



## Ability Dignity Access Management Incorporated

*Referred to as Adam inc. throughout document.*

### Policy and Standard Operational Procedures

*Revised 2017*

#### INDEX:

	Page
Introduction / History / Future	2
ADAM inc - Purpose, Philosophy and Hierarchy	3
Policies	4
The Individual (client)	
- Rights	5
- Key Beliefs	5
- Assumptions	5
- Empowerment and Transparency	6
- Individual Planning and Assessment	6
- Advocacy	7
- Respect	7
- Protection of Legal Rights	7
- Freedom from Abuse and Neglect Violence and Preventable Injury	7
- Communication Needs. AAC and FC	7
- Access, Engagement and Opportunities	8
- Decision Making, Wellbeing, Choice and Control	8
- Participation, Inclusion and Identity	8
- Record Keeping	9
- Succession Planning	9
Job Descriptions and Responsibilities	10
- Committee of Management	10
- Manager's' role and Responsibilities	10
- Administrators' role and Responsibilities	11
- Human Resources' role and Responsibilities	11
- Staff Co-ordinators' role and Responsibilities	12
- Support Staffs' role and Responsibilities	12
- Individual / Clients' Responsibilities	13
Client and staff relationships	14
Information Systems	14
Staff Recruitment, Employment and Development	15
- Employing Staff	15
- Wages and Conditions	15
- Performance Reviews	16
- In Servicing	16
- Staff Meetings	16
Safety of Clients and Staff	17
- Occupational Health and Safety	17
- Sleepovers	17
- Incidents	18
- Standards and Indicators	18
- Complaints and Disputes	18
- Service Management	19
- Staff Recruitment	19
- Workshops	19
Glossary of terms	19

## **INTRODUCTION**

### **History:**

The Cope Family established Adam inc. in 2004 to support their oldest son Adam who has major disabilities and high support needs. In 2010 Adam inc. extended the support to Kira-Lee Dixon. Kira's Mother Karen took on the role of Secretary and Administrator with Adam and Kira-Lee coming onto the Committee of Management.

Currently, funding and systems of support are ad-hoc. Some individuals receive full funding; others miss out all together or receive supports in such small amounts that their lives are put on hold. The National Disability Insurance Scheme (NDIS) will potentially change this with self-directed funding and new innovative approaches for support being implemented. During 2016-17 Adam, Kira-Lee and others were advised they would transition early to the NDIS. This is exciting for them all and places ADAM inc. in a good position to ensure they can all transition easily and smoothly

### **Future:**

Adam inc. needs to continue to be viable for Adam, Kira-Lee and others who may require support to live their lives as individuals in their community.

With a limit of ten people with support packages we could then employ a Manager who would work closely with Individuals, their families and Human Relations staff to support individuals to realise their dreams. This role would be to assist each person to have an individual plan, be responsible for staff and overseeing and implementing policy. At the moment Kira-Lee lives in Gembrook and Adam in Venus Bay. For example, we could support up to 5 people in Southern Gippsland and 5 people in the Dandenong Ranges. Or any mix of these numbers with the Manager and Human Relations Officer/s spending time in each area on a regular basis ensuring all is in order. The Manager would meet with and be directly answerable to the Committee of Adam inc.

Following are ADAM inc's policies and procedures. These are reviewed every year or earlier as needed. i.e. some parts may be changed, relocated or deleted. Staff job descriptions will be relevant to each individual and may be adjusted depending on each person's individual plan and specific needs.

## ADAM inc.

### PURPOSE

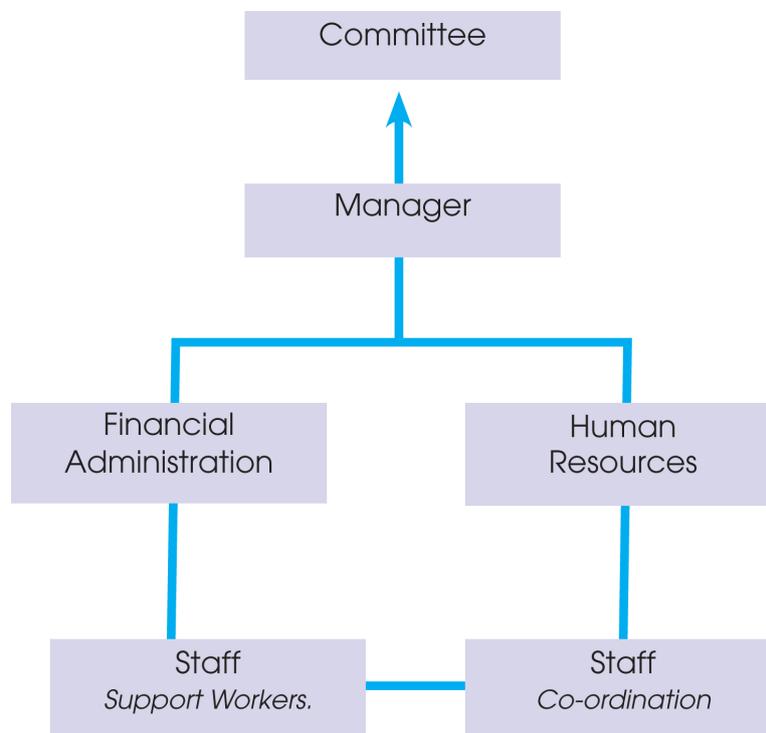
To support people with disabilities by:

- Focusing on their **A**bilities.
- Treating them with **D**ignity.
- Enabling them to **A**ccess their community.
- Assisting them to **M**anage their own affairs

### PHILOSOPHY

All people with disabilities have the right to be treated as individuals, to live independently and to participate as members of mainstream society.

### HIERARCHY OF ADAM inc.



### POLICIES AND PROCEDURES OVERVIEW

POLICIES identify specific areas and consist of a key heading followed by a philosophical statement (our position) and then specific points that must be addressed. Policies are included in this document.

PROCEDURES follow on from policy and give specific details on how each policy area is to be implemented. Details of Procedures are separate to this document.



## **POLICIES**

## THE INDIVIDUAL

### RIGHTS

People with disabilities have rights and responsibilities as citizens and as individuals in our community. ADAM inc. supports and upholds these rights as outlined in the Convention of the rights of persons with disabilities. (*United Nations*)

- Specifics
1. Respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons
  2. Non-discrimination
  3. Full and effective participation and inclusion in society
  4. Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity
  5. Equality of opportunity
  6. Accessibility
  7. Equality between men and women
  8. Respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities
  9. Protection of legal rights
  10. Freedom from abuse and neglect

### KEY BELIEFS

Every individual has the capacity and should be supported to live their lives to the fullest extent possible.

- Specifics
1. Person centered services are the best and only way to assist individuals to grow and have the life he/she would like to have.
  2. All people have the capacity to learn.
  3. Staff working with people with disabilities should fully believe in the individual.
  4. Reasonable and necessary supports are essential in providing meaningful services.

### ASSUMPTIONS

Society often makes assumptions about the capacity of people with disabilities which limit their ability to live their own lives productively in the broader community.

- Specifics
- 1 We believe all people have the capacity to live independently when they have individually tailored supports.
  - 2 People with disabilities need to be supported and empowered to live their lives with dignity and respect.
  - 3 Staff working with people with disabilities are not to assume or make uninformed judgments about an individual's capacity.
  - 4 Reasonable and necessary supports are to be sought and provided.
  - 5 Focus on positive outcomes with individuals using their interests, strengths and work productively with their friends, families, advocates and other team members.

## **EMPOWERMENT and TRANSPARENCY**

Every individual has the right to be empowered to participate fully in mainstream society.

- Specifics
- 1 Person centered services that empower, support and provide transparency at all levels for the client.
  - 2 Development of individual plans and goals that empower and lead to positive outcomes.
  - 3 Support staff are to empower people with disabilities in their decision making and respect their decisions.
  - 4 Reasonable and necessary supports are to be sought and provided.
  - 5 Focus on positive outcomes with individuals using their interests, strengths and work productively with their friends, families, advocates and other team members.

## **INDIVIDUAL PLANNING and ASSESSMENT**

Individual Planning is essential to ensure all needs of a person's life are identified and fully supported.

- Specifics
1. Individual's plans may consist of the following areas.
  2. The individual's goals and strategies to achieve them.
  3. Necessary information for support workers and others involved in people's lives. Key areas in a plan may include:
    - Who the person is.
    - Their wellbeing, needs and dreams
    - Necessary supports.
    - Their likes and dislikes.
    - Overcoming challenges
    - Strengths and interests
    - Independent life skills.

### The Eight NDIS Domains

- Daily Living
- Health and Wellbeing
- Home.
- Social and Community
- Choice and control
- Lifelong learning
- Work
- Relationships.

### Assessment:

Peoples needs and wants change over time. The client is to be involved in ongoing reviews of their plan. Is it working? Are support staff understanding and working effectively with an individual's plan? Does anything need to change and what can we do better?

## ADVOCACY

All individuals have the right to an advocate.

- Specifics
1. Advocates may be formally trained or informal.
  2. Individuals will be supported to have an advocate to support them at any time.
  3. Advocates who support our clients will come from other organisations, groups and from the community.
  4. A list of advocacy groups will be made available to clients
  5. ADAM inc. will provide advocacy services for people with disabilities.

## RESPECT

Clients have the right to respect and regard for their feelings, wishes and rights.

- Specifics
1. All staff and clients of ADAM inc. are expected to respect the feelings, wishes and rights of others.
  2. Full respect for clients during decision-making processes at meetings
  3. Full respect for clients from support staff when working with clients.

## PROTECTION OF LEGAL RIGHTS

Clients are entitled to the same legal rights as all other citizens

- Specifics
1. They need to be aware that they have the same protection and legal rights as others in the community.
  2. Support staff and volunteers need to be aware of the legal rights on clients who are supported by ADAM inc.

## FREEDOM FROM ABUSE, NEGLECT, VIOLENCE and PREVENTABLE INJURY.

Clients are to feel and be safe always when in their homes and outside in the community.

- Specifics
1. They must be free from any form of abuse. This includes verbal, physical and all other forms of abuse.
  2. They are not to be neglected by staff or volunteers.
  3. Their individual plan must be read, understood and used to ensure clients are actively supported and safe.

## COMMUNICATION NEEDS AAC AND FC

Communication is critical for a person to have a good life. It is as essential as food, drink and shelter.

- Specifics
1. Individuals with complex communication needs (CCN) rely on the skills of people supporting them to be able to communicate more effectively. This support may come in the form of a communication partner, assistant or facilitator and the decision as to which is required is determined by the individual's needs.
  2. Communication partners or assistants supports individuals with CCN whose current communication strategies do not allow the expression of everything they need to say. He or she works with them to enhance their communication.
  3. Facilitated Communication Training (FCT) will be provided to staff to enable some people with complex communication needs to point to objects, pictures, words and/ or letters as independently as possible for communication purposes.

### **ACCESS, ENGAGEMENT and OPPORTUNITIES**

Information needs to be accessible and engaging for clients to enable them to have information that is productive and leads to individual opportunities and outcomes.

- Specifics
1. Web and print material is to be designed to enable ease of use and easy to read.
  2. Clients will be supported in the planning process to ensure services are accessible and can be used effectively
  3. Opportunities and outcomes through engagement may involve, but are not limited to health, education, training and employment. Services in some of these areas will be the responsibility of other agencies.
  4. Clients will be provided with a handbook that identifies the services ADAM inc. will provide and outlines their responsibilities and ADAM inc's responsibilities.
  5. Services are to be clear and transparent in the areas of costs, current and future service options.

### **DECISION MAKING, WELLBEING, CHOICE and CONTROL**

The individual participates in decision-making, choice and control and events in daily life in relation to the services provided by ADAM inc.

- Specifics
1. Communication channels between the client and ADAM inc. are to be always open.
  2. Client is supported to make choices based on what they require.
  3. ADAM inc. is not in charge of a person's finances. This responsibility sits with the client and/or others as determined by law.
  4. The client will participate in the planning aspects of their lives. Refer individual planning.
  5. The client may request changes in direction to his/her plan.
  6. ADAM inc. is to respect the client's decision making.
  7. With choice comes dignity of risk and living life to the full.

### **PARTICIPATION, INCLUSION and IDENTITY**

People with disabilities have the right to participate in and be included in their families, their communities and within mainstream society

- Specifics
1. Clients will be supported to maintain connections with families and friends, participate and engage with their communities
  2. Individuals and their families will be supported to explore and establish the necessary supports for each person to move towards living their own life in their communities and within mainstream society.
  3. Aboriginal and Torres Strait islanders and other diverse cultural groups will be supported to maintain and strengthen their connection to their cultural, spiritual, community and language connections.
  4. Accommodation options may be necessary and sought by some clients who we support. We will refer clients seeking accommodation options to other agencies who have a focus in this area

## RECORD KEEPING

Record keeping ensures essential information is available to support staff, clients and other groups, i.e. medical, NDIS etc.

- Specifics
1. Clients have the right to privacy and should be able to control their personal information.
  2. Daily records are needed to ensure incoming support staff are aware of previous activities and events that may need following up.
  3. Daily diaries will be kept and maintained for clients with little or no speech.
  4. Records will be kept where high medical needs are identified. This includes medications and specific instructions to follow in emergencies or if staff are unsure at any point.
  5. For clients who are articulate and can self-direct some record keeping and instructions will still be required. i.e. medical, emergencies etc.

## SUCCESSION PLANNING

All primary carers age or become ill and get to the stage where it is not possible to continue in that role. Dying is an inevitable part of living. Adam inc. will assist primary carers and individuals who request support to plan for the future.

- Specifics
- This is not a full list but this can include the following options.
1. Legal information. Wills, Power of Attorney, Supportive Attorney/s.
  2. Liaising with NDIA or DHHS (timing) as needed
  3. Providing written material to assist.
  4. Linking in with other organisations who may have resources in these areas.
  5. Having 'dry runs' with individuals as primary carers age to see what the issues are and to address them. i.e. set up a situation where primary carers are not involved for a short time. Address and document what worked well and what did not work well.
  6. Note: Primary carers will need to seek their own legal advice in making these decisions. ADAM inc. supports carers but is not legally responsible.

## **JOB DESCRIPTIONS AND RESPONSIBILITIES**

### **COMMITTEE'S RESPONSIBILITIES**

**Role** The Committee through ADAM inc. has a responsibility to meet regularly, abide by the constitution and support the staff and individuals to meet their goals and aspirations.

- Specifics**
1. Be familiar and committed to the principles and goals of ADAM inc.
  2. Oversee the operations of ADAM inc.
  3. Work productively and professionally always.
  4. Be prepared to take on tasks or roles as may be necessary from time to time.
  5. Give direction and work collaboratively with key staff including Manager, Administration and Human Relations Officers

### **MANAGER'S ROLE AND RESPONSIBILITIES**

**Role** To have a full overview of Adam inc. and work with the committee, staff, individual's families and others as required.

- Specifics**
1. To be directly responsible to the Committee of Management.
  2. To be responsible for the day-to-day operation of ADAM inc.
  3. To have a clear understanding of ADAM inc's philosophy, role and purpose
  4. To develop rapport with individuals who are supported by ADAM inc. including their families and friends.
  5. To work collaboratively with the committee and all staff
  6. To ensure a team approach is fostered and nurtured always.
  7. To be innovative, think outside the square and able to problem solve complex situations.
  8. To support and provide leadership for all team members.
  9. To work closely with clients and individuals. This may involve working with others in the team or outsourced to others if required. This may include but is not restricted to
  10. Ensuring effective planning is undertaken for individuals.
  11. Liaison with other agencies including the NDIA.
  12. Network with other agencies, organisations and individuals as required from time to time.
  13. To oversee the policy frameworks of ADAM inc. and ensure they are being followed correctly.
  14. To work with the committee in ensuring the organisation remains focused and viable into the future.

### ADMINISTRATORS' ROLE AND RESPONSIBILITIES

**Role** To administer ADAM inc. and be responsible to the committee in ensuring all legal requirements are followed as required.

- Specifics**
1. To ensure all records are safe, filed correctly and accessible to the Committee or other legal bodies who may require them from time to time.
  2. To keep records as required by the Committee and Government Agencies. These include but is not restricted to:
  3. Bookkeeping.
  4. Timesheets
  5. Payslips.
  6. Insurance.
  7. To be responsible for staff records, wage payments and other legal aspects as required from time to time.
  8. To keep accurate records of meetings held by the committee.
  9. To liaise and support clients in regard to their funding and to assist them as needed, to ensure they understand and are familiar with their responsibilities.

### HUMAN RESOURCES' ROLE AND RESPONSIBILITIES

**Role** To support staff who work directly with clients

- Specifics**
1. Work with clients in providing well-trained staff employees.
  2. Interview and shortlist potential employees
  3. Coordinate induction of new employees
  4. Review with staff member and client at end of induction period
  5. 3-month performance review for new staff
  6. Bi monthly one on one informal review with all staff
  7. Bi-monthly staff meetings with staff teams
  8. Regular reviews with clients
  9. Biannual performance review with all individual staff
  10. Regular reports to committee
  11. Maintain records of all staff training and ensure staff are trained in:
    - First aid certificate
    - Administering medication
    - Occupational health & safety
    - Fire awareness and procedure (to be completed yearly in November)
    - Other areas as required from time to time.
  12. Ensure all staff training / certificates are up to date
  13. Ensure human resources section of operational manual is kept up to date
  14. Create and maintain all documentation in relation to hr policy and procedures.

### STAFF CO-ORDINATORS' ROLE AND RESPONSIBILITIES

Role	The Staff Coordinator will assist staff to support residents in the daily running and co-ordination of their homes.
Specifics	<ol style="list-style-type: none"><li>1. Follow up requests from Staff and contact HR. if necessary.</li><li>2. Work closely with HR and ensure that support workers are confident and happy in their work. Follow up/refer on any complaints or ideas. Facilitate staff to work collaboratively.</li><li>3. Be the first contact for cancelled shifts, eg. Sick workers etc. and ensure that all shifts are covered and workers replaced when unavailable.</li><li>4. If a support worker cannot turn up for a shift, organise for the shift to be covered.</li><li>5. Collect, check and sign support worker's timesheets each fortnight and email them to the ADAM Inc. administrator.</li><li>6. Be the first contact for any problems encountered by support workers and refer on if necessary.</li><li>7. Keep an accurate diary of work done and how long you spend doing it.</li></ol>

### SUPPORT STAFFS' ROLE AND RESPONSIBILITIES

Role	Support staff are directly involved in supporting clients in the implementation of their individual plans.
Specifics	<ol style="list-style-type: none"><li>1. Staff are accountable to the Human Relations staff and the Manager.</li><li>2. All staff must fully understand each client's individual personalised plan and ensure it is carried out fully according to the wishes of the client.</li><li>3. The client/s needs must be fully respected and all staff must act professionally at all times.</li><li>4. In servicing will be provided to all staff to ensure they can adequately fulfill their role with clients.</li><li>5. Staff must attend staff meetings as required. Where this is not possible (i.e staff member unavailable on the day). HR will provide feedback to staff member on specific issues raised at the meeting.</li><li>6. Staff can request support for additional training and support in any area where they feel it is required.</li><li>7. Staff must act professionally at all times when working with clients. This includes in their homes and when with the client in the community.</li><li>8. Confidentiality and discretion is to be at the highest level at all times.</li><li>9. If staff have any concerns regarding a client's unmet needs or requests they are to raise these immediately with Human Relations.</li><li>10. Staff roles for clients are to be adjusted and specifically written to reflect each person's individual needs and to fit their individual plan</li></ol>

## INDIVIDUAL / CLIENTS' RESPONSIBILITIES

Role	The client receives services from ADAM inc. These services are to be reflected in their individual plan are funded either through their ISP, the NDIS or from other means
Specifics	<ol style="list-style-type: none"> <li>1. Clients are to behave in a manner which does not present a danger to themselves or others in accordance with ADAM Inc. Policy,</li> <li>2. Clients must interact appropriately and respectfully towards their support worker/s.</li> <li>3. All personal and legal information provided to ADAM Inc. will be documented, held and respected under the Privacy Act 1988 Legislation.</li> <li>4. All relevant medical records, safety and support information needs to be supplied to ADAM Inc. and is to be regularly updated, when necessary.</li> <li>5. Your acceptance of ADAM Inc's client charges for all shifts &amp; rates. Acceptance of ADAM Inc's 24hr notice of shift cancellations by clients, policy.</li> <li>6. Clients are responsible for covering travel costs when using a support worker's personal car for transport. This is calculated at the cents per kilometer method as determined by the Commissioner of Taxation. This can be funded privately or by using your funding package.</li> <li>7. Where clients use their own vehicle whilst with ADAM inc. staff, this vehicle must be fully maintained and roadworthy. If staff drives a client's vehicle they must be noted as drivers on the client's vehicle insurance policy.</li> <li>8. The workplace is to meet Occupational Health and Safety Act 2004, be it at home or out in the community.</li> <li>9. ADAM Inc. will take all necessary precautions to prevent damage to property and danger to clients. This includes checks and screening of staff, incident reports and occupational hazards in the workplace.</li> <li>10. ADAM Inc., under this Agreement may subcontract other disability support agencies to meet your support needs if we are unable to cover a shift.</li> <li>11. Each year ADAM Inc. will cover costs for the first advertising positions for support workers. Any additional advertising needed in that year, the client will be responsible for covering the costs.</li> <li>12. During the interview process, you're to help assist ADAM Inc. chose the best candidate for your support. Adam inc. will interview all applicants and you will be given a short list of applicants to choose from.</li> <li>13. ADAM Inc. will take responsibility for any additional training of our support workers to help support you.</li> <li>14. Clients are responsible for their own equipment, making sure it meets safety standards for our support workers to use.</li> <li>15. ADAM Inc. will notify clients if there are any contract or policy changes, making sure they are aware and to re-establish your agreement with ADAM Inc.</li> <li>16. Service agreements will be in place for 2 years, after which time they agreement will be revised.</li> <li>17. ADAM inc. reserves the right to raise any specific issues outside of this agreement with clients, as required.</li> <li>18. For any issues regarding ADAM Inc's services or clients wanting to cease this agreement, a meeting will be held between both to determine the best plan of action for both clients and ADAM Inc.</li> <li>19. These points form an agreement between the client and ADAM inc. Two months' notification is required if clients wish to cease this agreement.</li> </ol>

### **CLIENT AND STAFF RELATIONSHIPS**

In any relationship when people work closely together it is essential that communication channels be kept open always.

- Specifics
1. A client's plan highlights many of the key areas needed by staff to provide best practice support.
  2. If a plan is adjusted or changed in any way these changes must be discussed with staff
  3. Staff must have a access to a copy of the clients plan and be familiar with all aspects of the plan.
  4. The client and staff should aim for a positive and productive relationship.
  5. If there are concerns with staff, the client is to raise these concerns directly with Human Relations.
  6. If there are concerns with clients, the staff are to raise these concerns directly with Human Relations.

### **INFORMATION SYSTEMS**

Adequate and secure information systems must be put in place and maintained, to ensure the effective operation of ADAM inc.

- Specifics
1. Information technology must be in line with current business standards.
  2. All record keeping must be secured and confidential
  3. Protection of all material/data backed up in several secure places to be accessed in the event of primary material/data loss. ie computer hardware malfunction will provide security and peace of mind in the event of meltdown, fire etc.

## STAFF RECRUITMENT, EMPLOYMENT AND DEVELOPMENT

### EMPLOYING STAFF.

Whilst ADAM inc. employs and is legally responsible for staff, clients are encouraged to be engaged in the employment of their own support staff

- Specifics
1. The Human Resource Officer works with the family and/or the individual to develop the selection criteria and questionnaire for the position.
  2. The Human Resource Officer is responsible for recruitment avenues. These may include newspaper, Internet or word of mouth. .
  3. The Human Resource Officer forwards the questionnaire to applicants to submit and from the responses eliminates those who do not fit the criteria.
  4. The Human Resource Officer shortlists and conducts an initial interview of applicants, prior to the individual and/or family being involved.
  5. The Human Resource Officer informs the individual and/or family of the applicants who meet the selection criteria and assists them to set up their own formal interviews
  6. Interviews take place in the home of the individual or other venue suitable to the individual. The people present at the interview may include the individual, family members or friends, support staff and Human Resource Officer.
  7. The interview takes the form that is most suitable to the individual, for example, engaging them in daily activities or by asking set questions.
  8. The Human Resource Officer performs a referee and other checks on the final applicant's suitability including: Criminal history, screening and registration.
  9. The Human Resource Officer informs the applicants of the decision made and arranges for the induction process to commence.
  10. The successful applicant signs the ADAM inc. Contract and Code of Conduct.
  11. ADAM inc. ensures that all criminal history checks as required by law are carried out.

### WAGES AND CONDITIONS

Staff wages and conditions are covered by the Fair Work Awards and adjusted yearly as required.

- Specifics
1. All staff are paid under the award of, Social, Community, Home Care and Disability Services Industry Award 2010 [MA000100]  
Social and community services sector means the provision of social and community services including social work, recreation work, welfare work, youth work or community development work, including organisations which primarily engage in policy, advocacy or representation on behalf of organisations carrying out such work and the provision of disability services including the provision of personal care and domestic and lifestyle support to a person with a disability in a community and/or residential setting including respite centre and day services

## PERFORMANCE REVIEW

Performance reviews are essential to ensure staff are aware of how they are performing in their roles.

- Specifics
1. Human Resource Officer is to conduct regular reviews of staff as required.
  2. New staff are to be reviewed after a three-month period, to assess if they are competent, and understand their role.
  3. All staff are to have a full review once a year.

## INSERVICING

In servicing all staff and those involved with clients is an essential part of professional development.

- Specifics
1. New staff are to go through an awareness program which covers ADAM inc's philosophy and processes prior to commencing with clients.
  2. New staff work their first shift as observers with a staff member and a second shift with the same staff member taking an active role in working directly with the client.
  3. In servicing is to be held at least once each year or more often as required
  4. This insures staff are competent and aware of the specific areas that they are responsible for.

## STAFF MEETINGS

Staff meetings are to be held on a regular basis.

- Specifics
1. Staff meetings will be convened and attended by a Human Relation Officer or at the request of the client or his/her support team. i.e. parents, family, friends or advocates.
  2. Staff meetings are to be held every two months or more often as required.
  3. Staff meetings are an opportunity for the team to meet, to ensure they are all focused on the clients individual plan and to ensure best outcomes for the clients they support.
  4. Staff can raise specific concerns at a staff meeting. These concerns must be passed onto Human Relations Officer.
  5. Team building is a key factor for staff to provide good outcomes for clients.

## **SAFETY OF CLIENTS AND STAFF**

### **OCCUPATIONAL HEALTH AND SAFETY**

To identify, obtain and maintain safe, healthy working conditions for support staff.

- Specifics
1. Adam inc. is to address issues of Occupational Health and Safety for all staff.
  2. Consult with staff regularly.
  3. Identify any Occupational Health and Safety issues within a client's program.
  4. In servicing staff on commencement of duty including regular updates.
  5. Copy of Client's program to be provided to all support staff.
  6. Inspections of the workplace on a regular basis.
  7. Provide Occupational Health and Safety Booklet to all staff.
  8. Provide the means for staff to report and/or identify issues involving Occupational Health and Safety within the workplace.
  9. Informal reporting.
  10. Formal reporting structures
  11. Staff to be able to contact and talk with the staff advisor on Adam inc Committee of Management.
  12. Enable staff to recognise unsafe practice and have flexibility with positive outcomes within a client's program.
  13. Provide and/or ensure protective clothing is available and worn when necessary.
  14. Address or remove potential hazards within the workplace i.e. chemical, physical, people, environment, animals etc.
  15. Personal wellbeing of staff when working with Clients. i.e. lifting, moving, supporting and any health issues.
  16. Behavior management of the individual being supported. Strategies that retain safe work practices for staff.
  17. Bullying staff by other staff or clients will not be tolerated. This takes many forms including put downs, intimidation and asking for things that clearly are against OH&S policy. i.e. Pressuring or placing staff at risk with unsafe or unreasonable demands.
  18. Building access and exits to be clear for staff always. i.e. in the event of fire, toxic fumes etc.
  19. Comply with any required legislation or standards from relevant authorities.
  20. Review this policy yearly and update as required.

### **SLEEP OVERS**

Sleepovers may be active with staff receiving little or no sleep, or inactive with staff sleeping well with minimum disruption during overnight shifts..

- Specifics
1. An active sleepover is a shift where the worker has had interrupted sleep when working overnight with a client.
  2. Eight hours of uninterrupted sleep is regarded as an inactive sleepover period.
  3. An active sleepover occurs when the worker has to attend to the client for more than an hour or more within the eight-hour sleep period.

## INCIDENTS

All incidents must be recorded and reported immediately.

- Specifics
1. Record in the record book (daily diary)
  2. Administrator or the Manager is to be made aware of the incident at the time immediately it occurs.
  3. Incident report is to be written up on the same day by the staff member who witnessed or was involved in the incident.
  4. Incident report sent directly to Administrator
  5. Administrator liaises with Human Relations Officer if needed.
  6. Administrator takes necessary action if required after discussion with the Manager.

## STANDARDS AND INDICATORS

ADAM inc. abides by the standards set and expected by State of Victoria authorities.

- Specifics
1. Empowerment
  2. Access and engagement
  3. Wellbeing
  4. Participation
  5. Governance and management
  6. Risk management
  7. Human resources
  8. Information management

## SIZE OF SERVICE

Now and in the future

- Specifics
1. ADAM inc. provides quality services that focus on the individual by remaining small and focused.
  2. Currently it is not envisaged to go past 10 clients. (2017)
  3. Should other individuals or groups of parents or disability advocates be interested in the model ADAM inc. provides ADAM inc. will look at the possibility of parenting with these groups to support them to operate independently using ADAM inc's model and processes.

## COMPLAINTS AND DISPUTES

Complaints and disputes have the capacity to derail the good work ADAM inc. is intent on providing.

- Specifics
1. Processes will be established to address complaints and disputes.
  2. All participants including staff and clients will to be made aware of the processes to follow in the event of a complaint or dispute.
  3. ADAM inc. will work collaboratively with those who have a complaint and attempt to resolve it as soon as possible.
  4. Clients have the right to be supported by their advocates support group or other persons.
  5. Staff have the right to be supported by their colleagues or their union representative.

### **SERVICE MANAGEMENT.**

The service needs to be managed professionally at all levels

- Specifics
1. Checks and balances
  2. All legal aspects covered to protect clients and the service itself.
  3. Clear policies and processes for accountability and efficient outcomes.

### **STAFF RECRUITMENT**

Recruitment of good staff is crucial for the clients we support and to ensure ADAM inc. can be viable well into the future.

- Specifics
1. Clarity through advertising is crucial for attract workers who are focused and understand the values we aspire to as an organisation.
  2. Staff development is to be ongoing and professionally directed.

### **WORKSHOPS**

Workshops are essential for staff direction and development.

- Specifics
1. Workshops are to be provided at least once yearly for individual team groups.
  2. Workshops are intended to empower and enhance skills needed to better support individuals.
  3. Individual plan material will be used as material for workshops for support staff.

## **Glossary of Terms**

<b>ADAM inc.</b>	Ability Dignity Access Management Incorporated
<b>INDIVIDUAL/S</b>	Individuals who have a disability and are clients of ADAM inc. The term individual/s in this document may also include others such as carers, support people, guardians, parents, advocates or friends
<b>CLIENTS</b>	Individuals with disabilities who receive support from ADAM inc.
<b>NDIS</b>	National Disability Insurance Scheme

**PROCEDURES are covered in another document**