



Support Provision

Policies & Procedures

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SUPPORT PROVISION

Scope

When

- Applies to supports and services provided to all clients

Who

- Applies to all employees including key management personnel, full time employees, casual employees, contractors, and volunteers

Purpose

This policy provides guidelines for how our services and supports are provided.

All clients have the right to services and supports that:

- Are person-centred
- Respect individual values and beliefs
- Respect privacy and dignity
- Promote independence and informed choice
- Are free from violence, abuse, neglect, exploitation, or discrimination

Our commitment to supports

123 Support Services are committed to:

- Providing each client, the most appropriate supports that meet their needs, goals, and preferences
- Providing supports in a safe environment, free from hazards
- Ensuring clients own money and property is secure and that they can use
- Storing, monitoring, and administering prescribed medication in a confident manner
- Preventing medication errors or incidents

Responsive support planning

- Supports provided are monitored and regularly reviewed to ensure fit-for-purpose
- Support plans are reviewed annually, quarterly, or more regularly depending on the client's needs
- Where possible, adjustments are made to account for changes in client needs
- Each client's health, privacy, dignity, quality of life and independence is supported
- Where progress is different from expected outcomes and goals, work is done with the client to changes and update the support plan
- Where agreed by the client, links are developed and maintained through collaboration with other providers in order to fully support the client and work toward client goals

Safe environment

- Clients can easily identify our employees who provide the agreed supports
- Where supports are provided in the client's home, 123 Support Services will work with the client to ensure a safe support delivery environment
- Where relevant, work is undertaken with other providers and services to identify and treat risks, ensure safe environments, and prevent and manage injuries

Client money and property

- Where 123 Support Services have access to a client's money or other property, 123 Support Services will ensure it is managed, protected, and accounted with appropriate policies and processes
- Clients' money or other property is only used with the consent of the client and for the purposes intended by the client
- If required, each client is supported to access and spend their own money as the client determines
- 123 Support Services do not provide clients financial advice or information other than that which would reasonably be required under a client's plan

Medication management

- 123 Support Services will record prescribed medication and ensure the medication and dosage required by each client is clearly identified, including all information required to correctly identify the client and to safely administer the medication
- All employees responsible for administering medication understand the effects and side effects of the medication and the steps to take in the event of an incident involving medication
- All medications are stored safely and securely, can be easily identified, and differentiated, and are only accessed by appropriately trained employees Waste management
- 123 Support Services have policies, procedures, and practices in place for the safe and appropriate storage and disposal of waste, infectious or hazardous substances that comply with current legislation and local health district requirements
- All incidents involving infectious material, body substances or hazardous substances are reported, recorded, investigated, and reviewed
- 123 Support Services have an emergency plan in place to respond to clinical waste or hazardous substance management issues and/or accidents
- Where the emergency plan is implemented, its effectiveness is evaluated, and revisions made if required
- Employees involved in the management of waste and hazardous substances receive training to ensure safe and appropriate handling including training on any protective equipment and clothing required when handling waste or hazardous substances

Further Advice or Assistance

Further advice and information can be obtained from the:

» 123 Support Services' Complaints Handling Officer:

- by phoning: 07 4361 6848;

- by emailing: admin@123supports.com

Effectiveness and Review

The Director will review this Policy and Procedures document each 12 months on the anniversary of its approval.