

FACT SHEET 5 – POLICIES

Purpose and Limitations of this Document

FSG Australia has comprehensive policies and procedures to comply with legislation, acts, regulations, standards, codes of practice, and best practice. FSG Australia is committed to disseminating this information to stakeholders, including staff, in a user friendly and flexible manner. This document contains FSG Australia's position statements for some policies and procedures. This document will only provide a general understanding; to gain a full understanding of the documents it is necessary to read them in their entirety.

Activities

FSG Australia (FSGA) takes all the necessary steps to ensure participant safety during an activity. A comprehensive activity plan is developed following risk management exercises on the venue and the activity. Staff feedback following the activity is used to continuously improve the quality and safety of the activity.

Advocacy

FSG Australia (FSGA) respects the right of each person to access an advocate and/or an advocacy service that protects their interests and rights, and assists the person to achieve personal goals and aspirations. Staff will encourage and assist any participant to access an advocate in response to the participant's request, or where the need for an advocate has been identified.

Anaphylaxis

FSG Australia (FSGA) is committed to the health and safety of all participants. Participants at risk of anaphylaxis can participate equally in all aspects of FSGA's programs safely.

Assault, Abuse and Neglect

FSG Australia has procedures in place to prevent assault, abuse and neglect and to promote participants' right to feel safe, and to live and receive services in an environment free from any type of abuse, assault and neglect. Where abuse, assault or neglect is suspected or has occurred, FSG Australia will fulfill reporting obligations and respond promptly and sensitively to the allegations to protect the person/s from further harm, and to offer medical and psychological assistance. FSG Australia aims to actively encourage and support clients to access due process through the justice system, and to participate in any investigation.

Child Protection

FSG Australia is committed to providing an environment where children are free from harm and are supported to exercise their rights in accordance with the [United Nations Convention on the Rights of the Child](#).

Client information and file management policy

Client information will be managed in accordance with the National Privacy Principles (*Privacy Amendment (Private Sector) Act 2000*) and relevant disability and community aged care legislation.

Client information will be used only for the purpose for which it was obtained. Non-identifying client data may, however, be provided to external agencies for purposes such as planning, service review, and evaluation.

In order to protect the client's right to privacy and confidentiality, the information maintained about them will be treated as confidential, and clients will be provided with information in a user- friendly format regarding their rights to access information.

Code of conduct

The Code of Conduct provides the standard of behaviour at FSG Australia (FSGA) . All employees, consultants, contractors, volunteers and other people representing FSGA; are expected to conduct themselves in a professional manner consistent with:

- the highest community standards
- FSGA's commitment to quality client service
- FSGA's policies and procedures
- strict compliance with laws and regulations.

Where these standards are breached, disciplinary action may occur, including the termination of employment for acts of serious misconduct.

Consent

FSG Australia (FSGA) recognises and respects the inherent value and dignity of all people. FSGA fulfills obligations contained in internationally agreed human rights standards, including those that protect [Children's Rights](#).

Continuous Improvement

FSG Australia (FSGA) is committed to a quality management approach, continuous improvement systems are added to quality assurance procedures by incorporating a quality cycle of continuous improvement. Unlike quality assurance, where the goal is to meet the specified standard, quality management is an ongoing journey of continuous improvement.

Decision making and choice

FSG Australia (FSGA) will ensure that when people participate in FSGA programs, they will experience freedom to exercise their rights, within FSGA duty of care obligations, and will participate in the decisions which affect their lives.

Diabetes

FSG Australia (FSGA) is committed to the health and safety of staff and clients in accordance with duty of care requirements, disability and aged care legislation and

workplace health and safety legislation. FSGA staff will not provide support beyond their level of competence or outside their job description.

Duty of care and dignity of risk

FSG Australia (FSGA) aims to provide support to clients that promotes their health and wellbeing, encourages independence, and protects them from harm, abuse, neglect and exploitation. FSGA believes that all people have the right to take risks which will assist them to enjoy the broadest range of life opportunities and experiences, in an environment of care, support, information and education. FSG Australia aims to ensure that all staff members provide a level of support appropriate to a client's competence and that ensures the best outcome for each client whilst respecting the person's right to choose to take risks.

Epilepsy

FSG Australia recognises that a person with a history of epilepsy has a right to quality health care that maintains their health and wellbeing. All staff must consider duty of care and dignity of risk issues for a person who has a history of epilepsy. A person with a history of epilepsy is to be involved in decision making, and exercise choice about their care and treatment.

Family relationships

FSG Australia (FSGA) supports clients to maintain their family relationships by encouraging clients to maintain healthy relationships with their families whilst respecting the client's right to form mutual networks and relationships of their choosing. FSGA recognises that a family with a member with a disability or a member with functional limitations due to age and frailty, may experience significant consequences in the way their family functions, and may require access to service/s to support family functioning.

Fire and evacuation

Fires and other emergencies in buildings have the potential to cause significant damage and loss of life. FSG Australia (FSGA) recognises the importance of complying with all relevant fire safety legislation and identifying and controlling fire safety hazards.

First aid

FSG Australia (FSGA) is committed to providing a safe and healthy work environment for staff members, and visitors to the organisation, and will ensure information and sufficient first aid equipment is available for the type of work being performed, and the number of staff members, clients and visitors.

Food safety

FSG Australia (FSGA) food handling procedures comply with legislative requirements, and ensure food is safe and suitable for consumption. Checks are carried out to identify and eliminate risks. Food handlers are trained to follow safe practices, maintain hygiene standards at a safe level and identify and report food safety risks.

Green Products

FSG Australia has an obligation under the *Workplace Health and Safety Act 1995* to provide a safe working environment. Australian and overseas research has showed that workers performing domestic cleaning tasks are at an increased risk of developing asthma and other breathing problems due to the chemicals to which they are exposed (*Queensland Health and Home Care Services Chemical Handling Manual June 2004*).

FSGA has developed a Green Shop to ensure non-toxic products are used in the work environment and to use bulk purchasing power, thereby using resources more efficiently.

Grievance and Complaint (Client)

All people receiving or affected by FSG Australia (FSGA) services have the right to raise grievances and complaints, and have them resolved to their satisfaction in a timely manner. This includes FSGA Foster and Kinship Carers providing care to children and young people placed by the Department of Communities Child Safety Services.

FSGA recognises complaints as providing valuable feedback on service quality, and the effectiveness of programs and policies. Grievances and complaints will be handled in a fair, confidential, and responsive manner, free from negative repercussion or prejudice.

Health and wellbeing

FSG Australia (FSGA) recognises that each person has a right to be actively encouraged and supported to make their own decisions and exercise informed choices in relation to lifestyle choices. Each person has a right to education and information that meet his/her communication needs on healthy lifestyles in accordance with the client's individual plan. Staff members aim to ensure that duty of care and dignity of risk issues are considered when supporting a client's lifestyle choice.

Human resources manual

FSG Australia attracts and selects high quality candidates in a competitive market using fair and legal methods. Staff are supported to achieve their potential using consistent procedures.

Incidents

FSG Australia (FSGA) is committed to providing: staff members, clients, and the public a workplace that promotes health and safety. FSGA provides services in accordance with legislative obligations, including those specified in the *Workplace Health and Safety Act 1995*.

Incident reporting will provide information, which will be used to continuously improve the workplace environment and lead to healthier and safer work conditions.

Staff members will be given the knowledge and support to have concern for the health and safety of their fellow employees, clients, and public.

Individual planning – aged care

FSG Australia (FSGA) recognises that it is important for community aged care program clients to receive flexible, individualised services. FSGA directly involves clients in the planning of responses to their particular support needs, so that they are provided with the option of choosing to remain living in their own homes rather than in a residential aged care facility. In consultation with the client and/or carer, staff will regularly monitor and review the effectiveness of individual plans in achieving the desired outcomes and ensure they are responsive to changing needs over time.

Individual planning – disability

FSG Australia recognises the importance of providing support in the least restrictive way to assist clients to plan, monitor, achieve and review their individual needs and personal goals. Staff will provide flexible support to meet clients' changing needs, goals and aspirations.

Induction

FSG Australia (FSGA) is committed to providing all new staff (including volunteers) with an appropriate induction to the organisation and to their new role. It is the responsibility of the training department to facilitate the induction program. It is the responsibility of the particular program or department to ensure that the new person receives appropriate organisational, program, team and position information.

Infection control

FSG Australia aims to maintain the highest possible standard of health protection and disease prevention in consumers and staff members by adopting the principles of Standard and Additional Precautions, with work practices (including the use of protective equipment) to prevent transmission of infection.

Intake, exit and referral

FSG Australia (FSGA) provides non-discriminatory equitable access to services in accordance with funding body requirements. The criteria which define access, and each individual's relative need is taken into account to establish priority for service delivery where required.

Exit procedures are fair and supportive without negative repercussions for the client.

Intervention and support

FSG Australia supports intervention practices which focus on positive outcomes for people, including the extent to which people feel satisfied with their lives in areas such as choice and decision making, personal competence and self-reliance, community participation, friendships, and the feeling of being part of a secure, interdependent and supportive community.

Locking gates, doors and windows

FSG Australia (FSGA) believes that all individuals have the right to move freely within their home and property boundaries. This includes the right to enter all communal areas of the house and their own bedroom at any time. However, a number of people may not possess sufficient safety skills to move freely outside the boundaries of a property without supervision. To meet duty of care requirements, safeguards

may be required which may be viewed as restrictive. FSGA will develop a plan with a risk management approach, which provides opportunities for skill development for those people with safety skills deficits. This approach will enable support teams to responsibly review the decision to restrict that person's free movement by locking gates, doors or windows.

Management of client finances

FSG Australia (FSGA) has fair and clearly documented processes for the management or expenditure of client finances. All records, processes and documentation relating to personal finances or individualised funding packages are accessible to the client and their financial administrator.

Manual tasks involving the handling of people

Manual handling is only carried out by staff trained in safe manual handling procedures.

A risk assessment of tasks involving the manual handling of people is carried out when hazards are identified.

Situations in which tasks involving the manual handling of people will be carried out are when:

- the client is a small child and weighs less than 20 kilograms or
- most or all of the client's weight is borne by the client or
- assistive devices are used to control risks.

Where there is any doubt about the safety of the client, the client may be assessed by an occupational therapist or a physiotherapist.

Medication and poison

FSG Australia (FSGA) meets legislative requirements by:

- requiring that any individual who is assisted to take medication give consent or have it given on their behalf by a statutory health attorney or parent or guardian
- requiring that clients who self administer are deemed to have the capacity by their treating doctor
- gaining approval from a health professional before deviating from pharmacy labels
- providing adequate training to staff to safely administer medication
- following best practice in medication administration.

Participation and integration

FSG Australia (FSGA) develops, implements and reviews support services that progressively build clients' opportunities for inclusion in the local community. Client social networks, informal supports and the use of local or alternative community services encourage participation and social independence and integration into community life.

Pedicure and manicure

FSG Australia recognises that pedicure and manicure procedures can cause serious injury to a client if staff are not trained in the correct procedures.

Support workers carrying out these procedures must be deemed competent by an FSGA-approved trainer and assessor.
Permission will be sought from clients or their advocates before any procedures are carried out.

Personal relationships and sexuality

FSG Australia (FSGA) recognises that each person has the same right to form and maintain relationships, including those of a sexual nature. This includes the right to be actively encouraged and supported by trained staff members to access education and support necessary for the formation and maintenance of their chosen relationships, their associated legislated rights and to access generic health and community support services.

FSG Australia staff will respect that each person has the right to enjoy sexual experiences, become a parent, have their appropriate expressions of sexuality seen as being in the context of normal behaviour and the right to form their own values and beliefs, whilst being aware of the range of values held by their peers and society.

Privacy, dignity and confidentiality

FSG Australia (FSGA) recognises that each person has the right to privacy and confidentiality and to be treated with dignity in all aspects of their lives. FSGA procedures ensure that clients' and their carer/guardian/parent are treated as being of worth, in a way that is respectful of them as valued individuals.

Professional boundaries

FSG Australia (FSGA) staff have a responsibility to provide a safe and effective service. Whilst it is recognised that staff must establish a rapport with clients, and provide friendly and accessible services, they are responsible for establishing and maintaining appropriate boundaries between themselves and clients, and for providing an equitable service. There is no single all-encompassing definition of what constitutes professional boundaries. The intention of this policy is to achieve a shared understanding of acceptable and unacceptable practice, enabling FSGA to apply clear and consistent standards.

Risk management

FSGA adopts an active approach to material risk management on the basis that FSGA is a risk-aware organization; rather than a risk-averse one. This approach recognises that prudent risk management does not require that all material risks are identified and eliminated. Rather it aims to ensure that procedures are in place to identify material risks, and when an evaluation of the likelihood and potential consequence of such risks occurring indicate that steps be taken, controls are put in place to appropriately manage risks. Risks are only required to be eliminated when the significance of the potential materiality risk demands this action.

Formal scheduled risk management reviews and reviews prompted by emergent needs, ensure that risks to the health and wellbeing of staff, volunteers, clients and visitors are identified, assessed, controls implemented as required and reviewed.

Safety screening

FSG Australia (FSGA) is committed to the health and wellbeing of FSGA clients. FSGA establishes the suitability, integrity, identity and credentials of paid and unpaid staff, and meets safety screening legislative requirements. FSGA recognises that in addition to safety screening, a risk management approach is also required in every aspect of service delivery.

Self harm and suicide

FSG Australia (FSGA) is committed to the health and safety of all participants and will respond to all acts of self-harm immediately and appropriately. Everyone is responsible for identifying and responding to people at risk of self-harm or suicide.

Smokefree

Passive smoking (the inhalation of environmental tobacco smoke [ETS]) increases risks to health. FSG Australia (FSGA) has a duty of care under workplace health and safety legislation to provide a safe and healthy work environment for all staff and others who enter the workplace.

FSGA has therefore adopted a smokefree workplace policy. The objective of this policy is to eliminate smoking in the workplace and prevent exposure of staff to environmental tobacco smoke.

Training

FSG Australia (FSGA) will ensure that staff training is carried out to minimize or eliminate risks. All staff are encouraged to identify training needs, which will be addressed in a timely manner. Effective training will be provided, to maintain quality standards and to meet legislative requirements.

Training Department aims to support all students, trainers and workplace supervisors wherever possible.

Vehicle management manual

This manual specifies procedures to be followed by staff to ensure FSG Australia vehicles and private vehicles used on FSG Australia business are managed within best practice and legal requirements.

Volunteering policy

As volunteer staff make a valuable contribution to FSGA and the community, FSG Australia (FSGA) uses best practice to attract, recruit, develop, recognise and retain volunteer staff.

Workplace health and safety

FSG Australia is committed to achieving and maintaining the highest practicable standards of workplace health and safety for its staff, clients and visitors.

FSG Australia accepts its responsibility to be aware of and enforce the provisions of all relevant Acts, regulations, and such local rules and work procedures as may be formulated within their areas of responsibility.