

9.15	CLIENT & STAFF SAFETY AND SECURITY
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Applies to: Staff	Version: 1
Specific responsibility: HECIS Co-Ordinator	Date approved: 5.8.14
	Next review date: Aug 21

Policy context: This policy relates to	
Standards or other external requirements	
Legislation or other requirements	
Contractual obligations	

POLICY STATEMENT

HECIS is committed to personal safety and the right of people to live in dignity and security without fear of threat or harm and to be free from exploitation and abuse.

The organisation will:

- ensure the physical environment is safe
- conduct thorough screening of both staff and volunteers working with vulnerable clients
- provide all staff with information and training on duty of care
- provide staff induction and training

PROCEDURES

1. Physical environment

It is the responsibility of HECIS to minimise physical risks to clients. The organisation will meet reasonable community standards, and comply with all legal requirements affecting the physical and environmental safety of clients. This includes fire safety, WHS requirements. The organisation will implement a regular review process annually and update their compliance with community standards and legal requirements.

The organisation will comply with fire risk management guidelines which outline specific requirements relating to building construction, furnishings, smoke detection systems, fire extinguishing equipment, means of exit, fire prevention, fire safety management, evacuation capability, fire and emergency evacuation plans, emergency procedures and maintenance of essential fire safety services. Staff must be trained in relation to these guidelines. It is the responsibility of The HECIS Co-Ordinator to ensure that compliance requirements are met.

2. Staff screening

Prior to commencing work with clients, all staff and volunteers, will undergo a comprehensive screening process which will include criminal record check, working with children check, referee checks and interviews. The findings of the screening are to be documented in the personnel files of staff and volunteers.

3. Risk assessment

For services conducted in the client's home, the assessment will also include completion of a Home Visit checklist which will assess the risk to HECIS staff.

4. Abuse and neglect risks and reporting and management procedures

The HECIS has a duty of care to implement prevention strategies that include suitable recruitment screening processes and protocols for identifying the risk indicators for abuse and neglect. It is the responsibility of the organisation to minimise the risk of abuse (sexual assault, physical, emotional, financial) and neglect to clients.

HECIS: Client Safety and Security

Any suspected or reported allegations of abuse or neglect will be dealt with promptly and investigated and responded to in accordance with the *HECIS Disciplinary Procedures*.

5. Record keeping

- In the case of any accident or incident causing harm to a client/staff member, a detailed written report *HECIS WHS Incident/Illness and First Aid Record* will be completed within 24 hours. The report should include:
 - description of the nature and extent of the incident
 - the name and contact details of all those involved, including any witnesses to the incident
 - action taken
 - the date and signature of the person making the report
 - any on-going or follow up action
- A copy of the record to be stored in the client's file.
- A copy of record must also be stored securely in the HECIS Main Office (WHS Manual) and only accessed by persons/HECIS staff with a legitimate reason.

Staff induction and training

All staff and volunteers will participate in an induction program prior to commencement. The induction program will include training on duty of care, professional boundaries and ethical behaviour, and WHS procedures.

Staffing levels will be reviewed annually and at other times in response to the service funding.

The caseload distribution will be reviewed by the HECIS Co-Ordinator in response to any emerging issues regarding management of client's needs and behaviours and will be addressed as a matter of priority.

DOCUMENTATION

Documents related to this policy	
Related policies	Disciplinary Procedures
Forms, record keeping or other organisational documents	HECIS WHS Manual HECIS WHS Incident/Illness and First Aid Record

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Annually	HECIS Co-Ordinator	Management Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	19.8.15	HECIS Co-Ordinator	Aug 2016
2	4.8.16	HECIS CoOrdinator	Aug 2017
3	15.8.17	HECIS CoOrdinator	Aug 2018
4	6.9.18	HECIS CoOrdinator	Aug 2019
5	17.9.19	HECIS CoOrdinator	Aug 2020
6	15.9.20	HECIS CoOrdinator	Aug 2021