover Queensland as their compensation and rehabilitation provider.

Employee rights and obligations can be found at the Workcover Queensland's website:

<https://www.business.qld.gov.au/business/employing/employee-rights-awards-entitlements/workers-compensation/insurance>

## 6.7 Workplace health and safety

Homes West is committed to providing a safe workplace for employees.

All persons have responsibility for workplace health and safety – employer, employee, the individual and his or her family and friends.

The Chair will report critical incidents to Worksafe Queensland.

The Development Worker will ensure:

- All employees understand their responsibilities in workplace health and safety;
- Each individual has a risk assessment as part of the Service Agreement and the Support Plan;
- The Home Safety Checklist is completed annually;
- Potential risks and hazards are discussed at the Monthly Support Team Meeting; and
- Safe work practice training is provided to employees as necessary.

### Reporting to Worksafe Queensland

The Chair will notify Worksafe Queensland within 24 hours of any incident involving an employee causing:

- death;
- serious bodily injury;
- work-caused illness;
- work caused psychological illness;
- injury from a dangerous event;
- dangerous or serious electrical event; or
- major action.

Any critical incident resulting in death of an employee must be reported to the Chair immediately. The Chair must then immediately contact Worksafe Queensland on their 24hour contact number - 1300 369 915.

Refer to Worksafe Queensland website for further information:

<https://www.worksafe.qld.gov.au/injury-prevention-safety/incidents-and-notifications>

## 6.8 Employment in Homes West

Employees include Development Workers, Support Workers and one-off project workers.

It is very important that employees respect and collaborate with the individuals' family and support networks.

**Recruitment**

The Chair (or delegate) is responsible for the recruitment, appointment, review, training and support of Development Workers and one-off project workers.

Support Workers are employed as part of a Support Team around one particular individual receiving the service.

The Development Worker will

- Facilitate the recruitment, appointment, review, training and support of Support Workers in consultation with the individual and their family; and
- Customise job descriptions to the satisfaction of the individuals receiving the service and their families.

**Appointment of an employee and probation**

The Chair (or delegate) will:

- Provide a letter of appointment to each appointed person;
- Evaluate the appointed Development Worker's performance in conjunction with the job description/duties and in consultation with the supported person, family and other authorised stakeholders during a three (3) month probation period;
- Complete as soon as practical post-probation a Development Worker progress review.

The Development Worker will:

- Evaluate the appointed Support Worker's performance in conjunction with the job description/duties and in consultation with the supported person, family and other authorised stakeholders during a three (3) month probation period (see Employee Induction Training form);
- Complete as soon as practical post-probation, the Support Workers progress review.

**Advising unsuccessful applicants**

The Development Worker will advise unsuccessful Support Worker applicants in writing, where practical, within 7 days of the decision.

**Induction and training support workers**

The Development Worker, in consultation with the individual and their family, will ensure all new Support Workers receive an induction upon commencement of employment.

The Development Worker will include:

- Overview of the Policy and Procedures Manual;
- Agreement to the Code of Conduct (See Employees and COM Members Form);
- Introduction to the individual, the family and Support Team;
- Training as required by the individual, and their family;
- Review of the service documents held at in the individual's home; and
- Outline of the safety and evacuation procedures.

The Chair is responsible for the induction of the Development Workers.

The Employee File Checklist Form will be used for this purpose.

The Employee Induction Training Acknowledgement Form will be completed by a new employee and held on their Employee File.

### **Employee's file**

The Chair (or delegate) will:

- establish an employee file for each employee; and
- Use the Employee File Checklist Form to ensure all the necessary documents are included in the employee file.

### **Payroll**

Homes West uses a Payroll service which provides payroll reports with financial reports submitted to the COM on a monthly basis.

Employees will provide a completed and signed Timesheet Form to the individual, family or their nominee, for authorisation on a fortnightly basis.

The individual, family or nominee will:

- Check and counter-sign the timesheets;
- Submit the Payroll Summary form to the payroll service on a fortnightly basis;
- Store the completed records once processed; and
- Send copies of the timesheets and payroll summary to the Development Worker to file.

The Chair (or delegate) will authorise the Development Workers pay claims.

**Job performance review – Support Workers**

The Development Worker will:

- Review the progress of Support Workers, annually or as necessary;
- Seek feedback from the individual, the family and the Support Worker him/herself;
- Use the Annual Job Performance Review– Support Worker Form as a guide; and
- Document the process as part of the Annual Job Performance Review – Support Worker.

**Job performance review – Development Worker**

The Chair (or delegate) will:

- review the progress of the Development Workers, annually or as necessary;
- seek feedback from the individuals, the families and the Development Worker him/herself; and
- Use the Annual Job Performance Review–Development Worker Form as a guide.

**Development Worker training and development**

The Chair (or delegate) will

- ensure the Development Workers have adequate training including:
  - First Aid and CPR;
  - Workplace Health and Safety – Safe Practice;
  - Quality Systems;
  - NDIS processes; and
  - Leadership Development;
- Record the method and type of training provided in the Training and Development Register; and
- Consider written requests for further training on a case-by-case basis.

**Support Worker training and development**

The Development Worker will

- Ensure each Support Worker has basic training as required to support the individual. This may include:
  - Safe lifting techniques
  - Use of fire equipment and fire evacuation procedures
  - Current First Aid certificate
  - CPR
  - Workplace Health and Safety
  - Medications Training

- Ensure each Support Worker has incidental or specialised training which may be provided by families or other team members. This may include:
  - peg feeding
  - transferring or lifting or
  - positive behaviour support;
- Consider written requests for further training on a case-by-case basis.
- Record the method and type of training provided in the Training and Development Register; and
- Record the attendees and type of any informal training in the Training and Development Register.

### **Employee Assistance Program (EAP) and Mediation**

(under review)

#### **6.9 Termination of employment**

A breach of the Code of Conduct behaviour judged to be inconsistent with community standards or recurring problems resulting from complaints or feedback are grounds for termination.

Where termination of employment is being considered, the Chair or delegate will give one verbal, then one written warning outlining the specific concerns that need to be addressed.

The employee may nominate a support person to attend meetings and advocate on his or her behalf.

In the case of serious misconduct for which summary dismissal is warranted, the usual process will not apply.

An employee who has not served the qualifying period of 3 months employment may be terminated without notice.

Fair Work Australia is available to employee members if they feel aggrieved or unfairly dealt with in termination.

**Fair Work Commission** – For Unfair Dismissal:

<http://www.fairworkclaims.com.au/services/unfair-dismissals/?gclid=CPTroeL8jM4CFRMIvAodiB0HtA>

**OR**

**Phone: 1300 853 837**

### **6.10 Code of conduct**

All employees, COM members and volunteers will sign the Code of Conduct on commencement with Homes West Association Inc. or Homes West Committee of Management. (See the Code of Conduct Employees and COM Members form.)

### **6.11 Police checks**

All employees, COM members and volunteers will hold a Disability Services Positive Exemption Notice Card (Yellow Card) prior to commencing employment. (See p. 64 for Definitions)

Any application for Positive Notice (s) must be commenced and acknowledged prior to commencement of employment.

Application forms will be provided by Homes West Association Inc.

Application forms will be completed and submitted to the Development Worker (or in the case of the Development Worker to the Chair or Delegate) prior to commencement.

If the individual receiving the service is aged under 18, the employees will also hold a Positive Notice (Blue Card) prior to commencing employment.

Employees will pay for the Positive Notice Cards. COM members and volunteers are fee exempt.

Development Workers will ensure the currency of Yellow Cards and Blue Cards.

### **6.12 Employees' vehicles**

Where agreed, employees' vehicles may be used to transport individuals receiving a service. Homes West will reimburse employees for the use of their vehicle on a per kilometer rate.

At the commencement of using his or her vehicle, the employee will provide to the Development Worker evidence of:

- A current driver's licence;
- Comprehensive insurance cover; and
- A registered, fully-maintained vehicle.

The employee will document the kilometers travelled in the course of work in the appropriate column of the timesheets to be approved for reimbursement by the individual, his or her family or nominee.

### **6.13 Administration of records**

The Chair (or delegate) will ensure that all employee files and records associated with recruitment, appointment, induction and training are held in a locked filing cabinet at the office.

Employee Files are the property of Homes West Association Inc and may be copied and provided to the employee on their request with the approval of the Chair or as the result of a subpoena.

### **6.14 Employee Complaints and Appeals**

Homes West encourages and welcomes employees to provide feedback, make complaints and access external mechanisms for complaints, where complaints cannot be resolved.

A complaint can be raised at any time by any stakeholder of the Organisation including an employee, without fear of retribution or negative consequence.

Feedback and complaints can be raised verbally or in writing.

A person making a complaint can opt out of the Homes West complaints handling process at any time.

#### **Employee Complaints Procedure**

First, raise the complaint with the person involved.

If not resolved, raise the complaint with the Development Worker OR, where the complaint regards the Development Worker, with the Chair.

The Development Worker or the Chair will provide a written acknowledgement of the complaint within 24 hours.

Homes West Association will do everything it can to resolve the issue within 7 days.

Should the complaint remain unresolved an independent mediator can be used to negotiate between the employee and Homes West Association

Homes West Association Inc. assures employee that the complaint will be dealt with confidentially and only those with direct involvement in the complaint will be privy to the information.

Where attempts to resolve the complaint involve another person, Homes West will seek the employee's permission to release/obtain information, organise mediation or gain the other persons' input, except in cases where someone is at risk of serious harm or a criminal offence has occurred.

All complaints will be de-identified and added to the Complaints Register to ensure that resolution is achieved.

At any time, an employee can report grievances to an external Agency. See page 65 Complaints and Appeals Contacts List

If an employee feels that the recommended resolution to a complaint does not resolve the complaint, they can appeal the recommended resolution by writing to the Chair of the COM.

In cases where an employee does not have confidence that the complaint appeal will result in resolution, the employee can approach a relevant external Agency. Refer p. 66 Complaints and Appeals Contacts List and/or the Fair Work Commission at [www.Workplace.gov.au](http://www.Workplace.gov.au) or. Ph: 1300 363 264.

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### References:

- National Disability Insurance Scheme Act 2013
- Child Protection Act 1999
- Disability Services Act 2006
- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984.
- Queensland – Anti-Discrimination Act 1991
- Fair Work Act 2009
- Workers' Compensation and Rehabilitation Act 2003
- Workplace Health and Safety Act of QLD 2011
- Workplace Health and Safety Regulations for QLD 201

The Social, Community, Home Care and Disability Services Industry Award is available at:

[https://www.fwc.gov.au/documents/documents/modern\\_awards/pdf/ma000100.pdf](https://www.fwc.gov.au/documents/documents/modern_awards/pdf/ma000100.pdf)

**Fair Work Commission – For Unfair Dismissal:**

<http://www.fairworkclaims.com.au/services/unfair-dismissals/?gclid=CPTroeL8jM4CFRMIvAodiB0HtA>

**OR PHONE: 1300 853 837**

Employee rights information available at [www.Workplace.gov.au](http://www.Workplace.gov.au)

**OR PHONE: 1300 363 264.**

Worksafe QLD information <https://www.worksafe.qld.gov.au/injury-prevention-safety/incidents-and-notifications>

**Forms:**

- COM Member/Employee Code of Conduct
- Position Description Development Worker
- Position Description Support Worker
- Letter of Appointment and Acceptance Form
- Employee Details Form
- Employee File Checklist Form
- Employee Induction Training Acknowledgement Form
- Employee Record of Internal Training Form
- Support Worker Annual Job Performance Review Form
- Development Worker Annual Job Performance Review Form
- Development Worker Family Survey Form
- PPT Timesheet Master
- PPT Summary Sheet Master
- Casual Timesheet Master
- Casual Summary Sheet Master
- Employee Training and Development Register
- Job Performance Review Instruction
- Processing Timesheet Instruction
- Timesheet Processing Example – Casual
- Timesheet Processing Example - PPT

## Definitions

### Abuse

**Physical abuse:** any non-accidental physical injury or injuries to a child or adult, such as inflicting pain of any sort, or causing bruises, fractures, burns, electric shock, or unpleasant sensation (eg taste, heat or cold) as well as restrictive practices which are not contained in the client's Behaviour Support Plan.

**Sexual abuse:** any sexual contact between an adult and a child 16 years of age or under; or any sexual activity with an adult who is unable to understand, has not given consent, is threatened, coerced or forced to engage in sexual behaviour. Sexual activity includes intercourse, genital manipulation, masturbation, voyeurism, sexual harassment, and also inappropriate exposure to pornographic media etc.

**Psychological or emotional abuse:** verbal communication that is threatening or demeaning, threats of maltreatment, harassment, humiliation, intimidation, failure to interact with a person or to acknowledge the person's presence, or denial of cultural or religious needs and preferences.

**Financial abuse:** refers to the illegal or improper use of a person's property or finances or the withholding of another person's resources by someone with whom the person has a relationship implying trust.

**Chemical abuse:** refers to any misuse of medications and prescriptions, including the withholding of medication and over-medication.

**Legal or civil abuse:** denial of access to justice or legal systems that are available to other citizens and denial of informal or formal advocacy support requested by the client or his/her substitute decision maker.

### Advocate

An **advocate** is 'a person who, with the authority of the individual, represents the individual's interests'.

Individuals may use an advocate of their choice to negotiate on their behalf. This may be a family member, friend or advocacy service.

**Informal Advocate:** A friend or family member who is nominated by a service user as their personal advocate.

**Paid Advocate:** An organisation or professional advocate who can act for a disadvantaged individual or group of individuals in an institutional setting.

**Legal Advocate:** A nominated advocate whose role has legal status, for example holding an Enduring Power of Attorney.

### Blue Card

The blue card system is a key prevention and monitoring system of people working with children and young people in Queensland

It aims to minimise the risks of harm to children and young people by contributing to the creation of safe and supportive environments, and

It is founded on the principle that all children have a fundamental right to be protected from harm.

**Discrimination**

Discrimination is treating, or proposing to treat, someone unfavourably because of a personal characteristic protected by Law.

Types of personal characteristics protected by Law include:

- age
- gender
- sexual orientation
- pregnancy and breastfeeding
- race, colour or national extraction
- religious or political beliefs
- disability
- marital status
- previous medical history
- family responsibilities and/or parental/carer status
- trade union membership or union/industrial activity

**Fraud**

Fraud is a form of dishonesty – where someone acts in a dishonest way so that they receive a benefit or someone else experiences a loss.

People can commit fraud in a variety of ways, including by:

- Making false representations
- abusing their position
- failing to disclose information, and
- using other forms of deception.

General fraud controls include –

- Clear Role Descriptions for each position in the organisation
- Clear Service User Agreement that outlines the purpose of funding, responsibilities and specific details about how the funding will be spent.
- Monthly financial reporting to COM, families and individuals
- Code of Conduct Employees and COM Members
- COM approval for all financial transactions
- A clear delegations policy
- Countersigning timesheets and payroll summaries
- Activity plans, timesheets and payroll summaries are compared to contracted outputs monthly by the Development Worker.

**Harassment (including Sexual Harassment) and Bullying**

**Harassment** occurs when someone is made to feel intimidated, insulted or humiliated because of their personal characteristics.

**Sexual harassment** is also prohibited and can include unwanted sexually related behavior that in circumstances a reasonable person would be offended, humiliated or intimidated. Usually harassment and sexual harassment constitute an ongoing series of events, however, just a single act can constitute harassment.

**Positive Behaviour support and restrictive practices**

**Bullying** is a form of harassment and relates to a misuse or abuse of power in relationships between people. Bullying includes behaviour that intimidates, offends, degrades or humiliates a person and is unreasonable in the circumstances.

**Positive behaviour support** is an approach that is responsive to an individual's needs of adults with a cognitive or intellectual disability exhibit severely challenging behaviour. It requires a thorough understanding of a person and their behaviour in order to determine the best ways to support them.

Severely challenging behaviour that either causes physical harm to the adult or others, or represents a serious risk of physical harm to the adult or others.

A key goal of the positive behaviour support and restrictive practices framework is to reduce or eliminate the use of restrictive practices and to help these adults improve their lives and participate more actively in their communities.

**Restrictive practices** are defined in the *DS Act 2006* as –

**Containment:** physically preventing the free exit from premises unless the locking of gates, doors or windows to prevent the person from being subject to harm.

**Seclusion:** physically confining a person alone in a room or area from which free exit is prevented.

**Chemical restraint:** the use of medication for the primary purpose of controlling behaviour rather than for the prescribed treatment of a diagnosed mental illness or physical condition. An intellectual or cognitive disability is not considered a physical condition.

**Physical restraint:** the use of any physical restraint to restrict the free movement of the person.

**Mechanical restraint:** the use of a device to either restrict the free movement of a person or to prevent or reduce self- injurious behaviour.

**Restricting access:** restricting a person's access to an object that may cause self-harm or harm to others, for example: restricting access to a drawer in which knives are kept.

**Substituted decision-maker**

**Informal decision-maker:** Under the Guardianship and Administration Act 2000, informal decision makers are encouraged to take certain responsibilities. Details of responsibilities of an informal decision maker can be obtained through the Queensland Civil and Administrative Tribunal (QCAT).

**Guardian and/or Administrator:** The Guardianship and Administration Act 2000 provides for the appointment of guardians (for personal matters) and/or administrators (for financial matters).

An application can be made to the QCAT to determine whether or not a person has an impaired decision-making capacity and needs a guardian or administrator appointed.

**Power of Attorney:** An adult with impaired capacity may have appointed an attorney under the Powers of Attorney Act 1998.

An attorney may be authorised to make decisions on behalf of the adult in regard to health, personal and financial matters depending on the nature of the appointment. A Lawyer or the Public Trust can provide more information about a Power of Attorney, including an Enduring Power of Attorney.

**Statutory Health Attorney:** A statutory health attorney is someone with automatic authority to make health care decisions on your behalf if you are an adult whose capacity to make health care decisions is permanently or temporarily impaired.

### Yellow Card

Any person who has an agreement (written or unwritten) with the non-government service provider to work at a place where disability services are provided must apply for a prescribed notice including:

- employees
- volunteers
- people who have a contract with the non-government service provider
- members of a board, management committee or other governing body
- executive officers
- students.

The following are not required to apply for a prescribed notice:

- consumer of services (client)
- tradesperson who is not an employee
- a volunteer relative of a consumer only providing care for their relative
- a registered health practitioner
- a person providing disability services only to children

**Key contacts**

Homes West Association Inc  
ABN: 32 876 943 866  
Incorporation Number: IA09116  
Registered Charity: CH 1159  
Office Address: 5/675 Sherwood Rd, Sherwood, QLD 4075  
Postal Address: PO Box 465, Sherwood Q 4075  
Email: [info@homeswest.org.au](mailto:info@homeswest.org.au)  
Phone: (07) 3278 2378

**Financial Auditor**

Specialised Audit & Assurance Services (SAAS)  
Suite 4, 118 Vulture Street, South Brisbane.  
PO Box 5865 West End 4101.

**Bank**

ANZ Indooroopilly  
Address: 1024/318 Moggill Rd, Indooroopilly QLD 4068

**Payroll and Accounting Services Provider**

Staffing Options Pty Ltd  
Address: 60 Harcourt St, New Farm QLD 4005  
Phone: (07) 3254 1000

**Recruitment Provider**

You Select Pty Ltd  
Email: [info@youselect.net.au](mailto:info@youselect.net.au)  
Phone: (07) 3142 2016

**Human Resources and Workplace Relations Advisors**

Employer Services Pty Ltd  
Phone: (07) 3220 3500

**Positive Behaviour Support**

**Brisbane:** Director Clinical Practice--Phone: (07) 3035 2604 **OR**

**Oxley:** Manager Clinical Services--Phone: (07) 3035 1701

Email: [BR\\_Restrictive\\_Practices@communities.qld.gov.au](mailto:BR_Restrictive_Practices@communities.qld.gov.au)

## Child Safety

During normal business hours - contact the Regional Intake Service.

After hours and on weekends - contact the Child Safety After Hours Service Centre on 1800 177 135 or (07) 3235 9999. The service operates 24 hours a day, seven days a week.

For further information about the process of reporting concerns about a child's welfare in QLD refer to the Reporting Child Abuse (link is external) page of the department's website and Department of Communities Child Safety and Disability Services - Child Safety Services

To locate your nearest Child Safety Service Centre: 1800 811 810

## Complaints and Appeals Contacts List

### Disability Services Complaints Line

Complaints and Review

Department of Communities, Child Safety and Disability Services  
GPO Box 806, Brisbane Qld 4001

Email us: [feedback@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au)

Central Complaints and Review Unit: free call 1800 080 464.

For an interpreter, contact the Translating and Interpreting Service, TIS  
National: call 131 450 and ask to be connected to 13 QGOV (13 74 68)

### Australian Human Rights Commission

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

Phone: 1300 656419

### Anti-Discrimination Commission Qld

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

Phone: 1300 130 670 or TTY 1300 130 680

**Office of the Adult Guardian** Phone: 1300 653 187

**Queensland Civil and Administrative Tribunal** Phone: 1300 753 228

**Public Trust** Phone: 1300 360 044 for General Enquiries

**Australian Health Practitioner Regulation Agency** Phone: 1300 419 495

**Health Quality and Complaints Commission** Phone: 1800 077 308

**Queensland Ombudsman** Phone: 1800 068 908

### Advocacy Services

Queensland Aged and Disability Advocacy on freecall 1800 818 338

Queensland Advocacy Incorporated Phone: (07) 3844 4200 OR free call  
(within Qld): 1300 130 582

**Residential Tenancies Authority** Phone: 1300 366 311

**Fair Trading Qld Complaints Process and Contact:**

<https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/fair-trading-services-programs-and-resources/fair-trading-services-and-contact-information/contact-us/complaints-and-investigations/>

Phone: 13 QGOV (13 74 68)

**Australian Charity and Not-for-profit Commission**

Before you raise a concern with ACNC about a registered charity, you might be able to resolve it through speaking with the charity directly. Most charities welcome feedback and are prepared to consider issues raised without the ACNC needing to be involved.

Phone: 13 ACNC (13 22 62)

**Worksafe Queensland**

24hr number - 1300 369 915.

**Fair Work Commission –**

For Unfair Dismissal: <http://www.fairworkclaims.com.au/services/unfair-dismissals/?gclid=CPTroeL8jM4CFRMIvAodiB0HtA>

or 1300 853 837

**Disability Law Qld**

40 Finsbury Street

Newmarket

(07) 3622 1250

[admin@dlq.org.au](mailto:admin@dlq.org.au)

**HSQF Audit Provider**

Global Mark

Suite 4.07 / 32 Dehli Road

North Ryde NSW 2113

Phone: (02) 9886 0222

[www.global-mark.com.au](http://www.global-mark.com.au)

**Partnered Industry Group**

QCOSS Ltd

Community Resource Unit Inc (CRU)

QCSEA (Employer Services)

NDS Ltd