



Supporting independence and growth within the home and community

SERVICE DELIVERY HANDBOOK



Mission Statement

**Promoting independence and quality of life through
respite, personal care, and social inclusion.**

Vision

**Contribute to the ACT Community by working in tandem
with individuals and their families.**

Values

**Passionate, Persevering and Professional
Creative and Caring
Respectful and Responsive
Active and Accountable**

Contents

Mission Statement	_____	1
Vision	_____	1
Values	_____	1
Contents	_____	2
Section 1 – Introduction	_____	5
1.1	What is Tandem and what does it do? _____	5
1.2	Tandem’s Programs _____	6
1.3	Why we have Policies and Procedures _____	7
1.4	How Tandem Operates _____	8
	1.4.1 Client Representation and Feedback _____	9
	1.4.2 Promoting Tandem’s Services to Client’s _____	9
1.5	Principles of Service Provision _____	9
1.6	Principles of Employment _____	10
Section 2 – Rights and Responsibilities	_____	11
2.1	Board Members and Staff Code of Conduct _____	11
2.2	Client Rights _____	11
	2.2.1 Advocacy and Guardianship _____	12
2.3	Client Responsibilities _____	12
2.4	Grievance and Complaints _____	13
2.5	Access and Equity _____	14
2.6	Professional Boundaries _____	14
	2.6.1 Support Workers exiting support with Clients – Sensitivity to Clients needs _____	15
	2.6.2 Gift Giving _____	15
Section 3 – Privacy and Confidentiality	_____	16
3.1	Client, Carer and Staff Information _____	16
3.2	Access to Client Files _____	16
	3.2.1 Access to Personal Information _____	16
	3.2.2 Amendments to Client Files _____	16
3.3	Data Collection _____	16
Section 4 – Protecting Vulnerable Persons	_____	17
4.1	Protection Children and Young People _____	17
4.2	Protecting Vulnerable Adults _____	18
Section 5 – Becoming a Client	_____	19
5.1	Eligibility _____	19
	5.1.1 Determining Unmet Need and Undermet Need _____	19
5.2	Intake and Assessment _____	20
5.3	Prioritising Need _____	20
5.4	Waiting for Support _____	20
5.5	Assessment _____	21
5.6	Allocation of Hours _____	21
5.7	Client Review _____	22
Section 6 – Service Delivery	_____	22
6.1	Support _____	22

6.1.1	Types of Support	22
6.1.2	Support Allocation	23
6.1.3	Support Plans	23
6.1.3.1	Authorisation of Support Plans	23
6.1.4	Management of Support Plans	23
6.1.5	Client Review	24
6.1.6	Siblings	24
6.1.7	Number of Children	24
6.1.8	Parent and Child, Where Both Are Clients of Tandem	25
6.1.9	Cancellation of Service	25
6.1.10	When a Client Misses a Support Session	25
6.1.10.1	Release of Client Information in an Emergency Situation	25
6.1.11	Conflict Resolution	25
6.1.12	Public Holidays	26
6.1.13	Exiting Service	26
6.1.14	Death of, or Serious Injury, to a Client	26
6.2	Money Handling	27
6.2.1	Daily Living	27
6.2.2	Out of Pocket Expenses	27
6.3	Transportation of Clients	27
6.4	Housework and Household Assistance	28
6.5	Cultural Sensitivity and Awareness	28
6.5.1	Aboriginal and Torres Strait Islander People	28
6.5.2	Clients with Culturally & Linguistically Diverse (CALD) Backgrounds	28
6.5.3	Using Interpreters	29
6.6	Dementia	29
6.7	Fees	29
6.7.1	Fees Policy Principles	29
6.7.2	Relationship of Fees Level to Income	30
6.7.2.1	Children & Young Person's Program	30
6.7.2.2	Adults' Programs	30
6.7.3	Fees Schedule	30
6.7.4	Usage Level and Fees Cap	31
6.7.5	Fees Collection	31
6.7.6	Fees Assessment Review	31
6.7.7	Grievance Procedures	32
6.7.8	Reduction in Service Hours	32
6.8	Purchasing Service for Clients	33
6.9	Clients Living in Residential Care	33
6.10	Clients Living in Shared Care Arrangements	33
6.11	Non use, Suspension, Deferral and/or Conclusion of Service	33
6.11.1	Non Use of Service	33
6.11.2	Deferral of Service at Client Request	33
6.11.2	Suspension of Service	33
6.11.4	Conclusion of Service at Client Request	33
6.11.3	Turning 20 Years of Age and Transition/ Internal Referral	34
Section 7 – Safe Work Practices and OH&S		34
7.1	The Need for Safe Work Practices	34
7.2	Hazards and Incidents	34
7.2.1	Hazards	34

7.2.2	Incidents	34
7.3	Risk Assessment	35
7.3.1	OH&S House Check	35
7.4	Medications and Other Medical Treatments	35
7.4.1	Technology Dependent Clients	36
7.5	Control of Infectious & Communicable Conditions	36
7.5.1	Food Safety	38
7.5.2	Return to Work	38
7.6	Manual Handling	39
7.6.1	No Lifting	40
7.6.2	Housework	40
7.7	Behaviour Management	40
7.8	Epilepsy Management	42
7.9	Smoking	43
7.9.1	Client	43
7.9.2	Support Worker	43
7.10	Community Access	43
7.10.1	Sun Smart	44
7.10.2	Swimming and Other Water Based Activities	44
7.10.3	Recreational Activities	45
7.10.4	Transport	45
7.11	Emergencies	45
7.11.1	After-hours Emergency On-call	46
7.11.2	Medical Emergencies	46
7.11.3	Personal Emergencies	46
7.11.4	Environmental Emergencies	46
7.11.4.1	Weather Hazards, Natural Occurrences – Tandem House	47
7.11.4.2	On Site Emergency – Tandem House	48
7.12	Do Not Resuscitate (DNR) Orders	49

Section 1 – INTRODUCTION

1.1 What is Tandem and What Does It Do?

Tandem Respite Inc. (Tandem) is a non government community organisation, incorporated in the ACT and with PBI status. Tandem is funded by Home and Community Care (HACC), Disability ACT and ACT Mental Health to provide support at home or within the community to frail elderly people, children, young people and adults with a disability, people living with mental illness, and their families and carers.

Tandem's programs provide ongoing and flexible respite, personal care, social and other support when and where individuals and families need it most. Individuals and families can choose to have support based in their own home or in the community at any time of the day, or any day of the week. Each service user's needs are assessed by Tandem's coordinators with consideration being given to the availability of resources and suitable support workers.

Support is provided by skilled and trained support workers who are matched with the needs of the individuals and families requiring support, and according to the Support Workers' qualifications, experience, skills and availability.

The cost of support for clients is assessed on stated income. Financial contributions are used to enhance recurrent government funding to provide increased support to as many eligible families in the ACT as possible.

Tandem is located at:

Blaxland Centre
25 Blaxland Crescent GRIFFITH ACT 2603

Office Hours: 8.30am – 5.00pm weekdays

Postal Address:
PO Box 3510, MANUKA ACT 2603

Telephone: (02) 6287 2870 or (02) 6288 0955
Facsimile: (02) 6287 2680 or (02) 6288 0996

Email: admin@tandem.org.au

Website: www.tandem.org.au

After Hours & Emergency Support

Adult Program - **0411 480 597**

Children and Young People's Program - **0413 459 183**

1.2 Tandem's Programs

Tandem works within the frameworks of Social Role Valorisation and Strengths Based practice, ensuring that all service delivery and planning and organisational direction is developed and conducted with a person centred focus. Respect for the individual is inherent in the concepts of both frameworks. The acknowledgement and valuing of difference is echoed by service provision that enables people to participate in the community within which they live.

SRV aims to create and support socially valued roles for people, holding that an individual is more able to access and enjoy a life with meaningful and rewarding activities, if they have roles that are likely to be accepted and well regarded.

SRV maintains that:

- Individuals' social image will benefit from their having valued social roles
- segregation due to difference reduces opportunities for fulfillment and enjoyment
- we all have a responsibility to think about - and act on - those things that will increase belonging and acceptance
- acceptance results from having ordinary everyday roles
- roles (rather than activities) provide real engagement and meaning.

Enhancing the perceived value of the social roles of a person or class is called Social Role Valorization, and doing so is role-valorizing. There are two broad strategies for pursuing this goal for (devalued) people: (a) enhancement of people's social image in the eyes of others, and (b) enhancement of their competencies.

Strengths based practice borrows from a rich history of social work practice to provide a person centred, respectful and valuing approach to working with people. A strengths framework assumes that:

- ▶ all people have strengths and abilities
- ▶ People are empowered through choice and voice
- ▶ People can change
- ▶ Change and growth comes from strengths
- ▶ People are not defined by their challenges
- ▶ Challenges can prevent the recognition of strengths

Children/Young People's Program - provides ongoing and regular respite and social support to *support and strengthen* families of children/young people aged 0 - 20 years with a moderate, severe or profound intellectual or physical disability, or complex medical needs. For this program a flexible and individualised model of support is provided to encourage positive and age appropriate outcomes for children and young people to achieve short and long term goals, as well as providing the much needed respite required by and for families.

Young People's Living Skills Support Services supports young people with a disability who are leaving school and may not be able to participate in employment, to access transitional support and community services.

AFFIRM Program is a flexible and intensive family support model that provides holistic support to children, young people aged 7 – 20 years and their families to assist in developing skills and strategies to prevent family breakdown.

Recreational Activities Program – provides support through funding opportunities for children and young people with a disability, and their siblings, to participate in leisure and social activities

Tandem House – programs are currently being developed

Adult Disability Program provides regular in-home and community based support to adults with a moderate to profound intellectual or physical disability in the form of respite, personal care and in-home support. Support provided benefits carers by giving them a break from their demanding role and assists individuals by providing social and recreational activities, assisting them to attend regular activities, support with personal needs and helping them with daily living activities.

Adult Mental Health Program provides flexible support to people living with a mental illness and their carer, both in their own home and community. This service aims to reduce social isolation, provide motivation and companionship, and assist with planning, organising and activities of daily living to increase independence for individuals in their journey of recovery.

LeisureLink Program is volunteer based and provides flexible support and companionship to people with a disability, frail aged or living with mental illness, and who are socially isolated. Support is in the home or within the community and considers interests of individuals when matching volunteers.

Frail Elderly Program provides assistance to frail elderly people at home and in the community to support them to remain living independently in their own homes for as long as possible. This can involve assisting with activities associated with daily living and giving carers a break while providing social and recreational activities or companionship to the person they care for.

Living Skills Program provides respite, social support and personal care for people who are frail aged, have a disability or chronic medical condition, to assist with increasing their functional abilities and enable independence.

Client Holiday Scheme - provides support through funding opportunities for Tandem clients to enjoy a short holiday outside of the ACT

Brokerage program allows other service providers and individuals to purchase additional respite, personal care and social support services directly from Tandem on full cost recovery.

1.3 Why We Have Policies and Procedures

Policies and procedures are part of the framework within which organisations operate.

Tandem's Policy & Procedures Manual (PPM) provides Tandem's Coordinators, administrators, support workers, individual clients and families with a practical guide within which to work to ensure that support services are provided to clients and families in a friendly and professional manner. The PPM has been developed with a focus on the safety and protection of clients, employees and the organisation as a whole and endorsed by Tandem's Board of Management.

Due to the changing nature of services and the organisation, the PPM is a living document and is largely based on existing policies and procedures previously used by FaBRiC and Respite Care ACT. This manual is an evolving "work in progress" as knowledge and standards change. When a new/updated Policy is authorised by the Board, the new pages will be distributed accordingly.

Development of policies and procedures are the joint responsibility of the Board and staff in consultation with people who use the service. A Master Document Register denotes the currency and revision status of each policy and procedure. A forms list is also available to identify items required for these procedures.

A Risk Management working model, required by the ACT Government, is part of these policies. Risks are identified, assessed and analysed and then strategies and procedures are put in place to mitigate the risks.

Policy & Procedures Manuals for the AFFIRM and LeisureLink programs have been developed as addendums to Tandem's Policy & Procedures Manual. Both manuals are to be used in conjunction with each other, except where the AFFIRM or LeisureLink programs differ in their service delivery from other services offered by Tandem

This handbook provides a summary of current policies and will be provided to all clients and support workers. A full copy of the Policy & Procedures Manual can be obtained from Tandem or from the website.

1.4 How Tandem Operates

Overall responsibility for the strategic direction and management of Tandem rests with the Board of Management, elected annually by financial members of the Association.

The Rules (constitution) of Tandem require that at least three of the twelve Board members come from clients and/or families who are eligible to use Tandem's services. Board members are elected for three year terms. All Board members are volunteers.

The day-to-day operational management of the organisation is the responsibility of the Chief Executive Officer (CEO) who supervises and works with the Operations Manager (responsible for all service delivery) and the Service Support team. The CEO reports to Tandem's Board against the goals, objectives, strategies and performance indicators outlined in the strategic plan, as well as legal and contractual requirements as stipulated by funding bodies.

Filing and retention of all client files is for 7 years for adult clients or for a period of 7 years after the client turns 18 years of age.

Funding

Funding for Tandem's programs comes from a variety of areas including:

Children and Young People's Program Areas

- *Children and Young People's Program: Home and Community Care (HACC)*
- *AFFIRM: Disability ACT (DACT)*
- *Young People's Living Skills Support Services: Disability ACT (DACT)*
- *Recreational Activities Program: Sponsorship and Grants*
- *Tandem House*

Adult' Program Areas

- *Adults with a Disability: Disability ACT (DACT)*
- *Adult Living Skills Program: HACC*
- *Mental Health: Mental Health ACT*
- *Frail Aged Support Services: HACC*

- *LeisureLink*: HACC
- *Client Holiday Scheme*: Sponsorship and Grants
- *Tandem House*

Each funding body has a set of Standards complied with by organisations receiving funding.

Tandem's programs comply with the following Standards:

- HACC Standards
- Disability ACT Standards
- ACT Health Standards
- National Volunteering Standards
- Child Protection Standards

Additional funds are provided from membership contributions, donations and fee for service payments where Tandem provides service purchased by other organisations.

1.4.1 Client Representation and Feedback

Consumer, client and/or carer representation is required on Tandem's Board of Management. In addition, feedback is welcomed and sought regularly from clients and/or carers on all areas of service delivery.

1.4.2 Promoting Tandem's Services to Clients

Tandem maintains a Marketing Plan that addresses strategies for advising current and potential clients and staff of existing and additional services.

1.5 Principles of Service Provision

1. Tandem promotes and protects the rights of children, young people and adults with disabilities, frail elderly people, people living with mental illness, their families and other primary carers of these groups of clients. It does this through the provision of high quality services that focus on the individual needs of clients and their families and which is supported by strong administrative and continuous quality improvement processes.
2. Tandem provides flexible services to children, young people and adults with disabilities, frail elderly people, people living with mental illness, their families and other primary carers of these groups of clients, to enable them to be supported within their community and enhance their quality of life.
3. Tandem acknowledges the right of every person to be treated with dignity and respect, as an individual. Services are provided on the basis of need regardless of gender, sexuality, age, cultural or linguistic heritage, religion, financial capacity or type of disability.
4. Tandem is funded to provide services to the identified service user groups on an equitable basis, through transparent and accountable processes that are informed by referral criteria and service capacity.

5. Tandem recognises the ultimate right of every person to self-determination within the law. Tandem works collaboratively with service users and their support networks to ensure that all decisions regarding needs assessment, support planning and service delivery are made jointly. All service users have the ultimate right to accept or refuse services.
6. Tandem respects and maintains the right of all service users, to access their personal information. All information is collected and stored in line with National Privacy Principle guidelines. Clients and carers can access their own personal information, on request.
7. Tandem believes in consultative management and seeks to involve clients on its Board of Management. Client input and participation in policy setting processes is actively sought and welcomed.
8. Tandem welcomes and facilitates client feedback as an opportunity to improve the quality of its services.

1.6 Principles of Employment

1. Tandem is an Equal Opportunity Employer.
2. Tandem is committed to the prevention of illness and injury in the workplace and is committed to ensuring the highest possible standards of safe work practices, and occupational health and safety.
3. Tandem is committed to promoting a consultative and participative workplace culture. Employee participation in decision making processes and policy development processes is actively sought and encouraged.
4. Tandem values the contribution, skills and knowledge of all employees in the pursuit of service excellence.
5. Tandem respects the rights and confidentiality of all employees. Tandem ensures all employees and volunteers have access to their personal information and that the information is collected and stored in line with National Privacy Principles
6. Tandem strives to achieve the highest possible standards of service delivery. It is committed to working with all employees to provide performance feedback to help maintain these standards and to give employees every opportunity to improve their performance and to identify their personal development and training needs.
7. Tandem welcomes feedback from employees as an opportunity to improve the quality of its services and workplace conditions.
8. Tandem actively works towards promoting career opportunities for employees.
9. Tandem actively promotes and supports retention of employees.
10. Tandem encourages training and professional development of all employees and actively assists employees to participate in training to improve individual professional endeavours and quality of services.

11. Tandem is committed to fair and equitable workplace conditions for all employees.
12. Tandem has a zero tolerance policy to workplace harassment and bullying.
13. Tandem values all employees and is committed to providing an early and safe return to work for all workers experiencing work related injury or disease.
14. Tandem promotes a supportive, family friendly and flexible workplace, in recognition of the responsibilities and commitments employees have in relation to their families.
15. Tandem is committed to ensuring all employees are informed of the grievance process and are given a fair hearing and opportunity to express their views if they have a grievance with the organisation.

Section 2 – RIGHTS AND RESPONSIBILITIES

2.1 Board Members and Staff Code of Conduct

Board members and staff are to regard all people with a disability, mental illness or who are frail and aged as equal, valued and contributing members of the community whose rights and responsibilities are the same as those of others in society.

2.2 Clients' Rights

Consumers of Tandem's services may expect the following:

1. To be treated with respect and dignity and in ways that increase their strengths and lessen their vulnerability to abuse.
2. To receive a flexible, effective, efficient and affordable service, tailored to their individual needs.
3. To have access to services that are non-judgemental and without discrimination of any kind.
4. To have access to information about Tandem, including services offered, policies and procedures, user rights and grievance procedures.
5. To have access to information about any other services which may be of assistance.
6. To be free to choose what services they want from available alternatives.
7. To have self-determination, maintaining control over their own lives, including decision-making and planning regarding respite and other services.
8. To access the assistance of an advocate or interpreter of their choice at any time.
9. To have their privacy and confidentiality respected regarding client records or any personal information.

10. To have, subject to the rights of others, access to their personal records held by Tandem (in line with the National Privacy Principles).
11. To be able to discontinue the service or refuse to have a particular support worker without recrimination.
12. To be free to complain or express grievances about any aspect of Tandem services and operation, and expect to be treated fairly, promptly and without retribution (refer to Grievance Procedures).
13. To be shown sensitivity with regard to the particular needs of people with different cultural, religious and language backgrounds.
14. To have an opportunity to be involved or have representation in the management of the service, and contribute helpful comments or suggestions about service operation.
15. To be advised as soon as possible by Tandem of any changes in support arrangements.

These rights are continually updated as contractual or statutory changes occur. Notification of this is through the newsletter and other forms of correspondence.

2.2.1 Advocacy and Guardianship

Clients and carers have the right to request that their guardian or advocate be present when an assessment and/or review is undertaken, or in any interaction where the presence of the advocate will increase the client's feeling of confidence and being heard.

2.3 Client Responsibilities

Tandem asks clients to observe the following responsibilities:

1. To treat Tandem staff with the same respect and dignity accorded themselves.
2. To provide Tandem with all information necessary to achieve a suitable support arrangement.
3. To work together with the Coordinator to formulate a Support Plan which suits the needs of the service user as far as possible, in a useful and equitable manner.
4. To agree to an assessed hourly fee for service (Client Contribution) and to meet the expenses incurred on recreational outings as agreed in advance with the Coordinator and Support Worker and as outlined in the support plan.
5. To own the outcomes of any decisions they participate in, including Support Plans.
6. To communicate clearly with their Coordinator and voice any concerns or grievances.
7. To negotiate with the Coordinator if changes to support arrangements are required.
8. To be considerate of the arrangements agreed upon with the Support Worker, in particular the duration and frequency of sessions.

9. To ensure that Tandem is provided with current emergency contact information.
10. To ensure that Support Workers know where the primary carer or secondary carer will be during the support period.
11. To inform Support Workers of any common infectious illnesses that the client or a family member may have eg. measles, chicken pox, diarrhoea, head lice, conjunctivitis.
12. To honour written agreements made in partnership with Tandem.
13. To ensure their home is a safe and healthy place for Tandem staff to work and to allow Tandem coordination staff into their home to conduct a Workplace Safety assessment annually or on an as needs basis.
14. To advise Tandem of changes in support requirements.
15. To consider participating, as a consumer representative, in the management of Tandem.

These responsibilities are continually updated as contractual or statutory changes occur. Changes will be noted in the newsletter and other forms of correspondence.

2.4 Grievances and Complaints

Tandem maintains the right of all staff and clients to make a complaint or grievance and for that complaint or grievance to be addressed in a professional unbiased manner.

Tandem's duty of care stipulates that any safety breaches (self, colleagues or organisational) or criminal offences will be reported to police and/or appropriate authorities, as required by Law.

A grievance may relate to any aspect of service provision or employment terms and conditions, and should always be made known in writing or any other appropriate accessible format as soon as practicable after any problem arises. Grievances and information resulting from the handling of any grievance will be treated confidentially.

Anyone making a complaint or wishing to discuss a grievance has the right to be accompanied by an advocate/industrial officer, or interpreter of their own choice at all times.

Tandem will establish and maintain a Grievance Committee comprising of a Convenor, Deputy Convenor and one other member for the purpose of dealing with unresolved grievances regarding Tandem's administration and service provision. All members of this Committee will be Board of Management members and not Tandem staff.

In the first instance, complainants are encouraged to contact their senior officer (Coordinator, Senior Coordinator, Manager, Operations Manager, Chief Executive Officer) or Chief Executive Officer to discuss their concern. If the complainant is not satisfied with the outcome of this action, they may then approach the Grievance Committee in writing (in cases where this is not possible, assistance will be provided to the complainant to facilitate the action).

Every grievance will be acknowledged in writing within seven days and examined within 14 days. The result will be advised to all relevant parties within seven days after completion of examination into the grievance.

The principles of natural justice will be observed throughout the grievance process ie staff members have the right to be informed about the nature and content of any grievance about them, have the right to be heard and have the right to an unbiased decision maker before a decision is taken about them.

Other options

Carers and staff may, for reasons of privacy, choose to have their grievance heard directly by the Grievance Committee, rather than speaking to staff members.

They may also approach external mechanisms and advocacy services or another service provider to obtain advice relating to their situation if this is appropriate including the Human Rights Commission on Tel (02) 6205 2222, fax (02) 6207 1034 or email human.rights@act.gov.au

2.5 Access and Equity

Tandem's allocation of resources to clients and carers will be in accordance with the principles of access and equity and the use of a Needs Assessment Matrix, which is used to assess the level of relative need.

The following areas are to be considered by staff when assessing need:

Access

Services are available on the basis of relative need. Assessment of need is free of any form of discrimination irrespective of a person's language, culture, race, gender, sexuality, disability, political beliefs or religion.

Equity

Services are provided on the basis of relative need with priority given to those assessed as most at risk.

Communication

Eligible clients and carers are informed about services offered by Tandem, the assessment process and how hours are allocated in line with need. The organisation consults with its clients and carers regularly about the adequacy, design and standard of services and reviews Support Plans at regular intervals.

Responsiveness

Services are sensitive to the needs and requirements of eligible clients and carers from diverse backgrounds, and responsive as far as practicable in addressing individual circumstances including linguistic and cultural requirements.

Effectiveness

Services are 'client outcomes oriented' and focus on meeting the needs of eligible clients from all backgrounds, wherever resources allow.

Efficiency

Available public resources are optimised through a client-responsive approach to service delivery.

2.6 Professional Boundaries

Tandem will ensure clear professional boundaries are observed in the provision of support services. This serves to protect both clients and staff and set clear expectations within the client/ support worker context.

Professional boundaries define acceptable behaviour within workplace relationships and define the difference between professional and helping, *and* non-professional and personal roles, within a support service relationship.

Tandem staff will act in a respectful and person centred way that acknowledges and protects the vulnerability and dignity of service users.

Service users are required to respect professional boundaries and privacy of support workers.

Professional boundaries:

- Define the appropriate tone of service provision, between detachment and over-engagement ;
- Create and maintain a safe working environment for client and worker;
- Promote integrity and separateness for client and worker;
- Reinforce that support sessions are to focus on outcomes for the client;
- Encourage discussion and clarification of the purpose, intent, expectations and limitations of the support service;
- Acknowledge the inherent power imbalance within service interactions and seek to address it.

A breach of professional boundaries will be managed within the appropriate workplace context in the first instance ie. with a senior coordinator or manager. This applies to breaches by client or staff.

The process will be escalated to the Operations Manager and/ or Chief Executive Officer if necessary.

2.6.1 Support Workers exiting support with Clients – Sensitivity to Client’s Needs

When Support Workers cease providing support to an individual or family they will participate in a planned transition from the client/ family where possible. New support will be arranged to ensure least disruption and anxiety to the client and family, within resource constraints.

2.6.2 Gift Giving

Tandem acknowledges that clients and/or their family may, on occasion, wish to give a staff member a gift.

Tandem staff are required to disclose to the organisation, any gifts with a purchase value of over \$20.00 that have been given to them in the course of their duties, by a client or the client’s relatives.

Tandem staff are **not permitted to:**

- accept gifts of money (cash, cheques or a bequest from clients or from a client’s family).
- borrow money from clients or a client’s family or extended family
- seek or accept payment of any kind for services that are provided by Tandem

SECTION 3 – PRIVACY AND CONFIDENTIALITY

3.1 Client, Carer and Staff Information

Tandem maintains strict confidentiality at all times regarding client, carer and staff information.

All discussions relating to personal and confidential issues will be recorded, named, dated and filed in the appropriate file. All hard copy confidential information is stored in a locked and secure cabinet. All information held electronically is securely maintained, with passwords and security codes used to identify all users and their access.

Clients, carers and staff may have access to their own personal file and information, and can do so by liaising with their Coordinator, Senior Coordinator, Manager, Operations Manager or Chief Executive Officer.

No client, carer or staff records, will be passed to another agency, department or other third party without written consent from the relevant client, carer or staff member.

3.2 Access to Client Files

3.2.1 Access to Personal Information

Clients and carers, or their authorised representative/s may access their file and/or personal information, in accordance with Freedom of Information legislation.

3.2.2 Amendments to Client Files

Tandem recognises that from time to time a client may disagree with information that has been recorded in their file by Tandem staff. Tandem will only amend information on a client's file where evidence is produced that substantiates claims regarding the integrity of information on a client's file.

Should a client not be able to provide satisfactory evidence of this, Tandem will provide the opportunity for the client to submit a disclaimer and/or counter document that details the concerns the client has with information on their file. The disclaimer and/or counter document will then be stored on the client's file.

3.3 Data Collection

All programs will record information about the client and carers demographics and client levels of ability in relation to activities of daily living. Collection of data for Minimum Data Sets (MDS) and other data collections are in accordance with contract requirements. Data is then transmitted in non-identifying format to the relevant funding bodies.

Section 4 – PROTECTING VULNERABLE PERSONS

4.1 Protecting Children and Young People

Tandem is committed to protecting the health, safety and well being of all children and young people who come into contact with the organization, and accepts responsibility for reporting suspected child abuse in accordance with the *Children and Young People Act 2008 (ACT)*. The Act stipulates how to report concerns about child abuse and neglect to Care and Protection Services (Office for Children, Youth and Family Support), and allows for both voluntary and mandatory reporting of child abuse.

- The Act (s 356) identifies certain professional groups as mandated reporters and requires them to report all suspected and actual incidents of harm or risk of harm, to children and young people
- Tandem workers are not mandated to report child abuse, however employees of Tandem have a duty of care to follow procedures in any case of known or suspected child abuse, whether sexual, physical or emotional abuses, or neglect
- Some of Tandem's staff may be mandated reporters in another area of their work life ie it is not uncommon for teachers or nursing staff / students to also engage in support work with agencies like Tandem. Whilst working in the role of a support worker for Tandem (which is dissimilar to their everyday/ other professional role), such individuals observe Tandem's duty of care rather than the mandated reporting of their everyday/ other professional role
- Definitions of both voluntary and mandated reporters are at Appendix A.

Defining Child Abuse

Child abuse is a term used to describe different types of maltreatment inflicted on a child or young person. It includes non-accidental physical injury, neglect, emotional abuse, psychological harm or sexual abuse. See Appendix B

Section 151B of the Children and Young People's Act identifies when a child or young person is at risk as "a child or young person is at risk of abuse or neglect if, on the balance of probabilities, there is a significant risk of the child or young person being abuse or neglected".

The Act defines a child as a person under 12 years of age and a young person as a person who is 12 years or older, but not yet an adult.

Reporting Child Abuse

A reasonable suspicion may be formed by witnessing abuse, observing a child's physical condition or behaviours, disclosure from a child or young person or being told by someone else.

Hearsay is sufficient to form reasonable suspicion and a reporter does not need to prove that abuse has occurred. The reporter should not attempt to interview the child regarding details of the abuse or suspected abuse.

The welfare of the child overrides confidentiality provisions. The identity of individuals who make child protection reports to Care & Protection Services is protected under the Children and Young People Act 2008 (ACT).

Responsibility

All employees

Procedures

When to report:

Reports must be made as soon as practicable after the suspicion arises. For mandated reporters, this is law. All concerns must be discussed with the Senior Coordinator and/or the Operations Manager before a report is made

Under section 159 of the Act however (at Appendix A) if a reporter reasonably believes that a report has already been made to Care and Protection about the same child or young person, and is about the same abuse or injury, a report does not need to be made.

If the Support Worker suspects or observes an indication of abuse or neglect the Support Worker should:

- Discuss the situation with the relevant Coordinator, or if after hours, call the Tandem on-call number
- Document the situation using the Incident Reporting system.

Organisational response

- The Coordinator will ensure that information from support workers is documented and that the situation is monitored to see if there is a pattern of injuries, behaviour or conversation, which could indicate abuse or neglect
- The Coordinator must inform the Senior Coordinator, Operations Manager or Chief Executive Officer who will make a decision on whether to report to Care and Protection.
- Care and Protection may be contacted for advice and consultation on the particular situation. No identifying information will be shared without approval from the Senior Coordinator, Operations Manager or Chief Executive Officer.
- Where a decision to report has been made, the Chief Executive Officer, Operations Manager or Senior Coordinator will make the report to Care and Protection.
- Where a child or young person is at imminent risk of harm, the Senior Coordinator, Operations Manager or Chief Executive Officer will make a report to Care and Protection in the first instance. If the coordinator on call is contacted out of hours about imminent risk of harm to a child or young person and assesses the situation to be immediately threatening to that child or young person (based on the information they receive), the coordinator will ring the police. The coordinator will then immediately inform the Chief Executive Officer, Operations Manager and Senior Coordinator of the action taken.

4.2 Protecting Vulnerable Adults

Tandem is committed to protecting the health, safety and well-being of all people who come into contact with the organisation. Tandem ensures that all staff will respond appropriately to suspected abuse of vulnerable adults. All Tandem staff are required to have a clear understanding of their responsibilities in the process of identifying and responding to abuse of older people in the community.

Procedures

- All Tandem staff will be equipped with the necessary skills to enable them to recognise potentially abusive and/ or neglectful situations in regard to vulnerable adults
- Tandem staff will report suspected or confirmed incidences of abuse to their immediate supervisor
- Incidents of suspected or confirmed abuse will be documented and acted upon.

Section 5 – BECOMING A CLIENT

5.1 Eligibility

Eligibility criteria are determined by the Board based on contractual agreements with funding bodies.

People are eligible to use Tandem services if they:

- live in the ACT;
- are living in partially supported or flexible styles of accommodation;
- are not residing in nursing homes, hostels, or 24 hour supported accommodation; and
- meet the following criteria; -
 - **Frail Aged Support Services:** A frail older person,
 - **Adult Disability Support Services:** A person over the age of 18 with a moderate to profound disability,
 - **Mental Health Support Services:** A person with a diagnosed mental illness and who has a clinical manager,
 - **LeisureLink Volunteer Program:** A person over the age of 18 with a moderate to profound disability, a person living with a mental illness or a frail older person,
 - **Living Skills Program:** A person over the age of 18 with a moderate to profound disability or chronic condition or a frail older person,
 - **Living Skills Support Service:** young person with a disability who is a school leaver and who may not be able to participate in employment. Young people are identified and referred by Disability ACT
 - **Children and Young People's Disability Support Services:** A child or young person up to the age of 20 with a moderate to profound disability,
 - **AFFIRM Program:** A child between the ages of 7 and 20 with a moderate to profound disability and high and complex needs where the family is at risk of breakdown.

Tandem may also provide service through other means such as:

- Brokerage
- Individual Support Packages
- Self funding

NB: People receiving compensation packages are not eligible for HACC block funded services, however they are able to purchase services directly through the Brokerage Program at full cost recovery.

5.1.1 Determining Unmet Need and Undermet Need

Tandem will attempt to respond to requests for support where referral criteria are met. Tandem acknowledges that not all requests for services can be met, due to resource constraints.

Tandem has a contractual obligation to record unmet and undermet need.

Unmet need is where eligibility has been established and where Tandem is unable to provide service at that time due to resource constraints. Undermet need is where Tandem is unable to meet the full allocation of hours assessed as needed, due to resource constraints.

5.2 Intake and Assessment

Acceptance of referrals will be on the basis of eligibility criteria.

Referrals to Tandem may be made by family or community members, government and non-government organisations or the person requiring service.

All referrals to Tandem will be responded to within 14 days of receipt of referral. Referring agents will receive notification of the outcome of their referral to Tandem where the client has given consent for this information to be shared.

5.3 Prioritising Need

All allocations will be made on the basis of the resources available and the support needs of current and potential clients.

Priority Access and assessment

Higher priority is given to requests where the survival of the household is considered to be at immediate risk and takes into consideration the following:

- whether the clients and carers relationships with other family members or other services are able to assist the client and carer to manage or minimise the current problem;
- whether Tandem has the resources available to meet the assessed need;
- the assessed relative need of others waiting for service;

Resources are allocated in consideration of the relative needs of newly referred potential clients and current clients who are receiving service and/or waiting for service. Adjustments to service levels may occur due to changes in relative need and the availability of resources i.e. support may be increased or decreased.

5.4 Waiting for Support

A waiting list will be maintained when demand for services exceeds supply.

The waiting list will provide names of individuals and carers who have met the eligibility criteria as determined by the Needs Assessment Matrix, but are unable to access services due to limited available resources. These individuals will be prioritised and given services as soon as available support hours or additional funding becomes available.

When a Waiting List is in operation:

- Potential clients are advised that their details are placed on a waiting list which is prioritised on a needs basis. Potential clients will also be provided with information of other appropriate agencies
- The waiting list is reviewed at the weekly coordinators' meeting

- Coordinators inform individuals and carers of their placement on the waiting list and encourage them to contact Tandem if their situation changes.

Prioritisation on the waiting list is as follows:

- **Very high priority:** there is an acute risk of family breakdown and/or residential placement, the person has high support needs; and little or no support is available;
- **High priority:** there is a risk of family breakdown and/or residential placement; the person has high support needs; and little or no support is available;
- **Medium priority:** there is some risk of breakdown of family or support network if the current situation is prolonged; and limited support is available;
- **Low priority:** the current support is adequate but the situation is likely to change.

5.5 Assessment

A needs assessment is conducted by a Coordinator in conjunction with the client and/or their family/ carer to determine their eligibility for respite and support. The assessment is conducted (preferably) in the client home or in a venue of their choice.

A needs assessment:

- Utilises a social and functional framework to measure the impact of a person's disability on their functioning and quality of life;
- Ensures equity of access to Tandem resources, by assessing the client's needs relative to those of other eligible individuals/families;
- Determines the type and amount of support to be provided following consideration of the assessment criteria. If more than one person in a family is in need of support services, the assessment would be conducted as for two clients;
- Hours of support are allocated following referral discussion at the weekly coordinators' meeting.

The assessment process will include:

1. Discussion between the Coordinator, carer and/or client to assess all relevant information;
2. Information about other services provided by Tandem and other agencies, including referral to other agencies if appropriate;

The client/ carer's ability or inability to pay for respite from Tandem, is not a relevant factor in determining support needs.

5.6 Allocation of Hours

Service is allocated on the basis of relative need and available resources.

Procedures

- Hours are allocated based on the outcome of the needs assessment and with consideration of available resources.
- These hours are then used to formulate a Support Plan which is agreed to by client and carer (where applicable).

5.7 Client Review

All individuals and families will have their services reviewed at least annually. The client, carer and/or Tandem may request a review at any time.

Section 6 - SERVICE DELIVERY

6.1 Support

Tandem provides respite, personal, social and other support in line with the organisation's vision and mission, which are underpinned by social role valorisation and strengths based practice.

6.1.1 Types of Support

Tandem provides four types of support in the client's or carer's home and in the community. Hours of service are allocated to clients in one or more programs depending on need and available resources. Each service type may include elements of each of the four types of support ie. personal care may be provided to clients during a respite care session.

1. **Respite** is provided in the home or within the community to give the carer a break and the client some meaningful, beneficial outcome as identified in the agreed support plan. Ways this can be achieved are:
 - support and assistance with daily living skills and activities including transport, shopping and exercise;
 - participation in the community (eg recreation, education)
 - Companionship, skill building and mentoring for the client at home, or in the community
 - Assisting with therapy programs such as behaviour management, speech, and hydrotherapy
 - If needed, respite may include some personal care and assisting with mobility (lifting and transferring)
 - Development of life skills such as using public transport, tying shoe laces, meal preparation
2. **Personal Care** is attending to the physical needs of people who have a disability, are frail and aged or otherwise unable to manage some activities of daily living (ADLs). ADLs are tasks required to be done every day to maintain quality of living and independence. This may include bathing, dressing, grooming, toileting and personal hygiene.
3. **In-home Support** provides beneficial support to clients by enhancing their skills and abilities as identified in the agreed support plan, with the support worker modelling and providing assistance with household tasks, meal preparation and personal daily living skills.

Where needed, in-home support may include some personal care and assisting with mobility (lifting and transferring).

4. **Social Support** benefits the client by reducing social isolation through social and recreational opportunities. Social Support also allows for the client to develop social skills within the community.

6.1.2 Support Allocation

When demand exceeds available resources, a ceiling on support allocations may be imposed.

6.1.3 Support Plans

Support Plans will be developed jointly between clients, carers and coordinators to meet the needs of the individual and/or family through developing and maintaining individual skills and competencies that have beneficial outcomes. Support Plans will be reviewed annually or as required, to assess client need, respite for carers and other changing needs.

6.1.3.1 Authorisation of Support Plans

All Support plans are to be arranged through the relevant Coordinator. Tandem reserves the right not to pay a support worker for a session which has not been authorised by the coordinator.

Unauthorised sessions may not be covered by insurance.

6.1.4 Management of Support Plans

Support Plans will be managed by Coordinators to ensure Support Workers and clients and/or carers are moving towards identified goals. Support Plans are reviewed on a 12 monthly basis or earlier if requested by the individual and/or family, or deemed necessary by the Coordinator.

Once a Support Plan has begun, it is the Coordinator's responsibility to monitor each individual or family and ensure that adequate support is maintained for the client and /or carer and Support Worker.

- **Introduction:** When a new Support Worker is to start working with a client, the Coordinator will arrange an introductory meeting between the Support Worker and the client and/or carer. During this meeting the details of the Support Plan (including a Medical Treatment Plan (MTP) or Epilepsy Plan where applicable), are discussed. A copy of the support plan is signed and retained by all parties to ensure they have a clear understanding of, and commitment to, the support to be provided.
- **Orientation Visit:** Where deemed necessary, an orientation visit will be arranged by the Coordinator so that a Support Worker can spend time with the client at home while the parents/carers or experienced Support Worker is present.
- **Training:** Where necessary, a training session doubling up with an existing Support Worker, (or training by the Clinical Advisor or Coordinator) will be arranged by the Coordinator to ensure the Support Worker has the knowledge and skills to provide the support required.
- **Monitoring and Support:** The Coordinator will contact the individual or family and the Support Worker following the first session of support to establish if the support worked well for all concerned. Any concerns will be addressed and any changes made as soon as is practicable.

Note: In some circumstances, frequent monitoring (even daily) is required depending upon the individual or family circumstances and the complexity of the services being provided.

Further Actions

When a Support Plan finishes or fails to provide the agreed level of assistance, several options may be followed including:

- Arranging alternative care by linking the individual or family with another Support Worker;
- Follow up any concerns of the client, individual, family or Support Worker and then seeking to resolve any outstanding issues by visiting the individual or family and/or meeting with the Support Worker to:
 - clarify Tandem's policies and the Support Worker's role and responsibilities, as well as the individual or family's expectations;
 - establish if a different type of Support Plan may be more appropriate and suitable to the individual and/or family and Tandem;
 - offer support and, if necessary arrange for professional counselling;
 - offer negotiation, conflict resolution and/or grievance procedures;
 - cease support at the request of the individual or family. Cancellation of support by the individual or family should be clearly documented on the database, including the family's / client's reasons for this decision.

6.1.5 Client Review

All individuals and families will have their services reviewed at least annually. The client, carer and/or Tandem may call for a review at any time.

6.1.6 Siblings

Siblings of the client may be included in Support Plans, however the client will remain as the primary focus when determining the Support Plan

Tandem does not provide support for siblings alone unless the reason for the support is clearly related to the child/young person with a disability.

Tandem support for siblings can only be provided in the family home.

6.1.7 Number of Children

Where support is required for four or more children in one session, Tandem will give consideration to how this support can be provided. One Support Worker will not provide support for more than four children/young people at any time.

Tandem may agree to provide support to children other than the identified client, with the proviso that the client remains as primary focus when determining the Support Plan.

Children/young people from more than one family may be included in a support session if it is considered beneficial and appropriate for the client receiving service. Parents of all participants must give informed consent to this prior to the session occurring

6.1.8 Parent and child, where both are clients of Tandem

Tandem can provide respite and support services to both a parent and their child. Policies regarding other parameters of support – such as program specific referral criteria and assessment – apply.

6.1.9 Cancellation of Service

Support Workers will be paid one hour for sessions cancelled by the client/carer, within three hours of when the regular session was to commence. Travel allowance will also be paid (where applicable) if the Support Worker is on the way, or at the carer's/client's home, where the session was to take place.

Where clients and /or carers cancel a session with less than one hour's notice, they may be debited for the full length of the session.

6.1.10 When a Client Misses a Support Session

Tandem recognises that some clients are isolated and that there may be long periods of time when the client is not in contact with other people. Where a client does not present for a scheduled support session Tandem has a responsibility to ensure that the client's absence is not due to misadventure.

6.1.10.1 Release of Client Information in an Emergency Situation

Tandem gives the highest priority to keeping the confidentiality of client information. Where an emergency situation requires the release of information before consent can be gained from the client, Tandem staff will first get approval from the CEO and/or the Operations Manager.

Tandem will only release information to police, medical authorities or other such authorities as required due to the nature of the emergency. Under no circumstances will information be released to the general public.

The release of information will be done in such a way to ensure that only information that is urgently required is provided.

6.1.11 Conflict Resolution

Tandem will assist clients, families and /or carers to resolve conflict with Support Workers. Tandem will also assist support workers to resolve conflict with clients, families and /or carers.

A conflict resolution process will be initiated whenever conflict arises between clients, families and /or carers and the support worker.

Additionally, a conflict resolution process may be initiated by a coordinator when they become aware of tension and /or conflict existing between clients, families and /or carers and support worker.

Within the conflict resolution process, consideration will be given to:

- referral to an advocacy service;
- contact details for Human Rights Commissioner;

- refer the person to their Case Manager (if they have one) for resolution of the problem; and
- referral to an interpreter service if needed, to assist the process

6.1.12 Public Holidays

Service will not be affected for those clients/carers whose regular support falls on a public holiday, unless there is a brokering agency involved and an alternative agreement has been made. Tandem will not provide occasional support on a public holiday except in the case of an emergency.

6.1.13 Exiting Service

When a client and/or carer indicate they no longer require service from Tandem, they will be asked to participate in an exit interview.

6.1.14 Death of, or Serious Injury, to a Client

Tandem is aware that some of its clients are socially isolated and that Support Sessions are sometimes one of the few social contacts that the client has on a regular basis. Tandem staff who support a person who is socially isolated are briefed on the possibility of their being the first person to become aware of the death or serious injury to that client.

Tandem staff will treat the death of, or serious injury to, a client with dignity and respect.

Procedures

If, when visiting a home to provide support, Tandem staff find that a client and/or their carer appears to be **deceased**, they will call emergency services then notify their coordinator who will notify the person's emergency contacts and/or family members, the Senior Coordinator, Operations Manager and Chief Executive Officer.

Tandem staff will stay at the client's premises directed by a coordinator or appropriate authority that they are able to leave.

Before leaving the premises, Tandem staff will ensure the person's property is secured in accordance with family/ emergency contact requests.

Where a **serious injury** to a client has occurred, staff will call emergency services and perform first aid if required.

As soon as is practicable the Support Worker will contact their Coordinator, or on-call if out of hours, advising them of the situation.

The Support worker will not leave the client until directed to by their client or appropriate authority. Tandem Staff involved with the deceased or injured client will be encouraged to utilise the employee Assistance Program (EAP) for debriefing and/or counselling.

6.2 Money Handling

6.2.1 Daily Living

- i. Support workers/volunteers will not handle/use bank/key/credit cards on behalf of clients at any time. This includes keying pin numbers into EFTPOS machines and/or other venues where money can be withdrawn from clients' accounts.
- ii. Where the client has capacity to make decisions, or has an appointed representative (ie. guardian, next of kin, Public Trustee, advocate or similar) who can make decisions on their behalf, a support plan agreed by all parties and authorised by a Senior Coordinator or the Operations Manager can incorporate support workers/volunteers handling a limited amount of cash or cheques on behalf of the client to assist them in daily living expenses.

Important: Exceptions can be made to this policy only if money handling is part of the Living Skills program and is reflected in the agreed Support Plan

6.2.2 Out of Pocket Expenses

- i. Clients and families are required to pay for any admission fees, petrol costs or other fees or costs incurred by both the client and support worker/volunteer during an outing as part of a support plan agreed by all parties. This does not include food and drink or other personal requirements for support workers/volunteers.
- ii. If it becomes apparent that financial constraints are limiting the implementation of a support plan, the coordinators will assist their client to find an alternative solution which meets the expressed needs.

6.3 Transportation of Clients

Support Workers are to take all due care when transporting a client in a car or other types of vehicle, making every effort to ensure their safety.

Clients/carers are to reimburse Support Workers for transportation which occurs in the Support Worker's vehicle, when part of an agreed Support Plan.

Procedure

- All staff are required to provide a copy of their Drivers Licence, vehicle registration and insurance papers to Tandem (1) on employment and (2) on renewal of each
- Support Workers must have their cars registered in the ACT or NSW according to their current place of residence and legal requirements. Support workers' vehicles must have Comprehensive or Third Party Property Insurance
- Support Workers must provide the above documentation prior to engaging in client sessions
- The Support Plan must state where in the vehicle the client is to be seated when being transported by Support Workers, for optimum safety and comfort of both the client and Support Worker.

Children

- When transporting children as part of a session, approved child seats or seat belts must be used.
- Families are responsible for providing suitable car seats (including booster seats), if they are to be used

- Any concerns or potential risks regarding the fitting of the seat for the child are to be discussed with the parent/carer, Coordinator and Clinical Advisor/ Workplace Safety Manager, with a referral to the treating Occupational Therapist for review, where necessary
- Support Workers are to use their vehicle's childproof locks wherever possible to minimise the danger of a car door being opened whilst the car is in motion
- Where a seat belt lock is necessary, Tandem requires written authority from the client's treating Occupational Therapist to authorise its use.

Adults

- Correct bolts and anchorage points including a tether strap for larger posture support seats must be properly attached to cars, appropriately adjusted and viewed by the Clinical Advisor/ Workplace Safety Manager
- Support Workers are responsible for seeing that all clients are appropriately seated in the vehicle and wearing seat belts according to legal provisions.

6.4 Housework and Household Assistance

Tandem does not provide a regular or heavy housework service however assistance with housework may be provided where it is directly related to the goals outlined in a support plan. Examples of this can include:

- Assisting the client to develop independent living skills that include housework;
- Meal preparation and clean up;
- Changing the bed clothes where the client has been incontinent.

Definitions of housework and household assistance

Regular or Heavy housework – cleaning bathrooms, toilets, vacuuming, mopping, spring cleaning
Light housework - dusting, washing dishes, hanging out and taking in laundry, wiping benches

6.5 Cultural Sensitivity and Awareness

6.5.1 Aboriginal and Torres Strait Islander People

Tandem is committed to providing services to Aboriginal and Torres Strait Islander clients/carers and will partner with appropriate agencies to achieve this.

Tandem provides access for all staff to appropriate training, to ensure they are sensitive to the needs of Aboriginal and Torres Strait Islander clients/carers.

6.5.2 Clients with Culturally & Linguistically Diverse (CALD) Backgrounds

Tandem has a commitment to providing services to culturally and linguistically diverse clients and/ or carers and will partner with appropriate organisations to achieve this.

Tandem will enable access for all staff to appropriate training, to ensure they are sensitive to the needs of clients and/ or carers with a CALD background.

6.5.3 Using Interpreters

Tandem will assist in accessing interpreter services for all carers who require assistance with the interpretation of the organisation's services, documents and brochures.

6.6 Dementia

When providing service to a person with dementia, Tandem will liaise with other services that assist people with dementia. Tandem recognises that the individual with dementia may be the client or the carer.

6.7 Fees

Tandem's services are principally funded through the Home and Community Care (HACC) Program which promotes the collection of fees for service. Contributions from families' clients are critical in ensuring that Tandem has the capacity to meet the needs of clients and families and also play a role in augmenting Government funding so as to allow Tandem to provide support to more clients and families.

Tandem's Fees Policy is intended to provide a fair and equitable approach to co-contributions from families and clients. Tandem's is committed to keeping clients and families co-contributions to a minimum and to this end the Fees policy is reviewed Tandem's Board of Management on an annual basis.

6.7.1 Fees Policy Principles

The underlying principles of Tandem's Fees Policy are:

- Inability to pay cannot be used as a basis for refusing service to a person who is assessed as requiring a basic level of assistance. However unwillingness to pay may result in services being reduced or withdrawn.
- Income alone is not the sole criteria when determining fees. The costs incurred by the family or client because of their disability will be taken into consideration and may result in the client or family having their fees set at a lower level than their income alone would otherwise suggest
- Fees are to be charged in accordance with the scale of fees as approved from time to time by the Board of Management
- Clients and families will be charged the full cost of service where they are receiving (or have received) compensation payments intended to cover the cost of care
- Clients and families with similar levels of income, additional costs and service usage patterns should be charged equivalent fees
- Fees charged will not exceed the actual cost of service provision
- All information supplied in relation to a person's capacity to pay will be treated confidentially. Tandem reserves the right to withdraw service should this information be found to be incomplete or false, and after the appropriate appeal process has been completed
- All clients assessed as having capacity to pay are charged at least the minimum fee.

6.7.2 Relationship of Fees Level to Income

6.7.2.1 Children & Young Persons' Program

Where the client is a dependant, Tandem charges a fee for its service based on an assessment of total gross income derived by all members of the household in which the child/young person receiving the service resides. The underlying principle for use of total household income is that income gained by any member of the household is considered to benefit the whole family, at least to the extent that it widens the range of available options for family activities, including respite. Total family income is also particularly relevant when considering respite, as it is the family who benefits from the service provided, not only the child/young person receiving the care.

When a client becomes independant (ie. the young person starts to receive their own income) fees charged will be based on the income of the client only.

6.7.2.2 Adults' Programs

Fees charged will be based on the income of the client only.

6.7.3 Fees Schedule

There are seven income bands which are used for setting fee levels for clients and families. (Note: this fee schedule is effective from 2 October 2010)

	INCOME BAND \$	FEE/HOUR \$	CAP – PER 4 WEEK PERIOD (free after 40 hours) \$
Level 1	<\$17,499	\$1.50	\$60.00
Level 2	\$17,500 - \$30,000	\$2.00	\$80.00
Level 3	\$30,001 - \$45,000	\$3.00	\$120.00
Level 4	\$45,001 - \$55,000	\$4.00	\$160.00
Level 5	\$55,001 - \$69,999	\$5.50	\$220.00
Level 6	\$70,000 - \$79,999 or No Declaration	\$7.00	\$280.00
Level 7	\$80,000 > or No Declaration	\$9.00	\$360.00

For the purposes of this policy, one hour of services is defined as:

- one hour of support provided to one child/young person with a disability, by one or more Support Workers, or
- one hour of support provided at the same time to two or more children/young persons with disabilities by the one Support Worker.

The Tandem Board of Management will review the scale of fees at least annually to ensure that the income amounts quoted continue to reflect current ACT statistical data and to ensure that the percentages used allow its overall fee collection obligations to be met.

6.7.4 Usage Levels and Fees Cap

Tandem recognises that individual family and client situations are affected by different disabilities, income levels, emerging situations and other factors. Tandem does not generally offer a weekly or monthly fees cap. A fees cap will be set for clients and families with high support needs and using 40 hours or more over a four week period. Families and clients, who consider they have a need for a maximum figure to be set for their weekly or monthly fees, have the right to apply to the Board of Management for a fees cap. Each individual situation will be considered on its merits.

6.7.5 Fees Collection

Fees are levied according to records of support provided in data collected by the Daelibs logging system or entered on time sheets by Support Workers and countersigned by the client or family. Time sheets are quality checked by the Coordinators to validate charges and ensure service delivery is consistent with agreed support plans.

Tandem will issue an account 4 weekly detailing the charges for the previous 4 weeks, the quantity and where necessary, the type of service. These accounts are due and payable within 14 days of being levied.

Tandem has several payment methods in place for the convenience of families and clients who have a payment due. These methods are:

- Direct Debit
- Electronic Funds Transfer (EFT)
- BPay
- Cheques mailed to the office
- Cash payment made at the office

6.7.6 Fees Assessment Review

The client contribution (fee) will be assessed at time of commencing service and will be reviewed at least annually. The outcome of the income assessment may indicate a fee that is considered by a client to be inconsistent with their ability to pay. Customers may request a review of their fees either immediately after an initial assessment or at any time their service requirements, or financial situation changes.

Clients and families may be represented by an advocate to negotiate on their behalf, or they may approach Tandem directly. Tandem will assist with referring clients or families to advocacy agencies on request.

During the annual review of the Income Declaration for Fee Determination provided by the client, Tandem undertakes to ensure that the correct income level has been established. This may include seeking additional information from the client or family and validating the stated income and deductions claim.

Tandem ensures that the client or family understands that an advocate may attend at any fees discussion and will assist in referring the client or family to an advocacy agency.

Tandem will where indicated, discuss with clients how their service requirements and financial circumstances have varied and how they may claim reduced fees.

If this process does not bring about agreement the client may appeal directly to the Board of Management. The following documentation must be provided to the Board of Management for fee determination:

- Income Declaration for Fee Determination.
- Verification of Income (Section 2) and additional expenditure (Section 3).
- Supporting documentation on the need to reduce the fee.
- Coordinators original assessment of the client's needs.
- Details of respite/ support provided and the requirements of the client (is the care providing basic support or contributing to an enhanced lifestyle).
- Representation from advocate/client.

The Board of Management will consider the information and provide a fee determination within 45 days of the appeal.

Provided the information submitted by the client has been verified as correct, Tandem will continue to provide services during the Appeal process on the understanding the outstanding fees will be paid upon the Board's determination of a fee.

6.7.7 Grievance Procedures

Should the client or family be dissatisfied with the outcome of their Appeal to the Board of Management, their attention will be drawn to Tandem's Grievance Procedures and their right to approach the Human Rights Commissioner (2.4 - Grievances and Complaints).

6.7.8 Reduction in Service Hours

Tandem reserves the right to reduce service to address the non-payment of fees. Before taking this action Tandem will inform the client or family in writing that the hours of service they receive are going to be reduced and allow them time to either address the debt or negotiate a repayment plan that does no impact on the service hours that they are allocated.

Action to address non-payment of fees will be brought about by a change in service quantity to the client or family through a reduction in allocation of five hours per month for every \$50 the client owes past 30 days from invoice i.e. if a person has an allocation of 40 hours per month they will have service reduced by five hours for every \$50 they owe for more than 30 days. If the client or family makes a lump sum payment of \$100 they will return to their original allocations.

The reassessment process will review the Schedule every six months at which time a new fees agreement may be negotiated depending upon the client's or family's situation. Tandem is not in the first instance denying service, just the quantity which is a normal assessment/reassessment task where people's needs are prioritised before allocation of available hours.

Clients or families who disagree with the amount they owe will be informed of Tandem's Grievance Procedures (including the requirement to lodge a complaint in writing) and advised of their right to lodge a complaint with the Human Rights Commission. Service will not be reduced until the grievance has been satisfactorily dealt with.

6.8 Purchasing Service for Clients

Where Tandem is unable to meet support requirements, service may be purchased from other service providers. Consideration will be given to the level of needs of the client and available resources. The service provider must be listed on the Purchasing Service List to ensure that quality and consistency of service provision is maintained

6.9 Clients Living in Residential Care

Tandem does not provide services to people who are permanently residing in nursing homes, hostels or 24 hour supported accommodation. Clients living in partially supported housing may receive Tandem services if the eligibility criteria are met and resources are available.

Where eligibility criteria have been met, negotiations are to take place with client, house management and other relevant individuals (eg family members) re client's other commitments and supports, to ensure Tandem support is complementary to that already in place.

6.10 Clients Living in Shared Care Arrangements

Tandem may provide service to current clients while they are attending residential respite when agreed upon by all parties and resources are available.

6.11 Non-Use, Deferral, Suspension and/or Conclusion of Service

6.11.1 Non use of Service

If an individual or family does not use their service for three months or more, service from Tandem may be suspended initially and subsequently cease. All attempts will be made to contact clients prior to a decision being made to cease service.

Consideration of each case will be made by the Senior Coordinator or the Operations Manager in conjunction with coordinators, clients and/or carers. Any decisions will be confirmed in writing.

6.11.2 Deferral of Service at Client Request

Where a client and/or carer will not require service for a period of time Tandem will defer the service and endeavour to resume service (with regard to resource constraints and length of time of deferral) when required by the client and/or carer.

6.11.3 Suspension of Service

Tandem may, from time to time, exercise a considered decision to suspend the provision of service to clients who are in breach of any, some or all aspects of Client Responsibilities, Occupational and Health requirements or financial relationship obligations.

6.11.4 Conclusion of Service at Client Request

Tandem acknowledges that, as the needs of people receiving service change from time to time they may no longer require the service previously provided by the organisation.

6.12 Turning 20 Years of Age and Transition/ Internal Referral

Tandem transitions young people 20 and over who are currently receiving service in the C&YP program, into the Adult program. Where this is not required by the client and/or carer, Tandem will exit the client from the C&YP program.

Clients who are young people over the age of 20, who meet the eligibility criteria of the Adults Program and are waiting to transition, will remain with Tandem's Children & Young People's program until the transition occurs.

Section 7 – SAFE WORK PRACTICES AND OH&S

(Please note: the titles Workplace Safety Manager and OH&S Manager are used interchangeably throughout and denote the same role)

7.1 The Need for Safe Work Practices

Tandem seeks to provide a safe working environment and practices for both employees and clients in accordance with the Work Safety Act 2008 and recognised health and safety standards.

Tandem endeavours to work with families and clients to minimise risk in environments over which Tandem has limited control.

An OH&S Committee is maintained and includes representation by office employees, Support Workers, Senior Management, families and the Board. The Committee meets regularly to review and recommend changes to policies and procedures based on analysis of Hazard and Incident Reports and other factors relating to OH&S.

7.2 Hazards and Incidents

Tandem is committed to ensuring high standards of occupational health and safety. Legislation requires Tandem to keep records of all accidents, incidents and dangerous occurrences. Thus, all incidents involving clients, carers and staff are to be recorded and responded to, and agreed rectification strategies are to be checked upon completion.

7.2.1 Hazards

A hazard is any circumstance which could lead to or cause injury in the workplace, or any possible danger or risk within the workplace which could be harmful to health or result in injury. All hazards relating to clients, carers and staff are to be identified, recorded and responded to with agreed rectification strategies checked upon completion.

7.2.2 Incidents

An incident is any circumstance which has led to or caused injury in the workplace, or any danger or risk within the workplace which has been harmful to health or has resulted in injury. All incidents relating to clients, carers and staff are to be recorded and responded to with agreed rectification strategies.

7.3 Risk Assessment

Tandem recognises that situations may arise where a specific risk assessment may need to be conducted at the discretion of the Coordinator, in conjunction with the Senior Coordinator and/or OH&S Manager.

7.3.1 OH&S House Check

Tandem recognises that Support Workers' workplace is a client's/ family's home. It is necessary to ensure this environment is safe for both clients and Support Workers and to do this an OH&S House check must be conducted before support can be provided initially and at least annually thereafter.

7.4 Medications and Other Medical Treatments

Tandem recognises the importance of clients receiving the correct medication to manage medical conditions. In order to ensure this occurs, a Medical Treatment Plan must be implemented prior to any medications being given and reviewed at least annually.

Prescribed medication and other medical treatments may only be administered by Support Workers in accordance with the Support Plan and if a formal Medical Treatment Plan has been developed and agreed by the Carer, treating Medical Practitioner, Coordinator and Support Worker.

Tandem will ensure that all Support Workers employed are suitably trained to provide the type and level of support required in each situation.

Procedure

- Formal instructions for the administration of prescribed medications and other medical treatments will be developed and agreed to by the carer or client, Coordinator, the treating medical practitioner and Support Worker and recorded on the Medical Treatment Plan and in accordance with the Support Plan
- All prescribed medication must be dispensed by the pharmacy (in a Webster pack or similar), or by the parent/carer of the client with each dosage measure clearly defined
- Where medications are not provided in pre-measured dispensing doses, the Support Worker will not administer the medication to the client

Clients requiring specialised medication administration in accordance with a Medical Treatment Plan will have Support Workers individually trained to ensure correct procedures are followed. The Coordinator and/ or Clinical Adviser will accompany a new Support Worker to the home on the first visit to facilitate the support and ensure that the correct training has been undertaken. Where practicable, a new Support Worker will be buddied up with an existing Support Worker to ensure continuity of care.

All medication administration is to be recorded on the Medication Administration Form, to be signed by both the parent/carer and Support Worker after each session. The Medication Administration Form is to be submitted weekly to the Tandem office, by the Support Worker.

If a medical incident occurs, the Support Worker is required to treat this in accordance with the Medical Treatment Plan, and report the incident to the relevant Coordinator or OH&S Manager as soon as practicable. A medical incident can include, but is not limited to, an allergic reaction, asthma management or epilepsy management.

Non-prescribed medications such as, but not limited to, paracetamol or cough mixture must not be administered at any time by the Support Worker. Under no circumstances are Support Workers to administer medications by injection. Support Workers should contact the Coordinator should there be any doubt about the administration of medication.

7.4.1 Technology Dependent clients

Tandem ensures that all Support Workers employed are suitably trained and/or qualified to provide the type and level of support required by each client. Tandem will provide suitable training for all Support Workers working with technology dependent clients.

Clients dependent upon technology may only be supported by Support Workers in accordance with the Support Plan and if a Medical Treatment Plan has been developed and agreed upon by the carer, client (if applicable), treating Medical Practitioner, Clinical Advisor/ Workplace Safety Manager, Coordinator and Support Worker.

7.5 Control of Infectious & Communicable Conditions

Tandem has a legal and ethical responsibility to provide both employees and clients with adequate protection against infection hazards as far as is reasonable and practicable to do so. Through induction and ongoing training, all workers will receive appropriate education regarding the control of infectious and communicable diseases.

Health Status of Support Workers

Good general health provides some defence against infection. All staff and clients of the organisation are encouraged to take advantage of immunisation as applicable. This particularly applies where Support Workers are in contact with clients who are immuno-suppressed.

Notification of Illness

Tandem requires that Support Workers, clients and family members of clients inform Tandem of any infectious diseases or conditions affecting them.

Notification of Exposure to Infection

Support Workers must report all cases of actual or possible exposure to infection immediately to their Tandem Coordinator. Other relevant parties may be notified and further action taken as appropriate.

Where a Support Worker has reason to believe that a client or carer has an infectious disease which has not been declared to Tandem, the worker must report the matter to their Coordinator immediately.

Exclusion Periods

Periods of exclusion due to infectious conditions apply to all members of the household in accordance with the ACT Department of Health's Public Health Regulations 1999 (see Attachment D). Support Workers will not be able to provide support for families until the period of exclusion expires. In any other cases where the condition is not listed the Support Worker, at their own discretion, can refuse to provide support until the household is free of infection.

Personal Protective Equipment (PPE)

Protective gloves, aprons, over boots and masks necessary for safe work practices are provided by Tandem for all Support Workers. Supplies are available from the Tandem office.

Hand washing

The main measure in preventing the spread of infection is hand washing (see Attachment). Hands should be washed before and after each session with a client, especially when participating in meal preparation or assistance with eating. Gloves should be worn for any of the following procedures:

- Showering
- Toileting
- Bowel care regimens
- Emptying drainage bags
- Contact with wounds
- Handling objects/clothes stained with body substances

Transmission of Infection

Infections can be transmitted in three main ways:

- 1) Contact – with blood, body fluids or body substances. Transmission will only occur by body fluid to body fluid contact, such as support workers with broken or damaged skin on their hands.
- 2) Airborne bacteria – such as coughs or sneezes. Bacteria may be breathed in or settle and be transmitted by touch.
- 3) Ingestion – the swallowing of contaminated food or drink.

Cleaning

Ensure blood or body substance spills are cleaned using the following procedure:

- Wear gloves
- If practicable, rinse area with water
- Use disposable cloths or paper
- Clean the area with detergent or a cleaning agent containing disinfectant, mixed according to instructions on the label
- Where a mop has been used, ensure it is cleaned, rinsed and hung outside to dry
- If blood has been splashed, rinse eyes and face with running water for several minutes and seek medical advice as soon as possible
- Soak any bloody clothes or non-disposable implements for 5-10 minutes in cold water and detergent, then wash as per usual
- Dispose of gloves in a safe manner, preferably wrapped in two plastic bags, tied, and place in an external rubbish bin

Confidentiality in relation to Communicable Conditions

All Tandem policies on Confidentiality and Privacy apply, including the requirement of consent of the infected person to inform those staff who are to provide direct care to that person.

Non-Discrimination

Tandem will not discriminate against employees, prospective employees, clients or prospective clients or carers on the grounds that they have, or are assumed to have, any communicable conditions.

7.5.1 Food Safety

Food poisoning occurs when food is incorrectly stored, handled or prepared. Tandem recognises Support Workers often assist with meal preparation and assistance with eating when with a client and has a legal and ethical responsibility to provide both employees and clients with adequate protection against illness arising from poor food handling skills. Through Induction and on going training, all workers will receive appropriate education regarding the handling of food when assisting a client.

Hands should be washed before and after each session especially when participating in meal preparation or assistance with eating.

Buying Food

When assisting a client to purchase food during a session:

- Check use by dates and only purchase in-date products
- Avoid buying food in packaging that is leaking, dented or swollen
- Select heated and cold food products last
- Store products at client's house as soon as possible

Preparing Food

When assisting a client with food preparation during a session:

- Ensure both Support Worker and client wash hands prior to food preparation
- Cook poultry until all meat is white, cook red meat until cooked through and juices run clear and cook white fish until it flakes easily

Storing Food

When returning from shopping or after a meal:

- Separate cooked and raw food products
- Cover all food and food containers before storing
- Ensure food is stored appropriately in either the fridge or freezer
- Remove tinned products from open tins before storing
- Ensure food is not left improperly stored

7.5.2 Return to Work

In order to protect clients, carers and families from transmission of illnesses or the worker's inability to fully discharge duties, Tandem strictly enforces the return to work policy for Support Workers who have been unable to work due to illness or injury.

Exclusion Periods

- Periods of exclusion due to infectious conditions apply to Support Workers in accordance with the ACT Department of Health's Public Health Regulations 1999 (see Attachment D).

- Support Workers will not be able to provide support for clients until the period of exclusion expires.

Injuries

- Support Workers with an injury that did not occur during a Tandem session are not permitted to return to work until a Full Medical Clearance is obtained from the treating medical practitioner and presented to the Tandem Office
- If the Support Worker has been injured during a Tandem session, the Support Worker is required to report the incident within 48 hours of the occurrence to the Tandem office, or if after hours, the On-Call Coordinator
- Incidents are to be reported by phone, fax or in person to the relevant Tandem Coordinator and / or Clinical Adviser/ OH&S Manager
- If a Worker's Compensation Claim is going to be made, the Support Worker is required to complete the relevant paperwork as soon as possible following the reporting of an injury in consultation with the Clinical Adviser/ OH&S Manager
- A Workers Compensation Medical Certificate must be provided in support of the Worker's Compensation claim
- The Support Worker is required to participate in the establishment of a return to work plan following an injury in consultation with a rehabilitation provider
- Failure to participate in an occupational rehabilitation plan may result in the suspension or termination of compensation payments.

Medical Certificates

- When a Support Worker is injured or ill, a Medical Certificate is required. Support Workers are not permitted to return to work until the end of the exclusion period as dated on the medical certificate
- If the Medical Certificate does not have a return to work date, a Medical Clearance stating the Support Worker is able to return to normal duties with the organisation, is required
- In the case of the Support Worker's short term inability to work arising from the recurrence of a chronic condition, a medical clearance may not be required. This will be determined by the outcome of discussion between the Senior Coordinator and the Clinical Adviser/ OH&S Manager
- Where a Support Worker is unable to return to their normal duties and asks to undertake alternative duties, the Support Worker will receive a written outline of these duties and be given the appropriate training and supervision to perform these duties, where possible
- A Support Worker's return to work will be reviewed on a regular basis until they are able to resume the full duties of their work.

7.6 Manual Handling

Tandem recognises manual handling to be any activity that involves pushing, pulling, carrying, holding or restraining something. Manual handling is a major cause of injury and may result from:

- Moving clients (eg in and out of bed, chairs, vehicles or showers)

- Lifting and carrying equipment or shopping
- Repetitive movements
- Lack of space (eg in bathrooms and bedrooms)
- Stooping to low work surfaces (eg beds or floors)
- Extended reaching (eg high cupboards)

Support Workers will only engage in Manual Handling activities with other appropriately trained Tandem Support Workers or appropriately trained workers from another agency and as approved by the Coordinator or Clinical Adviser/ OH&S Manager. Where necessary for safe work practice, Tandem will arrange appropriate consultations with relevant agencies.

7.6.1 No Lifting

Support Workers are not permitted to lift clients at any time unless the client weighs less than 20 kilograms (approximately 5 years of age). All other client transfers are to be assisted transfers or involve the use of a hoist. Tandem will provide Support Worker training where required.

7.6.2 Housework

Tandem recognises the importance of assisting clients in certain aspects of housework. However, due to staff workplace safety issues, restrictions do apply.

All aspects of housework are to be included in the Support Plan. Support Workers may assist clients with light housework only which may include:

- Washing up
- Kitchen clean up

Heavy housework is **not permissible**, and may include:

- Vacuuming
- Moving garbage bins

7.7 Behaviour Management

Tandem is committed to preventing and/or minimising risk to employees and clients relating to aggressive behaviour. Tandem considers behaviour management to be the teaching and learning of self-control, aiming for the client to learn constructive ways of dealing with situations. Effective behaviour management encourages the client to cooperate, enhances their self-esteem and fosters their ability to interact with others. Tandem encourages the use of positive behaviour management techniques.

Tandem does not consider any form of bullying by a Support Worker towards a client or by a client or family member to a Support Worker to be an acceptable or appropriate response in any situation.

Tandem will provide training and support to all relevant staff in relation to anticipating, preventing and managing incidents of aggressive behaviour.

Aggressive behaviour in the workplace is defined as any offensive action or physical or verbal behaviour towards an individual's person or property by another person in the work environment. Aggressive behaviour includes, but is not limited to:

- Physical assault
- Sexual assault
- Verbal threats of physical or sexual assault
- Intimidating body language
- Verbal abuse in person or over the telephone

All incidents of aggressive behaviour are to be reported immediately to the Tandem office, and fully documented on an Incident Report, submitted to the relevant Coordinator or OH&S Manager.

Risk Identification

Tandem will seek to obtain information about potential risk to Support Workers as part of the OH&S Risk Assessment for all referrals to Tandem. On the first visit to a client, the Coordinator will undertake to identify any risk of potentially aggressive behaviour on the part of the client and/or other family members.

Risk Management

When a risk of aggressive behaviour has been identified, a written behaviour management plan will be developed by the Coordinator in conjunction with the client and/or primary carer and other relevant parties. The plan will include, but is not limited to:

- Detailed identified aggressive behaviour
- Identified triggers for identified behaviour
- Procedures for Support Workers to monitor any observed changes in client behaviour, and for communication about that to the relevant Coordinator
- Identified causal factors in the work environment and work practices contributing to the aggressive behaviour
- Strategies for preventing the aggressive behaviour
- Strategies for response if the aggressive behaviour occurs and/or continues

The information contained in the Behaviour Management Plan will form part of the information given to all Support Workers undertaking sessions with that client.

Appropriate Response to Risk and/or Incidents of Aggressive Behaviour

- Emphasis is placed on the prevention of incidents.
- Where a Behaviour Management Plan exists, close adherence to it by the Support Worker will usually be effective in preventing and minimising incidents.
- Where a Behaviour Management Plan is not successful in preventing and minimising incidents, the plan should be reviewed and revised in conjunction with relevant parties.
- In all circumstances of responding to aggressive behaviours, Support Workers should not put themselves at any increased risk at any time.
- Support Workers may choose not to conduct sessions in an environment where they are subjected to aggressive behaviour.
- If an aggressive behaviour incident occurs during a session, Support Workers are to remove themselves from any possibility of physical harm, ensure the client is safe and call the Tandem office during business hours, the On-Call Coordinator after hours and the parent/carer of the client.

- In order to ensure Duty of Care, the Support Worker is required to remain on the property until the arrival of either parent/carer or other appropriate personnel to assume care of the client
- Where there is imminent danger to any person, the Support Worker must call 000 and report same to their coordinator following the incident. An Incident Report is to be submitted to the Tandem office as soon as possible and no later than 48 hours after the incident occurs
- When an incident of aggression occurs, Support Workers should report the incident to the Tandem office immediately, or On-call if out of business hours. An Incident Report is to be submitted to the Tandem office as soon as possible and no later than 48 hours after the incident occurs. Once an incident occurs, service to the client may be suspended until such time as the safety of Tandem Support Workers can be assured.
- All Support Workers involved in incidents of aggressive behaviour will be offered adequate and appropriate post incident support.

Inappropriate Responses to Risk and/or Incidents of Aggressive Behaviour

It should be remembered that any use of physical force, restraint, deprivation and/or verbal threats often aggravate the situation and level of aggression. Use of any of the following practices is considered unacceptable by Tandem, and may justify dismissal:

- Use of Restraint
 - Support Workers are advised that restraining a client, including one who is confused or behaving aggressively, places the Support Worker at risk of prosecution. "Restraint" includes, but is not limited to, locking any person in a room, moving furniture to obstruct that person, and any type of binding, use of manacles or clothing that inhibits the movement of a person.
- Physical Force
 - Support Workers are advised they could be prosecuted for assault if they respond to another person's aggression with any physical force.
- Verbal Threats
 - Any use of verbal threats by a Support Worker towards a client is unacceptable and may result in dismissal.
 - Any use of verbal threats by clients or family members towards a Support Worker is unacceptable and may result in the suspension of service.
- Deprivation
 - Any use of deprivation is not an acceptable response to client aggression.

7.8 Epilepsy Management

All clients with Epilepsy must have a Medical Treatment Plan and an accompanying Epilepsy Treatment Plan. Formal instructions for the treatment of seizures will be developed and agreed by the carer or client, Coordinator, Clinical Advisor/ Workplace Safety Manager, treating medical practitioner and Support Worker and signed on the Epilepsy Treatment Plan and in accordance with the Support Plan.

Procedure

Where a client is known to experience epileptic seizures, the Support Worker should follow the Epilepsy Treatment Plan. If an Epilepsy Treatment Plan has not been established, the standard First Aid guidelines should be followed (see Appendix D).

Emergency aid should be called if:

- The seizure lasts longer than three (3) minutes
- The client does not have a history of seizures
- Multiple seizures occur
- The client seems unresponsive or injured

The parent/carer should be contacted immediately and advised to return home. Where emergency aid has been sought, the Tandem office or On-Call Coordinator (if after hours) should be contacted as soon as possible.

For all other types of seizures, the Support Worker should follow the Epilepsy Treatment Plan. If an Epilepsy Treatment Plan has not been established, the standard Epilepsy guidelines should be followed (see Appendix E).

The Support Worker will complete a Medical Incident Form and submit to the Tandem office as soon as possible after the incident occurs.

7.9 Smoking

Tandem is committed to ensuring high standards of occupational health and safety. This includes protection of clients and Support Workers from situations involving cigarette smoking.

Where one or more of the occupants of a household where support sessions take place smoke, it must be explained that there is to be no smoking in the house whilst a support session is taking place

7.9.1 Client

Tandem endeavours to provide Support Workers with safe working environments, taking into account that the support worker's workplace is the client/family home. Clients are encouraged to consider not smoking whilst the Support Worker is present in their home. Service may be suspended if the client's smoking is unable to be managed in such a way that ensures the support worker is not subjected to passive smoking.

Tandem will not restrict clients/families from smoking in their own home environment. Tandem will however not allow a support session to continue if the client or others present at the time, wish to smoke during support sessions. Clients and workers are reminded that passive smoking is harmful.

7.9.2 Support Worker

Support Workers are not permitted to smoke during sessions with clients. Support sessions are a professional work context and are to be viewed as such, whether the session takes place in the client's home or in the community.

7.10 Community Access

Tandem recognises the importance of clients accessing community services and events. Such participation is encouraged as part of the written Support Plan.

7.10.1 Sun Smart

Employees who work outside are at risk of skin cancer and related damage to skin and eyes due to exposure to the sun. Clients are also at risk.

Sun Protection

- It is strongly recommended that sessions are not conducted outside during the hours of 10am-2pm (11am-3pm during Daylight Saving)
- If a session is necessary during those hours, Support Workers should ensure they and their client are wearing long sleeved clothing and a hat, have applied sunscreen and remain in the shade when possible
- It is strongly recommended that Support Workers ensure they take water bottles for the client and themselves on support session outings, to aid with hydration.
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7.10.2 Swimming and Other Water Based Activities

As swimming is often included as part of individual support plans, it is necessary to minimise the risk of incidents occurring that might endanger the safety of the client or the Support Worker. The Clinical Advisor/ Workplace Safety Manager must assess all aspects of support sessions that include a swimming or water based activity.

Procedures:

- As part of a support plan, support with swimming or water based activity can only be provided at an appropriate public swimming pool. A discussion between the client, their Coordinator and The Clinical Advisor/ Workplace Safety Manager must be had with regard to the client's needs and safety, including the level of support required in and out of the pool by the client and any special requirements of the client that need to be considered in ensuring their safety
- The Coordinator will match the client with a Support Worker who must be a competent swimmer
- Siblings and other children are **not** included in swimming sessions as the ratio of support worker to client must be a minimum of one to one. Where required, two Support Workers per client may be provided for assistance with manual handling
- The Support Worker must ensure the public swimming pool has lifeguards on duty at the time of the session
- Support Workers **MUST** notify the lifeguards if their client has any form of epilepsy or any other health condition that may impact upon their wellbeing and the session.
- The Support Worker must accompany the client in the water and remain in the water alongside the client at all times
- If the client is attending a structured swimming lesson the Support Worker must remain in close proximity to the client and must not leave the immediate lesson area
- The client's general health should be considered prior to each swimming activity to ensure the swimming activity is appropriate for the client at that time
- Support Workers are **NOT** under any circumstances to assist clients to swim in backyard swimming pools or in any other isolated locations, including, but not exclusive to, lakes, rivers, dams, oceans or ponds
- If the client, carer or Support Worker has any concerns about any current or proposed swimming session, they are to contact their Coordinator or the Clinical Advisor/ Workplace Safety Manager.

7.10.3 Recreational Activities

Tandem encourages clients and Support Workers to participate in recreational activities as part of the Support Plan.

7.10.4 Transport

Support Workers are to take all due care when transporting a client in a car, making every effort to ensure their safety by driving in a responsible and safe manner at all times.

To ensure the client's and their own safety, support workers are to have a current driver's licence and their car is to be registered and have current Comprehensive or Third Party Property insurance.

Children

- When transporting children as part of a session, approved child seats or seat belts must be used.
- Families are responsible for providing suitable car seats (including booster seats), if they are to be used
- Any concerns or potential risks regarding the fit of the seat for the child are to be discussed with the parent/carer, Coordinator and Clinical Advisor/ Workplace Safety Manager, with a referral to the treating Occupational Therapist for review, where necessary.
- Support Workers are to use childproof locks wherever possible to minimise the danger of a car door being opened whilst the car is in motion.
- Where a seat belt lock is necessary, Tandem requires written authority from the client's treating Occupational Therapist to authorise its use.

Adults

- Correct bolts and anchorage points including a tether strap for larger posture support seats must be properly attached to cars, appropriately adjusted and viewed by the Clinical Advisor/ Workplace Safety Manager
- Support Workers are responsible for seeing that all clients are appropriately seated in the vehicle and wearing seat belts according to legal provisions.

7.11 Emergencies

An emergency is a sudden, unplanned or urgent occasion encountered by the employee in the performance of their duty requiring immediate action within the workplace. Examples may include a medical emergency involving a Tandem client, a personal emergency involving a Tandem Support Worker, or an environmental emergency such as a fire or gas leak.

All emergencies are to be:

- 1) Reported to the Tandem office immediately, or On-call when the emergency occurs after business hours
- 2) Documented on an Incident Report, to be submitted to the Tandem office as soon as possible and no later than 48 hours after the incident occurred.

7.11.1 After-hours Emergency On-call

Tandem will maintain two after-hours emergency on-call mobile telephone numbers to ensure Support Workers and Clients/Families can contact a Coordinator at all times. The on-call mobile telephone numbers are:

Children & Young People's Program	0413 459 183
Adults Program	0411 480 597

7.11.2 Medical Emergencies

A current Senior First Aid qualification is a mandatory requirement for all Tandem Support Workers. All Support Workers should perform First Aid in an emergency situation as appropriate. In event of a medical emergency:

- 1) Administer First Aid where necessary, following universal precautions
- 2) Seek appropriate emergency medical treatment, if necessary
- 3) Contact the carer if possible and notify the coordinator. The coordinator will also try to contact the carer and/or emergency contacts
- 4) Ensure the supervision and safety of others present in the support session, where applicable
- 5) Remain with client until medical personnel or carer arrives

Further:

- If the Support Worker considers injuries to be serious and/or life-threatening, an ambulance should be called immediately (000 from fixed lines or 112 from mobile phones)
- The Support Worker should continue emergency first aid as appropriate until help arrives
- The Support Worker should be aware of specific protocols that may be in place for some families
- The Support Worker should contact their coordinator/ Senior Coordinator/ Workplace Safety Manager or Operations Manager as soon as possible to advise of the Medical Emergency
- The Support Worker is to complete Incident Reports as soon as possible.

7.11.3 Personal Emergencies

If a Support Worker cannot continue to provide support during a scheduled session due to a personal emergency, sickness or injury, the Support Worker is to be removed from the session as soon as is practicable.

The Support Worker is to contact their coordinator, or if that is not possible, the Senior Coordinator or Operations Manager. The safety of both the client and Support Worker is paramount.

7.11.4 Environmental Emergencies

If a natural disaster occurs and/or a "State of Emergency" is declared, Tandem will coordinate a support response with regard to the wellbeing of clients and Support Workers.

The Support Worker should:

- Listen to local media to ascertain the location, severity and other relevant information regarding the natural disaster
- Contact the Tandem office or On-call Coordinator to seek advice and advise of their current situation
- Limit sessional recreational activities
- Report any incidents to the Tandem office that may occur as a result of the natural disaster as soon as possible and no later than 48 hours after the incident occurred.

Areas on alert:

- Service to clients in these areas may not be provided. If a Support Worker is with the client at the time of the natural disaster then the carer should be contacted and advised to return home immediately.
- If the carer is not contactable, then the Support Worker should take the client/s to the nearest evacuation centre and remain with the client/s until the carer, or an alternative person can take responsibility for the client/s. In this instance, details of the client/s whereabouts should be left in an easily visible place in the family home
- Contact details of the client/s whereabouts should be left in the family home.
- Medications and other essential items should be taken to the evacuation centre.
- Support Workers living in areas on alert are not expected to attend sessions.
- Support Workers are to contact the Tandem office or the On-call Coordinator to advise of their inability to work due to personal circumstances.

Areas not on Alert:

- Services to clients can continue if the family does not live in an area on alert, if the Support Worker does not live in an area on alert and if the Support Worker is willing to do so
- If a Support Worker does not want to work, the Coordinator should advise the family of the cancellation of the session.

7.11.4.1 Weather Hazards, Natural Occurrences - Tandem House Policy

Tandem will monitor potential weather hazards and natural occurrences to ensure that all guests and staff at Tandem House are not exposed to risk arising from such events.

Responsibility

Tandem House Manager or delegate, OH&S Manager, Operations Manager, Senior Coordinators, Support Workers on site

Procedures

- In the event of a natural disaster and where a state of emergency has been declared, all programs at Tandem House will be cancelled until further notice
- All staff, guests and others present will be moved to a safe evacuation point

- Arrangements will be made to ensure the safety of guests, staff and others who may be at Tandem House. This may include parents/carers being required to pick up clients from Tandem House, at short notice and where safe to do so
- Tandem House Manager will monitor weather reports through contact with the media specifically but not only local radio ABC 666
- Where the risk is fire, the designated fire warden will make and maintain contact with the Lions Youth Haven (LYH) Manager and Emergency Services Personnel and will follow their instructions at all times
- Tandem House Manager will contact clients, families and others scheduled to utilise Tandem House in the following week, to advise that the house is closed until further notice
- Tandem House Manager or delegate will liaise with the OH&S Manager, Operations Manager or a Senior Coordinator to advise of actions taken and seek further advice.

Other Actions

- Keep Driveway clear
- Ensure no-one other than Emergency Services Personnel enter or leave the grounds
- Assign a Fire Warden to each shift and ensure adequate training
- Ensure all staff are trained in evacuation procedures
- Conduct monthly Worksafe House Checks
- Conduct monthly Audits on First Aid Kit
- Conduct bi-annual fire safety equipment inspections in accordance with building/fire plan regulations

Forms/ Documents

- Client file
- Incident Report Form

7.11.4.2 On Site Emergency – Tandem House

Policy

Tandem will ensure safe evacuation of all guests, support workers and others to a designated safe point or evacuation centre, in the event of an isolated on-site emergency at or in the vicinity of, Tandem House.

Responsibility

Tandem House Manager or delegate, OH&S Manager, Operations Manager, Senior Coordinators, Support Workers on site

Procedures

- Tandem House Manager or delegate to call 000 in the first instance and report emergency
- Tandem House Manager or delegate will collect client medications and essential items
- Tandem House Manager or delegate will ensure that guests, staff and others make an orderly exit to the designated assembly point (outside Functions Centre, opposite Tandem House).
- Tandem House Manager or delegate will inform OH&S Manager, Operations Manager or a Senior Coordinator to advise of actions taken and seek further advice
- Tandem House Manager or delegate will (when practicable to do so) inform the Lion's Youth Haven (LYH) Property Manager of emergency and action taken
- Tandem House Manager or delegate will complete Incident Report Form

Other Actions

- Keep Driveway clear
- Ensure no-one other than Emergency Services Personnel enter or leave the grounds
- Assign a Fire Warden to each shift and ensure adequate training
- Ensure all staff are trained in evacuation procedures
- Conduct monthly Worksafe House Checks
- Conduct monthly Audits on First Aid Kit
- Conduct bi-annual fire safety equipment inspections in accordance with building/fire plan regulations

Forms/ Documents

- Client file
- Incident Report Form

7.12 Do not Resuscitate (DNR) Orders

Tandem acknowledges that some clients/families maintain Do Not Resuscitate (DNR) Orders, however where a situation arises that requires emergency treatment, support workers will administer first aid until the client is under the care of a medical professional/s.

Tandem will not restrict or deny service to families/clients that maintain DNR Orders, however it is expected that clients will keep coordinators fully informed of any Orders to ensure accurate information can be provided to medical professional/s.
