Helping Hands Support Services Ipswich

2026 Draft
Policy and Procedure Manual
(Staff)

Our Vision, Purpose and Values

VISION

To deliver excellent service every day.

MISSION

To support our customers in making choices and taking control of their own lives.

VALUES

Inclusion, transparency and collaboration.

Helping Hands Support Services Ipswich Pty Ltd
PO Box 488
Booval Qld 4304

About this Manual

This Manual covers the operating policies that are applicable to Helping Hands Support Services Ipswich Pty Ltd (HHSSI). The manual is designed to ensure a common understanding and common organisational practices across work sites, and to assist Management and staff to understand what is required of them in their roles at HHSSI.

This manual is designed to be complimentary to all State and Commonwealth legislation and does not override any acts or other legal requirements.

HHSSI comprises of an Internal Management Committee who names are Matthew Farnan (Director/NDIS Registrant) and Rachel Farnan (General Manager). All policies and procedures contained in this manual are annually reviewed by the above members.

A copy will be kept in the office for all to access.

Unless otherwise stated, all staff employed by Helping Hands Support Services Ipswich, all external agencies, contractors, volunteers and, where relevant, service consumers, their families and advocates who access Helping Hands Support Services Ipswich services, are required to comply with the Policies and Procedures in this Manual.

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Governance and Participant Rights

Participant Service Charter Policy

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	14 August 2020
ORIGINAL ISSUE DATE	19 November 2018
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 5
LEGISLATION	Disability Services Act (2006) NDIS (Provider Registration and Practice Standards) Rules 2018 (Cth) NDIS Practice Standards and Quality Indicators 2020

POLICY STATEMENT

The Participant Service Charter Policy outlines your rights and responsibilities as a valued Participant of Helping Hands Support Services Ipswich Pty Ltd (HHSSI). This policy explains how you will be treated and what you can expect from HHSSI. This policy sets out your responsibilities as a Participant of Helping Hands Support Services Ipswich Pty Ltd and how you can provide us feedback on any aspect of our service.

Our Vision, Purpose and Values

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Helping Hands Support Services Ipswich Pty Ltd is an approved NDIS provider delivering services from the following Registration Groups:

- Assist Personal Activities (Qld) 0107
- Daily Tasks/Shared Living 0115
- Household Tasks 0120
- Assist – Travel/Transport 0108
- Participate Community 0125
- Group/Centre Activities 0136
- Assist – Life Stage, Transition 0106

Service delivery standards, legislation, and policies

Staff in the organisation will comply with the Code of Conduct by:-

- acting professionally at all times.
- treating each person fairly;
- observing privacy and confidentiality at all times.
- ensuring the health and safety of all persons accessing the Helping Hands Support Services Ipswich Pty Ltd.'s premises,
- responding to each person's individual need,
- welcoming feedback, complaints and appeals where necessary.

Legislation

Staff and volunteers in the organisation are issued NDIS Worker Clearance Cards, in accordance with the *Disability Services Act,* which requires that staff and volunteers who work with people with a disability, to undergo mandatory screening.

Staff also commit to obtaining or retaining qualifications relevant to the area of support they assist with.

Helping Hands Support Services Ipswich Pty Ltd actively uses a Quality Improvement Process to strive for improvements within the services we offer on an ongoing basis.

Helping Hands Support Services Ipswich Pty Ltd works with government departments and compliance teams to ensure we meet legislative requirements.

How you can help us?

We value and appreciate your feedback and use it to monitor and improve our performance.
We would be pleased to know if:

- You are happy with our service
- You feel we are not meeting our service commitments to you, and/or
- You have ideas on how we can improve our service to you.

How you can provide feedback?

Helping Hands Support Services Ipswich Pty Ltd value's your feedback on a positive experience you have had with us or how we can improve our services.

We also want to know if you are not happy with the support you have received or believe you have not been treated fairly and reasonably by us.

Helping Hands Support Services Ipswich Pty Ltd endeavours to make this as easy as possible for you and other stakeholders acting on your behalf to provide feedback and ensure anonymity to people who do unless they agree otherwise.

You can provide us feedback, suggestions, or complaints by:

- Talking directly to a staff member or volunteer with whom you feel most comfortable
- In writing by dropping a completed "Feedback and/or Complaint Form" in the office.
- In person, verbally to the Manager, Director or Coordinator of Helping Hands Support Services Ipswich Pty Ltd or by approaching an employee for assistance
- In writing by email to: theoffice@hhssi.com.au
- By contacting our service via telephone – 07 35170104
- In writing by mail to the Manager, Director of Helping Hands Support Services Ipswich Pty Ltd, PO Box 488 Booval Qld 4304
- Submitting a Feedback and/or Complaint form via our website: www.hhssi.com.au

Feedback initiated by the participant or stakeholder will be encouraged by:

- Formal process when reviewing the Participant's Service Agreement
- Complaints and Feedback processes
- Participant Meetings
- Incident reports
- Feedback Surveys (at least annually)

Compliments & Complaints Process

Participants are encouraged to lodge their complaint in writing (if possible) and provide as much detailed information as possible. This will assist in understanding the nature of the complaint and ensure that the facts provided are correct.

Participants have the right to seek assistance from the National Disability Insurance Agency (NIDA) by:

- Phone: 1800 800 110
- Online: https://www.ndis.gov.au/about/contact-us/feedback-complaints/complaint-form.html
- Email your form to: feedback@ndis.gov.au
- Post your form to: National Disability Insurance Agency, GPO Box 700, Canberra ACT 2601
- Drop your form off at any National Disability Insurance Scheme office https://www.ndis.gov.au/about-us/locations.html

Participants have the right to lodge a formal complaint with an external agency such as the Department of Communities by:

- Phone 1800 080 464 (free call)
- email: feedback@communities.qld.gov.au
- online form: https://www.complaints.services.qld.gov.au/
- Posting your feedback to:
  Complaints Unit, Department of Communities, Disability Services and Seniors, GPO Box 806, Brisbane Qld 4001

Ombudsman (Commonwealth)

- On line http://www.ombudsman.gov.au/making-a-complaint. Phone: 1300 362 072

CONFIDENTIALITY:

All information regarding complaints will be kept confidential.

Participant complaint documentation will be kept in a safe, locked cabinet accessible only to the Manager, Director or designated person handling the complaint.

Statistics on all types of complaints will be recorded and used to inform ongoing improvement activities within the service. For this purpose, complaint information may be disseminated to other employees. However, the identity of the participant or persons named in the feedback and/or complaint will not be disclosed.

Person Centred Practice Policy and Procedure

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	12 August 2020
ORIGINAL ISSUE DATE	19 November 2018
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 4
LEGISLATION	NDIS Practice Standards and Quality Indicators 2020

POLICY STATEMENT

Helping Hands Support Services Ipswich Pty Ltd is committed to empowering Participants to play an active role in decisions that affect their lives and make choices for themselves.

Specifically, we will:

- Inform Participants about opportunities for choice available to them
- Support Participants to take advantage of opportunities for choice
- Enable and build self-reliance and social inclusion

PURPOSE

Helping Hands Support Services Ipswich Pty Ltd want the people who use our services to be empowered by this experience. We aim to assist people to become more aware of and take responsibility for choices in their lives. Where appropriate, we aim to assist them to move towards self-reliance.

By making clear statements about the services, we provide to Participants and Community and how we intend to support them in decision-making processes that affect their lives, we are actively promoting choice and opening pathways to inclusion and self-reliance.

SCOPE

This policy is universal and applies to all Participants, employees, directors, and managers of Helping Hands Support Services Ipswich Pty Ltd.

PROCEDURES

Information Strategies to ensure Understanding of our Services.

Participants can exercise choice in the way they access and receive our services. We have written information available about opportunities for choice in our service and bring this to the attention of our Participants.

Choices available to Participants of Helping Hands Support Services Ipswich Pty Ltd may include:

- Service Access – The types of service available, the days and times a service can be accessed, frequency of attendance, the location, how the service is provided to ensure that it meets individual needs (particularly in terms of physical, cultural or communication needs)
- Involvement in Individual Service – expressing preferences for the level or intensity of service, which other services are involved, the ways that personal goals will be achieved, how progress reviews are conducted and decisions about changes or exiting the service.
- Involvement in Helping Hands Support Services Ipswich Pty Ltd – Opportunities for participation and feedback.
- Involvement in the Community – Opportunities for developing skills and motivation and applying these within the community.
  Support to make choices and Participate in Decision Making
  Participants have the opportunity to make choices in their involvement with our service in these ways:
- Helping Hands Support Services Ipswich Pty Ltd actively helps Participants to make informed choices and to exercise their opportunities for choice in the service, and the broader community. E.g. Offering a range of options for outings, Offering a variety of staff
- Helping Hands Support Services Ipswich Pty Ltd supports Participants in making choices and participating in decision making about their own lives. Eg. What time they like to shower each day, going on outings at a time that suits the participant.
- Specific assistance to Participants who may experience cultural or language barriers, or who may need specialised advocacy or support to actively participate, is taken into consideration.

Other Strategies to Build Self-Reliance and Social-Inclusion

- Helping Hands Support Services Ipswich Pty Ltd will work on building Participants personal strengths, skills and motivation to enhance their self-reliance and social inclusion.
- Approaches such as focusing on Participant strengths, personal responsibility, how to get motivated, positive reinforcement, how to choose appropriately and similar concepts related to self-reliance and choice are used.

Diversity and Cultural Awareness Policy

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	12 August 2020
ORIGINAL ISSUE DATE	10 March 2020
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 3
LEGISLATION	NDIS Practice Standards and Quality Indicators 2020 Racial Discrimination Act 1975 (Cth)

POLICY STATEMENT

Helping Hands Support Services Ipswich Pty Ltd staff and volunteers owe a duty to take such measures, as are reasonable in all circumstances, to protect Participants from risks of harm that reasonably ought to be foreseen.

Helping Hands Support Services Ipswich Pty Ltd is committed to ensuring its participants are free from abuse and neglect by exercising diversity and cultural awareness. Specifically, we will: -

- attract and retain employees from a wide pool of talent foster a culture that reflects our values and is open to all
- improve innovation, creativity and inspires worker engagement and satisfaction improve the connection between our people and the people we support.
- when supporting participants, being culturally responsive is an important part of providing person-centred supports. Person centredness means the supports are “person-focused” rather than “service focused” and culturally responsive means we can interpret, define and respond to the individual cultural needs of each participant.

PURPOSE

This policy aims to support and promote an inclusive environment that recognises, respects and values the individual differences of all people engaged with our services including participants and workers. These individual differences can include:

- gender age language ethnicity
- cultural background disability
- sexual orientation religious beliefs family responsibilities.

SCOPE

Supporting diversity:

Diversity and inclusion is promoted by:

- filling employment openings based on merit.
- fostering an inclusive environment respectful of all cultural backgrounds and beliefs fostering a workplace culture that is inclusive and embraces individual differences fostering a physical and cultural environment that encourages participation.
- consulting participants, carers, family members, community groups, and other organisations on the needs of individual participants
- supporting and encouraging each participant to be part of the community
- ensuring participants have access to the same facilities and services as the rest of the community supporting participants with opportunities to socialise and build enduring relationships within their local communities.
- providing supports and services in a way that is culturally responsive.

Supporting participants from Culturally diverse backgrounds

When providing services to participants from Culturally diverse backgrounds, we will:

- where possible, recruit/match workers with the same background as the participant
- ensure all workers supporting the participant are trained in or are aware of how to provide services in a culturally sensitive way.
- When organising planning and review meetings with participants from Culturally diverse backgrounds who do not speak English, we will support the participant to bring a family member or carer who can speak English or arrange an interpreter from an interpreting service if no family member/carer is available.

Helping Hands recognise that LGBTIQA+ people are a diverse group that is comprised of a variety of sexual orientations and gender identities. People with diverse gender and/or sexual identities may be more vulnerable to abuse, isolation, mental health conditions and other problems associated with discrimination. We understand this and are committed to providing inclusive services. To support participants that identify as LGBTIQA+ our organisation will:

- foster an environment where participants feel safe to express and develop their gender identity and/or sexual orientation.
- acknowledge that, as with all other participants, LGBTIQA+ people have the right to voice their views on issues that affect them avoid assuming a participant's gender and sexual orientation.
- use inclusive and respectful language when speaking to or about LGBTIQA+ individuals include information about LGBTIQA+ issues during worker training.
- identify and challenge any discriminatory beliefs if they are present provide resources that help participants understand their identity.
- where appropriate, refer participants to relevant LGBTIQA+ support services if required (e.g. local social spaces) ensure that we observe appropriate levels of confidentiality regarding participants' information, including information about their gender identity and/or sexual orientation respect participants' right to not disclose their gender identity and/or sexual orientation.
- avoid assuming a participant's gender and sexual orientation.
- respect participants' right to not disclose their gender identity and/or sexual orientation.

Discrimination and Harassment Policy and Procedure

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	12 March 2020
ORIGINAL ISSUE DATE	19 November 2018
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 4
LEGISLATION	Sex Discrimination Act 1984 (Cth) Racial Discrimination Act 1975 (Cth) Disability Discrimination Act 1992 (Cth) Age Discrimination Act 2004 (Cth) Australian Human Rights Commission Act 1986 (Cth)

POLICY STATEMENT

Helping Hands Support Services Ipswich is committed to providing a safe, flexible, and respectful environment for participants free from all forms of discrimination, bullying and sexual harassment.

All participants are required to treat others with dignity, courtesy, and respect.

Helping Hands Support Services Ipswich will not tolerate anyone intimidating, humiliating, or sabotaging others. We also prohibit willful discrimination based on age, sexual orientation, ethnicity, racial, religion or disability.

PURPOSE

To provide an environment free from Discrimination, which allows people to liberally express their individuality empowering them to have choice and control over decisions that suit them, if it does not impinge on the safety, rights and freedoms of others.

This applies on-site, off-site or after-hours work; during work-related social functions and conferences—wherever and whenever workers may be as a result of their duties.

SCOPE

This policy is universal applies to all managers, directors, staff, participants, external providers and visitors of Helping Hands Support Services Ipswich.

DEFINITIONS

Harassment includes bullying, intimidation, direct insults, malicious gossip and victimisation. There are many forms of harassment, and all complaints of harassment will be investigated by management.

Helping Hands Support Services Ipswich considers the following to be forms of harassment:

- Sabotaging someone on purpose.
- Engaging in frequent or unwanted advances of any nature.
- Commenting derogatorily on a person's ethnic heritage or religious beliefs.
- Starting or spreading rumors about a person's personal life.
- Ridiculing someone in front of others or singling them out to perform tasks against their will.
- Sexual harassment is illegal, and Helping Hands Support Services Ipswich will seriously investigate relevant reports. Participants displaying this type of behavior will be:
    a. Asked to cease the behavior immediately.
    b. Put in place a Behaviour Management Plan (in conjunction with their treating doctor or allied health professional, if appropriate) to assist the participant to make better choices
    c. Refer the participant to an Allied Health Service for counselling where appropriate.
    d. Ask the participant to leave Helping Hands Support Services Ipswich

Participants rights and responsibilities

All participants are entitled to:
Live free from discrimination, bullying and sexual harassment.
Have the right to raise issues or to make an enquiry or complaint in a reasonable and respectful manner without being victimised
Have their choices accommodated especially with regards to their family responsibilities, disability, religious beliefs or culture.

All participants must:

- Abide by the Law
- Honour the Service Agreement

Offer support to people who experience discrimination, bullying or sexual harassment, including alerting a staff member or assisting them to complete a complaint form.
Avoid gossip and respect the confidentiality of complaint resolution procedures.
Treat everyone with dignity, courtesy and respect.

Worker rights

- Recruitment and selection decisions based on merit and not affected by irrelevant personal characteristics to work free from discrimination, bullying, and sexual harassment.

- Raise issues or to make an inquiry or complaint in a reasonable and respectful manner without being victimised reasonable flexibility in working arrangements, especially where needed to accommodate family responsibilities, disability, religious beliefs or culture.
- Worker responsibilities to prevent bullying harassment and discrimination.
- follow the standards of behaviour outlined in this policy.
- Offer support to people who experience discrimination, bullying or sexual harassment, including providing information about how to make a complaint.
- Avoid gossip and respect the confidentiality of complaint procedures treat everyone with dignity, courtesy and respect.
- Key management personnel responsibilities to prevent bullying harassment and discrimination.
- Model appropriate standards of behaviour.
- Take steps to educate and make staff aware of their obligations under this policy and the law; intervene quickly and appropriately when they become aware of inappropriate behaviour.
- Act fairly to resolve issues and enforce workplace behavioural standards, making sure relevant parties are heard; help staff resolve complaints informally.
- Refer formal complaints about breaches of this policy to key management personnel for investigation ensure workers who raise an issue or make a complaint are not victimised.
- Ensure that recruitment decisions are based on merit and that no discriminatory requests for information are made.
- Seriously consider requests for flexible work arrangements.

Manager's responsibilities

The Manager of Helping Hands Support Services Ipswich must:

- Model appropriate standards of behaviour.
- Take steps to educate and make staff and participants aware of their obligations under this policy and the law.
- Intervene quickly and appropriately when they become aware of inappropriate behaviour.
- Act fairly to resolve issues and enforce behavioural standards, making sure relevant parties are heard.
- Help participants resolve complaints informally.
- Refer formal complaints about breaches of this policy to the Director for investigation.
- Ensure Participants who raise an issue or make a complaint are not victimised.
- Ensure that eligibility decisions are based on merit and that no discriminatory requests for information are made.

Unacceptable conduct

Discrimination, bullying and sexual harassment are unacceptable at Helping Hands Support Services Ipswich and are unlawful under the following legislation:

- Sex Discrimination Act 1984
- Racial Discrimination Act 1975
- Disability Discrimination Act 1992
- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986

Participants found to have engaged in such conduct may be counselled, warned and referred to an Allied Health Professional. *Severe or repeat breaches can lead to exiting the service.*

Discrimination

Discrimination is treating, or proposing to treat, someone unfavourably because of a personal characteristic protected by the law, such as sex, age, race or disability etc.

Discrimination can occur:

- **Directly,** when a person or group is treated less favourably than another person or group in a similar situation because of a personal characteristic protected by law.
- **Indirectly,** when an unreasonable requirement, condition or practice is imposed that has, or is likely to have, the effect of disadvantaging people with a personal characteristic protected by law.

Protected personal characteristics under Federal discrimination law include:

- A disability, disease or injury
- Parental status or status as a carer, for example, because they are responsible for caring for children or other family members.
- Race, colour, descent, national origin, or ethnic background
- Age, whether young or old, or because of age in general
- Sex
- Religion
- Pregnancy and breastfeeding
- Sexual orientation, intersex status or gender identity, including gay, lesbian, bisexual, transsexual, transgender, queer and heterosexual.
- Marital status, whether married, divorced, unmarried or in a de facto relationship or same sex relationship
- Political opinion
- Social origin
- Medical record
- An association with someone who has, or is assumed to have, one of these characteristics, such as being the parent of a child with a disability.

It is also against the law to treat someone unfavourably because you assume they have a personal characteristic or may have it at some time in the future.

Bullying

If someone is being bullied because of a personal characteristic protected by equal opportunity law, it is a form of discrimination.

Bullying can take many forms, including jokes, teasing, nicknames, emails, pictures, text messages, social isolation or ignoring people, or unfair work practices.

Under Federal law, this behaviour does not have to be repeated to be discrimination – it may be a one-off event.

Behaviours that may constitute bullying include:

- Sarcasm and other forms of demeaning language
- Threats, abuse or shouting.
- Coercion
- Isolation
- Inappropriate blaming
- Ganging up
- Constant unconstructive criticism
- Deliberately withholding information or equipment that a person needs to do their job or access their entitlements.
- Unreasonable refusal of requests for leave, training or other workplace benefits.

Bullying is unacceptable in Helping Hands Support Services Ipswich and may also be against occupational health and safety law.

Sexual harassment

Sexual harassment is a specific and serious form of harassment. It is unwelcome sexual behaviour, which could be expected to make a person feel offended, humiliated, or intimidated.

Sexual harassment can be physical, spoken or written.

It can include:

- Comments about a person's private life or the way they look.
- Sexually suggestive behaviour, such as leering or staring.
- Brushing up against someone, touching, fondling or hugging
- Sexually suggestive comments or jokes
- Displaying offensive screen savers, photos, calendars, or objects
- Repeated unwanted requests to go out.
- Requests for sex
- Sexually explicit posts on social networking sites
- Insults or taunts of a sexual nature
- Intrusive questions or statements about a person's private life
- Sending sexually explicit emails or text messages
- Inappropriate advances on social networking sites
- Accessing sexually explicit internet sites
- Behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

Just because someone does not object to inappropriate behaviour at the time, it does not mean they are consenting to the behaviour.

All participants have the same rights and responsibilities in relation to sexual harassment.

A single incident is enough to constitute sexual harassment - it doesn't have to be repeated.
All incidents of sexual harassment – no matter how large or small or who is involved - require staff, managers, and directors to respond quickly and appropriately.
Helping Hands Support Services Ipswich recognises that comments and behaviour that do not offend one person can offend another. This policy requires all participants to respect other people's limits.

Victimisation

Victimisation is subjecting or threatening to subject someone to a detriment because they have asserted their rights under equal opportunity law, made a complaint, helped someone else make a complaint, or refused to do something because it would be discrimination, sexual harassment, or victimisation. Victimisation is against the law.

It is also victimisation to threaten someone who may be involved in investigating an equal opportunity concern or complaint.

Victimisation is a very serious breach of this policy and is likely (depending on the severity and circumstances) to result in serious questions asked of the perpetrator.

Helping Hands Support Services Ipswich has a zero-tolerance approach to victimisation.

Gossip

It is unacceptable for participants at Helping Hands Support Services Ipswich to talk with other staff members, participants or stakeholders about any complaint of discrimination or harassment.

Breaching the confidentiality of a formal complaint investigation or inappropriately disclosing personal information obtained in a professional role (for example, as a manager) is a serious breach.

Merit at Helping Hands Support Services Ipswich

All eligibility decisions at Helping Hands Support Services Ipswich will be based on merit – meeting the eligibility criteria in an unbiased, fair manner, regardless of personal characteristics.

It is unacceptable and may be against the law to ask participants questions, or to in any other way seek information, about their personal characteristics, unless this can be shown to be directly relevant to the safety and wellbeing of the participant and staff.

Resolving issues at Helping Hands Support Services Ipswich

Helping Hands Support Services Ipswich strongly encourages any participant who believes they have been discriminated against, bullied, sexually harassed or victimised to take appropriate action by doing the following:

- **Offenders** If you suspect that an offender doesn't realise they are guilty of harassment or discrimination, speak to them directly in an effort to resolve the issue. This method is appropriate for cases of minor harassment (e.g. inappropriate jokes between residents/participants.) If unsuccessful follow up with an incident report and hand to the Manager and Director as soon as possible to action.
- **Manager** If participants, stakeholders, or others are involved in your claim, you may approach the manager and director of Helping Hands Support Services Ipswich. The manager and director will assess your situation and may contact an external agency if appropriate.

Participants who do not feel safe or confident to take such action may seek assistance from the manager and director for advice and support or action on their behalf.

Disciplinary Consequences

Participants who continue to offend may be dealt with by:

1. Being asked to cease the behavior immediately.
2. Involve family and Guardians where appropriate.
3. Referred to an Allied Health Professional for assessment and possible counselling.
4. Have a Behaviour Management Plan developed in conjunction with the customers Allied Health Professional (if appropriate)
5. Asked to exit the service.

Duty of Care Policy and Procedure

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	18 November 2020
ORIGINAL ISSUE DATE	19 November 2018
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 4
LEGISLATION	NDIS Practice Standards and Quality Indicators 2020 Terms of Business

POLICY STATEMENT

Helping Hands Support Services Ipswich Pty Ltd staff and volunteers owe a duty to take such measures, as are reasonable in all circumstances, to protect Participants from risks of harm that reasonably ought to be foreseen.

PURPOSE
Helping Hands Support Services Ipswich Pty Ltd have a moral and legal obligation to ensure/inform a person of the safety or wellbeing of others were reasonably foreseeable.

SCOPE
This policy is universal and applies to all employees, agency workers and managers and directors of Helping Hands Support Services Ipswich Pty Ltd.

DEFINITIONS:
Duty of Care (Oxford Dictionary) – A moral or legal obligation to ensure the safety or well-being of others.
Ordinary Reasonable Person (Oxford Dictionary) – Having sound judgement, fair and sensible.

PROCEDURES
Staff will:

Inform Participants of any foreseeable risk to themselves or others.
Offer alternative solutions where appropriate.
Always ensure the safety of everyone around you including yourself.
Create a positive atmosphere for participants which reduces risk.
Encourage individuality, choice and control for participants within their capacity.
Perform tasks to the best of your ability, knowledge and within the scope of your role.
Know of, and work within, the law, Helping Hands Support Services Ipswich Pty Ltd Policy and Procedures, code of conduct and legislation.
Seek feedback or assistance from the Manager, Director or other responsible person when necessary.

Follow directions from Manager or Director.
Work safely.
Use initiative where appropriate and within the scope of your role.
Work with enthusiasm to enhance the participant's experience.
Report and document Abuse and Neglect, Incidents/Accidents/Hazards/Complaints or concerns to the Manager and Director.
Always encourage participants to act safely.
Treat all participants, other staff, visitors, and management with respect, dignity, courtesy, discretion, privacy, and confidentiality.
Staff must act professionally and appropriately whilst on duty. This includes but is not limited to:

- Report behaviors of concern to line management.
- All requests to purchase items for participants must be handled through the office prior to purchase.
- Staff must report any offer of a gift from a Participant to the manager and director for consideration of whether it is appropriate or not to accept the gift, prior to accepting the gift. If accepted, it must be recorded in the gift register.
- Staff must not offer or donate items to any client as this may cause confusion to them that they receive something, but another client does not. Contact management to discuss donation of goods.
- Staff must not discuss, counsel or offer opinions to clients on their personal and family situations as this may cause psychological and/or emotional harm.
- Staff must not accept cash, keycards, pin numbers, jewelry or any item that could put them in a compromised position at any point. Refer participant to the Helping Hands Support Services Ipswich Pty Ltd office without prior consent from management.
- Report injuries or abuse, incidents, broken items, issues and complete an Incident Report when necessary. Any other queries to be reported to management. If you are unsure, then ask. Management may specify other inappropriate behavior during staff meetings, verbally or in writing.
- Treat assets and equipment with respect and report any problems or breakages.

Restrictive Practice Policy and Procedure

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	9 October 2020
ORIGINAL ISSUE DATE	19 November 2018
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 4
LEGISLATION	NDIS (Restrictive Practices and Behaviour Support) Rules 2018 (Cth) NDIS Practice Standards and Quality Indicators 2020 National Disability Services Qld Restrictive Practice

POLICY STATEMENT

This policy is about regulated restrictive practices. A restrictive practice is defined as any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with a disability, with the primary purpose of protecting the person or others from harm.

Helping Hands Support Services Ipswich Pty Ltd (HHSSI) is committed to ensuring that participants who exhibit behaviours of concern are supported in ways that ensure a safe environment that recognises the person's rights and needs.

HHSSI continuously works towards elimination and reduction of the use of restrictive practices within its services and is aware and understands that from time-to-time participants may be exposed to restrictive practices in response to risk of serious harm to themselves or others due to challenging behaviour.

PURPOSE

To ensure legislative compliance and provide transparency, HHSSI will consult and engage with external professionals as they develop and implement Positive Behaviour Support Planning (PBS).

HHSSI delivers restrictive practice through the NDIS in recognition of the specialist nature of this work and value of professional external practice teams in supporting this area of planning and outgoing intervention.

Any form of restrictive practice used to manage risk of serious harm to a participant or others will meet best practice requirements that include the following:

- of being the least restrictive option.
- for the least possible time;

- used as a last resort.
- necessary to prevent harm to the participant or others.
- should not be used as a punishment for the person.
- should not be used for worker convenience; and
- the benefits of the restricted practice must outweigh the possible negative effects of its use.

Restrictive practices will be reviewed regularly and be part of a positive behaviour support plan (PBSP) that has been developed by a person with sufficient expertise in the area of behaviour support and in consultation with the person, family, support service and any other relevant parties.

HHSSI intends to be compliant with the Disability Services Qld Restrictive Practice, Disability Services Act 2006 and the National Standards for Disability Services.

SCOPE

This policy applies to workers, contractors, managers and directors of Helping Hands Support Services Ipswich Pty Ltd or any individuals acting for Helping Hands Support Services Ipswich Pty Ltd.

PROCEDURES

A restrictive practice audit may periodically be completed at Helping Hands Support Services Ipswich Pty Ltd. The audit will aim to identify any restrictive practices used in service delivery.

Restrictive practice types

There are three types of restrictive practices (in order of the level of intrusiveness on the adult):

Containment and seclusion

- **Containment** – an adult is unable to physically leave the place where they receive disability services. This may include locking doors, windows, or gates. It is not considered containment if an adult has a lack of road safety skills, and a door is locked to prevent them wandering close to a road.
- **Seclusion** - an adult is unable to physically leave a room or area where they receive disability services. This may include locking doors, windows or gates. The adult is placed on their own, at any time of the day or night.

Chemical, physical, and mechanical restraint

- **Chemical restraint** - the use of medication to control the adult's behaviour. This does not include using medication for treating a diagnosed mental illness or physical condition.
- **Physical restraint** - the use of any part of another person's body to restrict the free movement of the adult with the aim of controlling the adult's behaviour.
- **Mechanical restraint** - the use of a device to either restrict the free movement of an adult or to prevent or reduce self-injurious behaviour.

Restricting access to an object

- Limiting the adult's access to an object, for example a kitchen drawer with knives, at a place where the adult receives disability services. This can prevent the adult using the object to cause harm to themselves or others.

Restricted practices will only be used as part of a comprehensive positive behaviour support plan (PBSP) developed by an appropriate professional/specialist with behaviour.

A Positive Behaviour Support Plan (PBSP) will include the following:

- A description of the behaviour of concern
- Why the behaviour occurs.
- Response
- Remember
- Support and Assist
- Reinforce
- Suggested Review Date
- Supporting Documentation
- People Involved in Plan Implementation

If requested, the manager and director of HHSSI may contribute information to assist in the approval process. The appointed Guardian for Restrictive Practice i.e. Chief Executive of the Department of Communities, Disability Services and Seniors and/or Queensland Civil Administrative Tribunal (QCAT) may approve the use a restrictive practice for a participant.

Guardian for restrictive practices

The following approvals are required when the adult receives respite and/or community access services:

Restrictive practices	Approval required by
Containment or seclusion	Guardian for restrictive practice (respite) appointed by QCAT
Restricting access to an object	Guardian for restrictive practice (respite) appointed by QCAT or if no guardian appointed, an informal decision maker
Mechanical or physical restraint	Guardian for restrictive practice (respite) appointed by QCAT or if no guardian appointed, an informal decision maker
Chemical restraint - PRN (as and when needed) for an adult in respite	Guardian for restrictive practice (respite) appointed by QCAT
Chemical restraint - PRN (as and when needed) for an adult with community access	Guardian for restrictive practice (respite) appointed by QCAT

Restrictive practices	Approval required by
Chemical restraint - fixed doses for an adult in respite	Informal decision maker or guardian for restrictive practices (respite) appointed by QCAT
Chemical restraint - fixed doses for an adult with community access	Guardian for restrictive practice (respite) appointed by QCAT

The use of restrictive practices must be accompanied by a positive behaviour support plan that emphasises the development of positive, socially valued skills as well as strategies for reducing challenging behaviour. The objective of this plan is to eliminate as much as possible the need for the restrictive practice.

Helping Hands Support Services Ipswich Pty Ltd recognises that from time to time an incident may occur where the use of an unplanned restrictive practice may occur (i.e. not detailed in a positive behaviour support plan), in response to an incident that involves a risk of serious harm either to the participant or another person.

This action may be taken under a worker's duty of care to the participant, self or another person. Any worker who uses a restrictive practice that has not been previously placed on a behaviour support plan is required to report its use within 24 hours using an incident form.

Unauthorised use of restrictive practices

Unauthorised use of restrictive practices is any instance of use:

- without a positive behaviour support plan and not compliant with state or territory legislation (during transitional stages of the NDIS)
- without the proper authorisation
- without knowing that something is a restrictive practice
- for too long and without regular review
- for reasons other than keeping people safe
- to control a person or to make a person act in a certain way as a form of abuse and neglect.
- due to a lack of training, knowledge, or reflection about less restrictive alternatives.

If we have instigated any form of unauthorised restrictive practices described above, we must:

- report the incident to the NDIS Quality and Safeguards Commission within five business days or 24 hours if the incident harmed the participant.
- report the incident to any state or territory as required.

If the regulated restrictive practice will be ongoing then we will follow all directions from QCAT and the participant's Behavioural Support Plan and: -

- obtain authorisation (however described) for the ongoing use of the regulated restrictive practice from the relevant state or territory as soon as reasonably practicable.

- lodge evidence of that authorisation with the NDIS Commissioner as soon as reasonably practicable after it is received.
- adhere to the interim behaviour support plan for the participant by a specialist behaviour support provider that covers the use of the practice within one month after its first use.

HHSSI actively encourages the PBSP Author/Specialist to discuss with and train staff on the implementation of any PBSP and Restrictive Practice. Staff training can also occur through:

- web-based training
- email updates

RESPONSIBILITIES

Workers, Contractors

Incidents involving participants subject to intervention using a restrictive practice must be reported to the manager and director of Helping Hands Support Services Ipswich Pty Ltd.

Director and/or Manager responsibilities

The director and/or manager will respond and follow the Incident Reporting Procedure.

PROCEDURE

- The director and/or manager of Helping Hands Support Services Ipswich Pty Ltd will provide advice of the incident to the Office of the Director-General as per legislative timeframes.
- Where required, provide direction for any follow up actions.
- Record restrictive practices onto a Restrictive Practice Register that will be maintained by the director and/or manager of Helping Hands Support Services Ipswich Pty Ltd.
- Initiate a quality assurance process to ensure Incident reports and categories have been completed correctly.
- Monitor and action access requests and ensure requirements are reviewed periodically.
- Provide statistics and reports as required to the Internal Management Committee (IMC) and/or external agencies.
- Monitor Incident reports and forward advice to other departments as requested.

Short Term Approval –

In some cases, a short-term approval will be sought in response to unforeseen or reasonably unforeseeable events that have caused or have the potential to cause harm to the participant or others. In these circumstances, even if a short-term approval is sought, incident reporting requirements must also be followed.

The process for a short-term approval is described in steps 1 – 2

1. Short term approval request and decision
2. Short term approval decision notice

A request for a short-term approval is only appropriate if it can be established that it is probable that a restrictive practice will be required in a planned or ongoing way due to circumstances including:

- A series of critical incidents where an unapproved restrictive practice is used.

- A new participant enters or will be entering Helping Hands Support Services Ipswich Pty Ltd with a known history of behaviour that causes harm.
- Approval/consent is in place to use physical restraint, chemical restraint, mechanical restraint or restricting access to objects but, due to a change of circumstance, containment or seclusion is required to prevent harm.

Where there has been a series of critical or potentially harmful incidents, the manager and director of Helping Hands Support Services Ipswich Pty Ltd is responsible for conducting a timely incident review to determine the least restrictive, effective approach for preventing future harm. Relevant interested parties for the participant will be involved in the review process.

Wherever possible, alternative methods will be tried that do not require the use of a restrictive practice. A short-term approval should not be sought unless probable ongoing need can be established. Where ongoing probable need is difficult to determine a short-term approval should be sought and the situation monitored to avoid unnecessary use of a restrictive practice.

The short-term approval provisions apply only to adults:

- With an intellectual or cognitive disability
- Who have impaired decision-making capacity about the use of restrictive practices who exhibit behaviour that causes harm
- Who are receiving disability services from Helping Hands Support Services Ipswich Pty Ltd.

Situations in which a short-term approval may be used include where:

- An adult enters Helping Hands Support Services Ipswich Pty Ltd and displays the behaviour that causes harm for the first time, including following a transfer from another service provider.
- Previous behaviour that causes harm re-emerges or previously unharmful behaviour escalates to harmful levels.
- An existing participant of Helping Hands Support Services Ipswich Pty Ltd begins behaving in an uncharacteristic manner.
- A participant's behaviour is no longer manageable through the use of currently approved/consented restrictive practices.

The manager and director of Helping Hands Support Services Ipswich Pty Ltd will seek a short-term approval while awaiting an approval for containment/seclusion from the Queensland Civil and Administrative Tribunal (QCAT) or while awaiting a QCAT appointment of a guardian for a restrictive practice matter.

Helping Hands Support Services Ipswich Pty Ltd will provide the following information to ensure that the participant, family members and others in the participant's support network are aware why Helping Hands Support Services Ipswich Pty Ltd is considering that any restrictive practice may be necessary; how they can be involved in planning and decision making and express their views; who will make the decision whether or not to authorise the restrictive practice; and what the avenues for complaint, review and redress are.

a. When considering using restrictive practices in relation to an adult with an intellectual or cognitive disability, Helping Hands Support Services Ipswich Pty Ltd must give a statement in the approved form to the following persons about the use of restrictive practices generally:
   - The adult
   - A person with sufficient and continuing interest in the adult (an interested person).

b. The statement must state:
   - Why Helping Hands Support Services Ipswich Pty Ltd is considering using restrictive practices in relation to the participant.
   - How the participant and the interested person can be involved and express their views in relation to the use of restrictive practices.
   - Who decides whether restrictive practices will be used in relation to the participant?
   - How the participant and the interested parties can make a complaint about, or seek review of, the use of restrictive practices.

c. Helping Hands Support Services Ipswich Pty Ltd must explain the statement to the adult:
   - In the language or way that the participant is most likely to understand
   - In a way that has appropriate regard to the participant's age, culture, and disability and communication ability.

Confidentiality of information

The manager and director of Helping Hands Support Services Ipswich Pty Ltd will facilitate the disclosure of information to the Public Guardian. Helping Hands Support Services Ipswich Pty Ltd will seek written consent from the participant/participant guardian prior to the release of personal information.

The Public Guardian has the right to all information that:

- The adult would have been entitled to if the adult had capacity.
- Is necessary for the Public Guardian to make an informed decision.

The participant, or service, controlling the information must give the information to the Public Guardian. If this is refused the Public Guardian can apply to QCAT to order the person to provide the information. Where QCAT orders a participant to provide the information, the participant must comply with the order unless they have a reasonable excuse.

The Act facilitates the disclosure of information by health care professionals for the purpose of assessments and the development of plans. All parties have a legal obligation to maintain the confidentiality of all personal information provided and released in line with care, support requirements and service delivery.

Records

Under the Act, Helping Hands Support Services Ipswich Pty Ltd must:

- Keep an electronic copy of any short-term approval for participants in their personal file.
- Keep at Helping Hands Support Services Ipswich Pty Ltd an up-to-date copy of restrictive policy and procedure on short term approval and ensure the policy and procedure is available for inspection by:

- Workers, contractors, volunteers, and management of Helping Hands Support Services Ipswich Pty Ltd or any individuals acting for Helping Hands Support Services Ipswich Pty Ltd
- Guardian, informal decision maker or advocate for the participant
- Community visitor under the GAA.

DEFINITIONS

Challenging behaviour: culturally abnormal behaviour(s) of such intensity, frequency, or duration that the physical safety of the person or others is placed in serious jeopardy, or behaviour which is likely to seriously limit or deny access to the use of ordinary community facilities.

Restrictive Intervention: any intervention and/or practice that is used to restrict the rights or freedom of movement of a person with disability including:

Seclusion: the sole confinement of a person with disability in a room or physical space at any hour of the day or night where voluntary exit is prevented.

Chemical restraint: the use of medication or chemical substance for the primary purpose of controlling a person's behaviour. It does not include the use of medication prescribed by a medical practitioner for the treatment of, or to enable treatment of, a diagnosed mental illness, a physical illness or physical condition.

Mechanical restraint: the use of a device to prevent, restrict or subdue a person's movement or to control a person's behaviour but does not include the use of devices for therapeutic purposes.

Physical restraint: the use or action of physical force to prevent, restrict or subdue movement of a person's body, or part of their body, for the primary purpose of controlling a person's behaviour. Physical restraint does not include physical assistance or support related to duty of care or in activities of daily living.

Environmental restraint: restricting a person's free access to all parts of their environment. Examples of environmental restraints include, but are not limited to:

- barriers that prevent access to a kitchen, locked refrigerators, restriction of access to personal items such as a TV in a person's bedroom
- locks that are designed and placed so that a person has difficulty in accessing or operating them.
- restrictions to the person's capacity to engage in social activities through not providing the necessary supports that they require to do so.

Psycho-social restraint: the use of "power-control" strategies. Examples of psycho-social restraints include but are not limited to:

- requiring a person to stay in one area of the house until told they can leave.
- directing a person to stay in an unlocked room, corner of an area or stay in a specific space until requested to leave (also known as "exclusionary time-out")
- directing a person to remain in a particular physical position, (e.g. laying down) until told to discontinue.

- "over-correction" responses (e.g. requiring a person who has spilled coffee to clean up not only the spilled coffee but the entire kitchen)
- ignoring
- Withdrawing "privileges" or otherwise punishing, as a consequence of non-cooperation.

Therapeutic device: used when people's ability to participate and be independent is reduced as a result of their disability. They are used to promote function and hygiene, reduce pain, the risk of injury and reduce the risk of distortion of body shape.

Examples include but are not limited to:
- postural support such as seating inserts in wheelchairs
- chest and pelvic straps for postural support and/or safety in wheelchairs,
- commodes and vehicles splints to minimise muscle contractures and reduce pain
- splints for short term use to allow wound healing and tissue repair and
- nighttime positioning to reduce the risk of body shape distortions.
- A suitably qualified person needs to have prescribed the therapeutic device.

Least restrictive alternative refers to the right of a person to live in an environment which is the most supportive, and the least restrictive, of his/her freedom. In the context of the use of a restrictive practice it requires that Commission worker engage in actions that:

a) ensure the safety and wellbeing of the person and all others who share their environment; and
b) Having regard to (a) above, impose the minimum limits on the freedom of the person as is practicable in the circumstances.

Informed consent: the ability for a person to make decisions when they are:
- provided with appropriate and adequate information.
- capable of understanding the nature of the information and the consequences of a decision made in relation to this information and
- able to freely decide for him or herself without unfair pressure or influence from others.

Substantive equality: recognition that:
- rights, entitlements, opportunities, and access are not necessarily distributed equally throughout society.
- equal or the same application of rules to unequal groups can have unequal results.
- where service delivery agencies cater to the dominant, majority group, then people who are not part of the majority group and who have different needs may miss out on essential services.
- it may be necessary to provide different service types and approaches to people with disability and their families who are members of minority groups.

Duty of Care: the circumstance where a risk to the person exists due to the person's potential or predictable actions (e.g. a lack of road skills and impulsivity can predictably imply risk when around traffic) as well as unpredictable occurrences.

Duty of Care therefore requires a planned response to manage the identified "risk" for a person's potential or predictable actions.

Prohibited Practices: those *restricted* practices that are not authorised. Some practices will never be authorised as they are considered abusive, unlawful, or unethical. Some examples may be electric shock, verbal abuse, and physical punishment.

POSITIVE BEHAVIOUR SUPPORT

Positive Behaviour Support: an evidence-based model and applied science that has evolved from applied behavioural analysis and person-centred, values-based approaches.

The key identified components of PBS are:

- assessment-based interventions.
- reduction of punishment approaches.
- inclusion of all relevant stakeholders.
- a long-term focus: prevention through education, skill building, environmental redesign, enhanced opportunities for choice, worker development, resource allocation, provision of incentives, systems change.
- improved quality of life involving robust and significant person-centred outcomes for the individual, their families, and other stakeholders; ecological and social validity and contextual fit.

Staff are an integral part of the positive behaviour support for each participant therefore you are required, as part of your role and duty of care for each participant, to actively report behaviours of concern and participate in finding appropriate solutions for the particular behaviour. This will be a collective approach and may involve input from various people in the participant's life. It is important we all work together to strive for a positive, least disruptive solution when a behaviour of concern arises, to support each person's right to live as ordinary life as possible and minimise disruption to those around them.

Positive Behaviour Support Procedure:

a) All staff must read the resident/participant's Positive Behaviour Support Plan (PBSP) ***prior*** to commencing support to ensure you are kept informed of any changes or improvements.
b) If an incident occurs regarding a resident/participant, complete an Incident Report Form electronically via website, or via the Brevity Softcare Program. Specifically in Brevity under "Type of Incident", choose Behavioural (PBSP) and provide specific details of each behaviour displayed during the incident.
c) Staff to verbally or via email, inform the Manager and Director of the Incident immediately.
d) Manager and Director to review Incident and complete a Behavioural Incident Report for each exhibited behaviour from the participant's PBSP.
e) Manager and Director to provide information of incident to family and all relevant external service providers involved with the participant.
f) If applicable, Manager and Director to upload the incident into NDIS Portal.
g) The participant's PBSP Specialist, GP and/or Allied Health Professionals (if appropriate) to review plan and make changes as needed, in consultation with HHSSI.
h) An updated copy of the Positive Behaviour Support Plan to be placed on the Participant's electronic file.
i) Participant's plan to be reviewed at least annually by the PBSP Author, in consultation with HHSSI and other relevant external service providers.

Privacy, Records and Information

Confidentiality and Privacy Policy and Procedure

Incorporating Participant Record Keeping Policy and Procedure

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	27 August 2020
ORIGINAL ISSUE DATE	19 November 2018
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 4
LEGISLATION	NDIS (Provider Registration and Practice Standards) Rules 2018 (Cth) NDIS Practice Standards and Quality Indicators 2020 Privacy Act 1988 (Cth) Privacy Amendment (Notifiable Data Breaches) Act 2017 (Cth) (legislation)

POLICY STATEMENT

Helping Hands Support Services Ipswich respects and upholds an individuals' rights to privacy and their rights to access their personal information. As a result, the Helping Hands Support Services Ipswich has processes in place to protect the privacy of personal information it collects, holds and administers in the process of providing its services.

These commitments are undertaken in compliance with the Australian Privacy Principles as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and the Privacy Act 1988.

HHSSI adheres to Privacy Legislation and implements the Australian Privacy Principles. Prior to commencement, the information will be collected from the individual's support network to assist in the development of an individualised support file.

This details the full support requirements of the individual, and will also include creating an Individual Service Agreement which specifies the service that the individual will be participating in. It will also include their consent, information, rights and responsibilities of both the individual and HHSSI, cancellation policies and privacy information. The information is strictly confidential and only accessed by support staff working directly with the individual.

The information is always kept in a secure computer system. Individuals and their carers are able to access their file, on request. The information is evaluated annually an updated as required. This information is stored according to legislative requirements.

This policy outlines Helping Hands Support Services Ipswich Pty Ltd.'s approach to the recording, release and retention of information in relation to participants.

We recognise and respect each participant's right to privacy, dignity and confidentiality in all aspects of his or her life. Recognition is given to the fact that participant records are legal documents and are an integral component of service delivery.

PURPOSE

The purpose of this policy is to clearly communicate the personal information handling practices of Helping Hands Support Services Ipswich and to enhance organisational transparency in relation to confidentiality and privacy and meet legislative and industry requirements.

Helping Hands Support Services Ipswich Pty Ltd 's strives to provide quality services to its participants. The acquisition and retention of relevant participant information is essential to fulfilling this commitment.

It is the right of the participants to have their confidentiality and privacy respected. The purpose of this policy is to ensure that a high standard of information acquisition and recording is achieved, that written and spoken information is protected from access and use by any unauthorised persons.

SCOPE

This policy is universal and applies to all managers, directors, employees, and agency workers. This policy is to be distributed to all employees, and agency workers during induction and where appropriate, integrated through our various staff education programs.

CONFIDENTIALITY MEASURES

Helping Hands Support Services Ipswich will take measures to ensure that confidential information is well protected by:

- Password protecting devices and databases which contain electronic information.
- Employees to seek authorisation from the Manager or Director to obtain limited confidential information pertaining to a client, only where appropriate.

Privacy Statement

The Australian Privacy Principles is legislation developed by the Australian Government to ensure your privacy and confidentiality of information is always maintained.

HHSSI adheres to Privacy Legislation and implements the Australian Privacy Principles. The provisions set out below describe how HHSSI will deal with privacy issues.

Manner and Purpose of Collection

The information is necessary for HHSSI to provide a vigorous and professional approach to service delivery. The information will be collected in an informed and lawful manner.

Collecting Information Directly from Individuals

HHSSI will take every step to tell Individuals why we are collecting personal information, what laws give us authority to collect it, and to whom we will disclose it to.

It is Helping Hands Support Services Ipswich usual practice to collect personal information (including health and sensitive information) directly from the individual or their authorised representative. Sometimes we may collect information from a third party, but only with the individual's or their authorised representative's consent.

The organisation will only collect information for the purpose directly related to our functions and activities. When collecting information individuals will be informed of the reasons for its collection and the way it will be used. Helping Hands Support Services Ipswich will make individuals' information available to them upon request.

Collecting Information Generally

HHSSI will take every step to ensure the personal information it collects is relevant for the purpose it is collected, is up-to-date, correct, and complete and is not collected in an unreasonably intrusive way.

Storage and Security

HHSSI will take all reasonable steps and provide all reasonable systems to ensure that personal information will be stored securely to prevent its loss or misuse.

Access, Amendment and Use

HHSSI will take every step to record the type of personal information and to give Individuals access to personal information about them. Personal information can be amended or corrected if it is incorrect.

HHSSI will keep accurate, complete, and up-to-date personal information; using information for a relevant purpose; and only use the information for another purpose in special circumstances, such as with the Individuals consent or for some health and safety or law enforcement reasons.

Disclosure

Helping Hands Support Services Ipswich will only use personal information for the purposes for which it was given to us, or for purposes which are directly related to service delivery or

organisational activities, and we do not give it to other government agencies, organisations, or anyone else unless one of the following applies:

a) The individual has consented.
b) The purpose is directly related to the purpose indicated at the time of collection and the individual would reasonably expect that information of that kind is usually passed to appropriate individuals, bodies, or agencies.
c) It is otherwise required or authorised by law or court proceedings.
d) It will prevent or lessen a serious and imminent threat to somebody's life or health.
e) It is reasonably necessary for the enforcement of the criminal law; or
f) An individual is incapable of giving or communicating consent and personal information is required to be given to a 'responsible person' for the necessary provision of appropriate care or treatment or for compassionate reasons.

Maintaining customer Information

Helping Hands Support Services Ipswich will only use personal information for the purposes for which it was given to us, or for purposes which are directly related to service delivery or organisational activities, and we do not give it to other government agencies, organisations, or anyone else unless one of the following applies:

g) The individual has consented.
h) The purpose is directly related to the purpose indicated at the time of collection and the individual would reasonably expect that information of that kind is usually passed to appropriate individuals, bodies, or agencies.
i) It is otherwise required or authorised by law or court proceedings.
j) It will prevent or lessen a serious and imminent threat to somebody's life or health.
k) It is reasonably necessary for the enforcement of the criminal law; or
l) An individual is incapable of giving or communicating consent and personal information is required to be given to a 'responsible person' for the necessary provision of appropriate care or treatment or for compassionate reasons.

Each customer or his/her representative, on request, will be fully informed about:

- What information Helping Hands Support Services Ipswich maintains about the individual.
- The reasons why such information is being kept.
- Where the information is being stored.
- Who can access the information.
- The right of the individual or his/her guardian/person responsible to inspect their personal records and 'file notes'; and,
- The right to complain if the individual's privacy, dignity and confidentiality is not being respected by Helping Hands Support Services Ipswich staff.

Data Quality

Helping Hands Support Services Ipswich will endeavor to ensure that personal information collected is relevant, accurate, complete, and up to date for the purpose for which it is to be used, both at the time of collection and of use. This will include maintaining and updating personal information when

we are advised by individuals that their personal information has changed, and at other times as necessary.

Data Security & Disposal

Helping Hands Support Services Ipswich will endeavor to protect personal information against loss, unauthorised access, use, modification, or disclosure, and against other misuse. This includes password protection for accessing our electronic IT system.

When no longer required, personal information will be destroyed in a secure manner or archived to meet legislative requirements with time.

Openness

In addition to this Privacy Policy, Helping Hands Support Services Ipswich consent form includes information about how personal information may be used or disclosed. If Helping Hands Support Services Ipswich receives unsolicited personal information, we will notify the individual at the time of, or as soon as practicable, we have received personal information from someone other than themselves, the circumstances of that collection and the purpose for which the information is required.

If the information could not have been collected with the consent of the individual or their authorised representative, Helping Hands Support Services Ipswich will, as soon as practicable, destroy the information or ensure the information is de-identified.

Access and Correction

If an individual requests access to the personal information we hold about them, or requests that we change that personal information, we will allow access or make the changes unless we consider that there is a sound reason under the Privacy Act, Freedom Of Information Act or other relevant law to withhold the information, or not make the changes.

If we do not agree to provide access to personal information or to amend or annotate the information, we hold about them, the individual may seek a review of our decision or may appeal our decision under the Freedom of Information Act.

If we do not agree to make requested changes to personal information the individual may make a statement about the requested changes, and we will attach this to the record. Refusal by Helping Hands Support Services Ipswich to amend or release personal information to the individual will be provided via a written notice that outlines the reasons or grounds for refusal, and the mechanisms for complaint.

Individuals can obtain further information about how to request access or changes to the information we hold about them by contacting the Manager or Director of Helping Hands Support Services Ipswich.

Identifiers

Helping Hands Support Services Ipswich will identify individuals (including residents/participants

and employees) by a unique identifier assigned internally. Helping Hands Support Services Ipswich may, however, retain a record of other external personal identifiers that are required to provide services, coordinate support & services with other organisations, or otherwise fulfill service, operational or reporting requirements.

Anonymity

Where lawful and practicable individuals can participate in activities anonymously.

Marketing our Products and Services

We may use or disclose personal information to let residents/participants and their families know about, and to develop, products and services in which they may be interested. Individuals can contact us at any time if they no longer wish us to use their information in this way by contacting the manager and director of Helping Hands Support Services Ipswich.

Internet and Email

Helping Hands Support Services Ipswich collects personal information and makes use of cookies in its websites. However, this is only used to log statistical information such as page hits and to record requests for information or feedback.

As emails can be sent more efficiently and economically than postal mail, we give residents/participants and their families the opportunity to supply their email address and consent to use of these for mailing purposes.

Privacy and confidentiality guidelines

HHSSI are committed to complying with the privacy requirements of the Privacy Act, the Australian Privacy Principles and for Privacy Amendment (Notifiable Data Breaches) as required by organisations providing disability services.

HHSSI are fully committed to complying with the consent requirements of the NDIS Quality and Safeguarding Framework and relevant state or territory requirements.

HHSSI provide all individuals with access to information about the privacy of their personal information each individual has the right to opt out of consenting to and providing their personal details if they wish.

Individuals have the right to request access to their personal records by requesting this with their contact person where we are required to report to government funding bodies, information provided is non-identifiable and related to services and support hours provided, age, disability, language, and nationality.

Personal information will only be used by us and will not be shared outside the organisation without your permission unless required by law (e.g. reporting assault, abuse, neglect, or where a court order is issued) images or video footage of participants will not be used without their consent.

Participants have the option of being involved in external NDIS audits if they wish.

PROCEDURES

1. Information about an individual that is required for service delivery will be sought with the individual's written consent (or the written consent of person responsible or guardian).
2. For each participant, the organisation will:
   - Create individual records, and
   - Accurately record all relevant personal, medical and service provision information.

3. Purpose of participant records
   - To ensure the existence of an adequate information base to facilitate the identification, implementation and delivery of quality services.
   - To maintain documentation of a legally acceptable standard.
   - To maintain records about each participant and service provision.
   - To provide information for reporting purposes.

4. Access to participant records
   - As all participant information is confidential, all participant records will always be stored in a secure environment.
   - Only authorised staff will have controlled access to participant information/records.
   - Participant records are the property of the Helping Hands Support Services Ipswich Pty Ltd, but participants may have supervised access to their own records following written a request, either by mail or electronically, and authorisation by the general manager and director.

5. Disclosure of participant period
   - Information contained in a participant's record will only be disclosed with the written consent of the participant, parent or legal guardian specifying the information that is to be released, except for non-identifying data required by funding bodies and by government departments for planning purposes.
   - The Helping Hands Support Services Ipswich Pty Ltd is obliged to disclose information about a participant, with or without the participant's consent, where it is deemed as a legal requirement.

6. Record retention period
   The retention period of the Helping Hands Support Services Ipswich Pty Ltd's participant records is as follows:
   - Adult records will be retained for 5 years after last contact.
   - The records of a deceased adult participants will be retained, for 7 years after death.
   - Electronic service records will be retained for as long as a participant is active, then archived.
   - HHSSI will retain all records for 5 years from the date of issues in line with all relevant statutes, regulations, by-laws, and legislative requirements of any Commonwealth, State or local authority.

7. Participant record disposal

- Following the expiration of the appropriate record retention period, the paper file (if applicable) will be disposed of under secure conditions.
- The Helping Hands Support Services Ipswich Pty Ltd.'s computer record detailing comprehensive information about the participant and relevant details of service delivery will be retained in a secure environment as a permanent service record.

Exceptions

Confidential information may occasionally have to be disclosed for legitimate reasons.
Examples are:

- If a regulatory body request, it as part of an investigation or audit
- 'Community Visitors' appointed by the Office of The Public Guardian
- The consent of the participant and or their legal representatives
- Records maintained about the life and circumstances of a participant may be subpoenaed by the Courts and must by law be provided by Helping Hands Support Services Ipswich.

Maintaining Customer Files

- The customer or person with authority is informed that Helping Hands Support Services Ipswich Pty Ltd will maintain personal information about a customer they provide services to. The customer or person with authority, if requested, will be advised of the type and format of the information kept on them by Helping Hands Support Services Ipswich.
- A Customer file is opened on admission and a customer file is allocated.
- The customer file is the master file and maintained by Helping Hands Support Services Ipswich in the format required (either written, electronic or both). Other working files may be used (e.g., Individual Customer Care Plan & Needs Assessment), if there is regular amalgamation of records to the Master file.
- The Customer file is the responsibility of the Manager and Director for Helping Hands Support Services Ipswich and other designated staff to maintain the file. This includes ensuring that the information is accurate and available and that all working files are regularly amalgamated with the Master Customer file.
- All staff members providing a service to the customer are responsible for fully documenting significant issues and events in their work with the customer and regularly ensure that this information is placed in the customer's file.

Complaints

If an individual believes that Helping Hands Support Services Ipswich Pty Ltd has breached any aspect of this privacy policy or the associated legislation a complaint may be lodged:

a) In person, verbally to the Manager or Director of Helping Hands Support Services Ipswich or by approaching an employee for assistance.
b) In writing by email to theoffice@hhssi.com.au
c) By telephone - 07 3517 0104
d) In writing by mail to - Po Box 488 Booval Qld 4304

If the complaint is not addressed to the individual's satisfaction, they have the opportunity to direct the issue to the National Disability Insurance Scheme (NDIS).

A complaint form can be downloaded from:
https://www.ndis.gov.au/about/contact-us/feedback-complaints/complaint-form

- Email your form to: feedback@ndis.gov.au
- Post your form to: National Disability Insurance Agency, GPO Box 700, Canberra ACT 2601
- Drop your form off at any National Disability Insurance Scheme office.

Disciplinary Consequences
Employees who don't respect our confidentiality policy will face disciplinary and, possibly, legal action.

Helping Hands Support Services Ipswich will investigate every breach of this policy. We will terminate any employee who wilfully or regularly breaches our confidentiality guidelines. We may also have to discipline any unintentional breach of this policy depending on its frequency and seriousness. We will terminate employees who repeatedly disregard this policy, even when they do so unintentionally.

This policy is binding even after separation of employment.

Helping Hands Support Services Ipswich Pty Ltd
PO Box 488, Booval Q 4304

Client Consent Form

Tick the Box if you consent ✓, leave blank if you do not consent

The personal information you are asked to provide, is collected to assist you to receive the services and assistance you may need in order to provide you with a quality of life to meet your individual NDIS goals.

- ☐ I agree to HHSSI collecting my information about me and my family which may be shared with other parties for the sole purpose of assisting me with my NDIS Plan goals, providing supports, reporting, emergency etc.
- ☐ I agree to HHSSI providing access to information associated with statistical and funding data to other service providers, health and medical practitioners/services, NDIA, Local Area Coordinator, other government agencies, guardians and my family.
- ☐ I agree for HHSSI to take myself out into the community to participate in age appropriate and culturally appropriate activities.
- ☐ I consent for HHSSI to provide transport to me.
- ☐ I consent to HHSSI calling for medical assistance if required. I understand that I will be responsible for any costs incurred should assistance be required.
- ☐ I consent to HHSSI staff assisting me with my medication, as required and per my doctor's instructions, whilst on a support service.
- ☐ I consent to HHSSI assisting myself to purchase an alcoholic beverage during support, if legally entitled to do so.
- ☐ I consent to HHSSI take photographs of myself relating to activities which I participate in, providing that my consent will be sought on each occasion.
- ☐ I consent for HHSSI to take photographs of myself for use within my support plan and client profile.
- ☐ I consent for HHSSI to take photographs of myself for local publications, newsletters, newspaper articles, advertising material, web listings, websites, television media and/or any other forms of media, etc.

I understand that I have the right to withdraw my consent for part or all of the above statements at any time and will agree to inform HHSSI of this decision immediately, in writing to theoffice@hhssi.com.au.

Client Name:		Date / / 20
Client Signature:		
Guardian Name (if applicable):		Date / / 20
Guardian Signature:		
Manager's Name:		Date / / 20

Helping Hands Support Services Ipswich Pty Ltd
Employee Policy Acknowledgement Form

Effective: Until Further Notice

As an employee of **Helping Hands Support Services Ipswich Pty Ltd**, I acknowledge that I have been given access to all current Company Policies, including but not limited to the following:

- **Anti-Workplace Bullying Policy**
- **Employee Discipline Policy**
- **Privacy Policy**

I understand the content, requirements, and expectations outlined in each of these policies and agree to comply with the guidelines and procedures as a condition of my employment and continued employment with Helping Hands Support Services Ipswich Pty Ltd.

I further acknowledge and agree that:

- I have been provided access to the above policies and all relevant employee policies as part of my onboarding process.
- I have had the opportunity to read and review each policy in full.
- It is my responsibility to understand and follow all company policies at all times.
- If I have any questions regarding the content, application, or interpretation of any policy, I will consult with management for clarification.
- I understand that failure to comply with any company policy may result in disciplinary action, up to and including termination of employment.

By signing this form, I confirm that I have read, understood, and accept the responsibilities outlined in the company's policies provided to me.

Employee Name: _____

Employee Signature: _____

Date: _____

Supervisor/Manager Name: _____

Supervisor/Manager Signature: _____

Date: _____

Information Management Policy and Procedure

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	27 August 2020
ORIGINAL ISSUE DATE	19 November 2018
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 3
LEGISLATION	Privacy Act 1988 (Cth)

POLICY STATEMENT

Information collected, stored and distributed is current, accurate, complete, accessible and secure.

PURPOSE
To provide guidelines for the collection, storage and application of information within the organisation to meet industry standards and legislative requirements.

SCOPE
This policy is universal and applies to all employees, and management of Helping Hands Support Services Ipswich.

ACCOUNTABILITY
- Helping Hands Support Services Ipswich is accountable for all information it collects, processes, stores and distributes.
- Only the information required for the Helping Hands Support Services Ipswich to meet its service provision responsibilities to employees and other stakeholders should be collected and maintained/filed.

PROCEDURE
Security, privacy and confidentiality
- All users must preserve the security, privacy and confidentiality of the Helping Hands Support Services Ipswich information.
- For security purposes, access to the computer network and filing systems is restricted to employees and other authorised officers.
- All users must take precautions to ensure that personal information about individuals, in-confidence, information about other organisations, or other sensitive information is not misused, intentionally or unintentionally, either within the organisation or when shared with other organisations.

Copyright

- Observe copyright relevant to the information maintained by the organisation.

Responsibilities for information management

Manager:

- Regularly review organisational information for completeness, accuracy and currency (being up to date).
- Identify organisational information that needs to be updated, added or deleted.
- Update current Helping Hands Support Services Ipswich information or develop information to be added, if appropriate.
- Advise other staff of information that needs to be updated, added or deleted.
- Review all system change requests to update, add or delete organisational information.
- Organise the storage/updating/deletion of information in the information management system relevant to the request.
- Regularly review the information management system.
- Identify and implement improvements.
- Regularly review information for completeness, accuracy and currency.
- Identify information that needs to be updated, added or deleted.
- Update current information or develop information to be added.
- Update organisational information that needs to be updated added or deleted.
- Advise staff on accessing and using information, as required.

Employees and Management:

- Use the Feedback form to suggest ideas for improving the information management system.
- Discuss ideas for improving the information management system at team meetings.

Updating information

- Information is to be updated as soon as possible after being advised of any changes.

Participant Record Keeping Policy and Procedure

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	18 November 2020
ORIGINAL ISSUE DATE	19 November 2018
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 4
LEGISLATION	Freedom of Information Act 1982 (Cth) legislation NDIS (Quality Indicator) Guidelines 2018 (Cth)

POLICY STATEMENT

This policy outlines Helping Hands Support Services Ipswich Pty Ltd.'s approach to the recording, release and retention of information in relation to participants. We recognise and respect each participant's right to privacy, dignity and confidentiality in all aspects of his or her life. Recognition is given to the fact that participant records are legal documents and are an integral component of service delivery.

PURPOSE

Helping Hands Support Services Ipswich Pty Ltd 's strives to provide quality services to its participants. The acquisition and retention of relevant participant information is essential to fulfilling this commitment.

It is the right of the participants to have their confidentiality and privacy respected. The purpose of this policy is to ensure that a high standard of information acquisition and recording is achieved, that written and spoken information is protected from access and use by any unauthorised persons.

SCOPE

This policy applies to the manager, director, all staff of Helping Hands Support Services Ipswich Pty Ltd and agency workers.

PROCEDURES

1. Information about an individual that is required for service delivery will be sought with the individual's written consent (or the written consent of person responsible or guardian).

2. For each participant, the organisation will:
   - Create individual records, and
   - Accurately record all relevant personal, medical and service provision information.

3. Purpose of participant records

- To ensure the existence of an adequate information base to facilitate the identification, implementation, and delivery of quality services.
- To maintain documentation of a legally acceptable standard.
- To maintain records about each participant and service provision.
- To provide information for reporting purposes.

4. Access to participant records

- As all participant information is confidential, all participant records will always be stored in a secure environment.
- Only authorised staff will have controlled access to participant information/records.
- Participant records are the property of the Helping Hands Support Services Ipswich Pty Ltd, but participants may have supervised access to their own records following written a request, either by mail or electronically, and authorisation by the general manager.

5.Disclosure of participant period

- Information contained in a participant's record will only be disclosed with the written consent of the participant, parent or legal guardian specifying the information that is to be released, except for non-identifying data required by funding bodies and by government departments for planning purposes.
- The Helping Hands Support Services Ipswich Pty Ltd is obliged to disclose information about a participant, with or without the participant's consent, where it is deemed as a legal requirement.

6.Record retention period

The retention period of the Helping Hands Support Services Ipswich Pty Ltd.'s participant records is as follows:

- Adult records will be retained for 5 years after last contact.
- The records of a deceased adult participants will be retained, for 7 years after death.
- Electronic service records will be retained for as long as a participant is active, then archived.
- HHSSI will retain all records for 5 years from the date of issues in line with all relevant statutes, regulations, by-laws, and legislative requirements of any Commonwealth, State or local authority.

7.Participant record disposal

- Following the expiration of the appropriate record retention period, the paper file (if applicable) will be disposed of under secure conditions.
- The Helping Hands Support Services Ipswich Pty Ltd's computer record detailing comprehensive information about the participant and relevant details of service delivery will be retained in a secure environment as permanent service record.

Cybersecurity AI and IT Management Policy and Procedure

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	15 January 2026
ORIGINAL ISSUE DATE	14 May 2026
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 1

POLICY STATEMENT

Helping Hands Support Services Ipswich Pty Ltd (HHSSI) is committed to protecting participant, employee, stakeholder, and organisational information from unauthorised access, misuse, loss, cyber security threats, and inappropriate use of Artificial Intelligence (AI) technologies.

HHSSI recognises that technology and AI systems can improve operational efficiency and support administrative functions; however, these technologies must be used responsibly, ethically, securely, and in compliance with privacy, confidentiality, and regulatory obligations.

All employees, contractors, agency staff, and support workers play an important role in maintaining cyber security and protecting organisational information by using IT systems appropriately, complying with approved AI usage requirements, and promptly reporting suspected cyber incidents, data breaches, or inappropriate technology use.

This policy operates alongside HHSSI's broader management-level cyber security, privacy, incident management, and information governance procedures.

PURPOSE

The purpose of this policy is to:

- Outline acceptable use requirements for IT systems and Artificial Intelligence tools
- Reduce the risk of cyber security incidents, data breaches, and unauthorised disclosures
- Ensure early identification and reporting of suspected cyber security risks
- Promote ethical, responsible, and transparent use of AI technologies
- Protect participant, employee, and organisational confidentiality
- Support compliance with:
    - NDIS Practice Standards
    - Privacy Act 1988 (Cth)
    - Notifiable Data Breaches (NDB) Scheme
    - Organisational privacy and confidentiality obligations
- Clarify employee responsibilities relating to IT security, cyber security, and AI use

SCOPE

This policy applies to all employees, contractors, agency staff, volunteers, students, and support workers engaged by HHSSI who access or use:

- Client or organisational information
- Mobile phones, tablets, computers, laptops, or electronic systems
- Email, messaging platforms, cloud-based systems, or online portals
- Artificial Intelligence tools or software
- Any IT systems, devices, software, or platforms provided, approved, or authorised by HHSSI

DEFINITIONS

Artificial Intelligence (AI)

Artificial Intelligence refers to any software, tool, system, platform, or AI-driven technology that generates text, graphics, reports, recommendations, summaries, communications, or similar outputs.

This includes, but is not limited to:

- ChatGPT
- Microsoft Copilot
- Other generative AI systems or machine-learning tools used to support workplace tasks

Cyber Security Incident

A cyber security incident includes any event that may compromise the confidentiality, integrity, or availability of organisational systems or information, including phishing attempts, malware, unauthorised access, lost devices, or accidental disclosure of information.

Personally Identifiable Information (PII)

Information that identifies or could reasonably identify an individual, including names, addresses, dates of birth, phone numbers, email addresses, participant details, photographs, or financial information.

PRINCIPLES

HHSSI recognises the potential benefits of integrating technology and AI into workplace operations to improve efficiency and support administrative functions. However, all technology use must align with HHSSI's commitment to:

- Privacy and confidentiality
- Ethical responsibility
- Professional accountability
- Information security
- Accuracy and transparency
- Regulatory compliance

Employees must use IT systems and AI tools responsibly and in accordance with the following principles:

Privacy and Confidentiality

Employees must not input, upload, share, or disclose:

- Participant information
- Employee information
- Business partner information
- Organisationally sensitive information
- Identifying details relating to HHSSI, participants, families, or stakeholders

into unauthorised AI systems, external software, or unsecured platforms.

All employees must maintain confidentiality in accordance with organisational policies, the NDIS Code of Conduct, and privacy legislation.

Accuracy and Accountability

AI tools are support mechanisms only and do not replace professional judgement, clinical reasoning, organisational oversight, or management approval.

Employees remain fully responsible for:

- Verifying accuracy
- Reviewing relevance
- Ensuring appropriateness
- Confirming compliance with legislation and policy
- Maintaining professional standards

AI-generated content must never be relied upon as an authoritative source without human verification.

Transparency and Ethical Use

Employees must use approved technology and AI tools transparently, ethically, and lawfully.

AI-generated content must not:

- Misrepresent information
- Create misleading narratives
- Fabricate organisational records
- Falsify documentation
- Breach confidentiality obligations
- Contravene legislation or NDIS requirements

Use of AI should be disclosed where appropriate or directed by management.

Minimum Necessary Access

Employees may only access systems, data, and information necessary to perform their authorised role duties.

EMPLOYEE RESPONSIBILITIES

All employees and support workers must:

- Keep login details and passwords secure
- Use strong passwords and comply with password management requirements
- Activate required security settings, including multi-factor or two-factor authentication where directed
- Only access information necessary for their role
- Use approved devices, systems, and applications
- Protect devices from unauthorised access
- Lock devices when unattended
- Be alert to suspicious emails, links, attachments, phone calls, or messages
- Immediately report suspected cyber security incidents, breaches, scams, phishing attempts, or suspicious activity to management
- Follow all organisational IT, cyber security, confidentiality, and privacy requirements
- Use AI tools only in accordance with this policy and management direction

Employees must not:

- Share passwords or login credentials
- Circumvent security settings
- Access information without authorisation
- Download unauthorised software or applications onto work systems
- Use personal accounts for approved organisational AI systems
- Store participant information in unauthorised platforms
- Attempt to investigate, fix, or manage cyber security incidents independently

ARTIFICIAL INTELLIGENCE (AI) USE

Acceptable Use of AI

Employees may use approved AI tools to support administrative and operational tasks where appropriate, including:

- Drafting non-sensitive emails
- Assisting with formatting and templates
- Summarising publicly available information
- Structuring written content
- Supporting general productivity tasks

AI may only be used where confidentiality, privacy, and organisational requirements are maintained.

Requirements Before Using AI Tools

Before using any AI tool, employees must ensure:

Approved AI Tools Only

Only AI tools formally approved by HHSSI may be used for work-related purposes.

Employees must use company-issued accounts and approved login credentials only.

Use of personal AI accounts for business purposes is strictly prohibited.

Removal of Identifying Information

Employees must remove all identifying information including:

- Participant names
- Family names
- Business names
- Employee details
- Contact information
- Financial information
- Organisational identifiers

before entering any information into approved AI systems.

Protection of Confidential Information

Employees must not upload or disclose:

- Internal reports
- Operational data
- Strategic information
- Financial records
- Rosters
- Incident information
- Clinical or behavioural information
- Proprietary business information

into AI systems unless expressly authorised by management.

Responsible Use of AI-Generated Content

Employees must ensure:

Employee Input First

AI tools support employee work but do not replace employee knowledge, judgement, or professional responsibility.

Alignment With Task Requirements

AI-generated content must be relevant, accurate, concise, and aligned with the assigned task.

Submitting lengthy, unrelated, or unreviewed AI outputs is unacceptable.

Human Oversight

All AI-generated content must undergo thorough human review before use, distribution, or submission. The final work product must reflect the employee's own professional understanding and judgement.

Cross-Checking Information

Employees must independently verify all factual information, including references to:

- Legislation
- NDIS requirements
- Organisational policies
- Compliance obligations
- Historical or operational information

AI outputs must never be treated as authoritative without verification.

PROBHIBITED USE OF AI

Employees must not use AI for:

- Entering participant, employee, or stakeholder personal information
- Uploading confidential or commercially sensitive information
- Creating official organisational contracts, policies, compliance documents, or reports without Director approval
- Interpreting legal, regulatory, or compliance obligations
- Generating shift notes using participant information
- Creating misleading, false, or fabricated information
- Producing inaccurate participant documentation
- Sharing operational or organisationally sensitive information externally

Support workers are specifically prohibited from using AI tools to generate participant shift notes or case documentation due to privacy, confidentiality, and NDIS compliance obligations.

REPORTING CYBER SECURITY INCIDENTS AND DATA BREACHES

Employees must immediately report the following to management:

- Lost or stolen devices
- Suspected phishing or scam emails
- Accidental disclosure of participant or organisational information
- Unauthorised access to systems or data
- Suspicious IT activity
- Malware concerns
- Suspected data breaches
- Inappropriate or unauthorised AI use
- Any concerns that information security may have been compromised

Reports must be made as soon as practicable in accordance with organisational incident reporting procedures.

Potential data breaches or unauthorised disclosures involving AI systems must be reported immediately to the Director at: theoffice@hhssi.com.au

Employees must not independently investigate or attempt to remediate cyber incidents unless directed by management.

GOVERNANCE, ESCALATION AND RELATED POLICIES

This policy is a supporting operational document and must be read in conjunction with all relevant organisational policies including:

- Privacy and Confidentiality Policy
- Incident Management Policy
- Management Cybersecurity Incident Management Policy and Procedure
- Code of Conduct
- Information Management Policies
- Disciplinary and Performance Management Procedures

All cyber security incidents, suspected breaches, IT risks, and AI-related concerns identified by employees are escalated to management in accordance with organisational procedures.

Investigation, containment, notification, remediation, and external reporting obligations are managed exclusively by management in accordance with:

- NDIS Practice Standards
- Privacy Act 1988 (Cth)
- Notifiable Data Breaches Scheme
- Organisational governance requirements

Employees are not responsible for independently managing cyber security incidents beyond immediate reporting and compliance with management direction.

COPLIANCE AND BREACHES

Failure to comply with this policy may result in corrective or disciplinary action in accordance with organisational procedures.

Each matter will be assessed individually based on the nature and severity of the breach.

Serious or repeated breaches, particularly those involving confidentiality, participant information, cyber security risks, or misuse of AI systems, may result in:

- Formal warnings
- Restriction of system access
- Performance management
- Termination of employment or engagement

ENFORCEMENT

HHSSI reserves the right to monitor, apply, interpret, and amend this policy as required to support organisational operations, compliance obligations, and cyber security protections.

This policy may be varied by management where appropriate to address specific operational or compliance circumstances.

Feedback, Complaints and Safeguards

Helping Hands Support Services Ipswich Pty Ltd
PO Box 488, Booval Q 4304

Complaints Management Policy and Procedure

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	12 March 2020
ORIGINAL ISSUE DATE	19 November 2018
DATE TO BE REVIEWED	December 2025
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 5
LEGISLATION	Complaint record form - Complaints register National Disability Insurance Scheme Act 2013 (Cth) NDIS (Complaints Management and Resolution) Rules 2018 (Cth) NDIS Terms of Business

POLICY STATEMENT

This policy is about complaints made to a provider, not complaints about the NDIS. All complaints are taken seriously, all people treated fairly, and all corrective actions completed in a timely manner.

It is Helping Hands Support Services Ipswich Pty Ltd's policy to enable residents/participants, their families and representatives, visitors, employees, volunteers and agency workers to raise a complaint about any aspect of our service, about the care we provide and or the operation of our services.

The aim of this policy is to improve the quality of services by adopting a positive attitude to encourage reporting to resolving complaints. The timely and efficient management of complaints aims to foster a positive and cooperative attitude that benefits everyone at Helping Hands Support Services Ipswich Pty Ltd.

PURPOSE

The following policy is in place to give guidance to participants, or a person authorised to act on a participant's behalf through the following channels without fear of reprisal or prejudice and to assist all parties with the timely and effective management of compliments and complaints.

SCOPE

Helping Hands Support Services Ipswich Pty Ltd Complaints Policy is universal and applies to participants, their families and representatives, visitors, employees, and agency workers.

References

- Human Services Quality Standard Indicator 5.1
- Human Services Quality Standard Indicator 5.2

- Human Services Quality Standard Indicator 5.3
- Human Services Quality Standard Indicator 5.4

Definitions

A complaint is an expression of dissatisfaction with the provision of a service, including how a previous complaint was handled, for which a response or resolution is expected.

PROCEDURES

- All participants and/or their family members and representatives are informed on commencement about the process for lodging a complaint.
- The information about Helping Hands Support Services Ipswich Pty Ltd complaints process is included in the Participant Handbook.
- Complaints can be reviewed at participants, families and representative meetings.
- A Complaints Support Statement outlining our service's commitment to a welcoming environment for complaints is clearly displayed at our facility.
- Employees and volunteers have an understanding of our Complaint Policy and are available to assist participants, their family and representatives in providing feedback to the service.
- Copies of "Complaint Form" are located in the office and available upon request.

Complaints can be provided:

- In writing by mailing Helping Hands Support Services PO Box 488 Booval 4304.
- In person, verbally to a member of the management team of Helping Hands Support Services Ipswich Pty Ltd or by approaching an employee for assistance.
- Through email to theoffice@hhssi.com.au
- By telephone – 07 3517 0104
- In writing to The Manager, PO Box 488 Booval, QLD 4304

If someone gives a verbal complaint, they should be encouraged to complete a Complaints Form to facilitate the tracking of feedback by the service. Alternately, an employee will use the form to record verbal feedback to facilitate tracking by the service and inform ongoing improvement activities.

Complainants are encouraged to lodge their complaint in writing. This will assist with understanding the nature of the complaint and ensure that the facts provided are correct.

The complaint is to be referred to the manager and director for registration on the Complaints Register.

Complainants have the right to ask us for an internal reconsideration of decisions we have made in relation to their complaint. Options for internal reconsideration of decisions and external complaint resolution are offered to any complainant who is not satisfied with the resolution of their complaint within the service.

Complainants have the right to seek assistance from an external agency such as

- Organisation: Residential Services Queensland regulatoryservices@hpw.qld.gov.au
- Organisation: NDIS and to lodge their complaint with https://www.ndis.gov.au/about/contact-us/feedback-complaints/complaint-form.html, participants will be directed and provided

supported to access information about making a complaint on line or call to NDIS Phone: 1800 800 110.

If a concern or complaint is minor and was addressed at the point of service, employee should record the issue and any actions taken on an incident report.

Any employee can be approached to raise a concern or make a complaint. Where an employee is not empowered to handle or resolve complaints on behalf of the service, the employee will be able to refer the complaint to the manager and director and/or act as an advocate for the complainant and assist with completing forms for them.

Any complaints received by our service are registered on the Complaints Register then filed in the participants file, acknowledged, and investigated where required.

Accurate information of complaints received including decisions made, actions taken, and eventual outcomes must be recorded and kept for 7 years from the date of the complaint which allows us to:

- enable reviews of any complaints received assist in identifying any systemic issues raised
- allow a response to the Commissioner, if required
- be stored securely and accessible only by the people handling complaints.

Feedback on how the complaint was managed and resolved is sent to the complainant once the complaint is closed. Where the complainant is not the participant, the participant will also be informed.

We want our clients to feel able to voice their dissatisfaction with any aspect of our service, and to be confident that we will manage their complaints well and respond quickly and appropriately. All clients are informed of their rights and responsibilities and our complaints and appeals processes at the earliest possible stage of their involvement with our service.

In the case of a participant's complaint or grievance, the participant's guardian, allied health professional or significant other, may be notified of the issue, where appropriate, and with the consent of the participant. The participants should be encouraged to inform the appropriate person themselves, to enable them to have control over the situation, in this case they may require support from Helping Hands Support Services Ipswich Pty Ltd staff.
At all times, the complaint/grievance is to be treated as a serious matter.
Should the complaint not be satisfactorily resolved, management may approach the services of an external mediation service for mediation. Details of any involvement of an external mediation service must be given to the complainant.
If there is reasonable suspicion that a staff member may be involved as a result of a complaint, grievance, then management reserves the right to suspend the alleged accused staff member from all work or other duties within the Helping Hands Support Services Ipswich Pty Ltd, without pay, whilst an investigation is current. Depending on the result of the investigation, termination of the employee may be necessary.
If there is reasonable suspicion and a complaint/grievance of a participant by another person, then management reserves the right to protect all other persons by involving the police, advising the appropriate authorities e.g. Allied Health Professionals, Guardian etc., and if appropriate, cease the delivery of services to the participant.

Accountabilities

a) Employees are responsible for reporting complaints to the manager and director before the end of the shift.
b) The manager and director is responsible for the management of the complaints process and informing other personnel if appropriate of any feedback received. They are also responsible for ensuring that complaints are entered into the Complaints Register to ensure ongoing improvement activities within the service.
c) The manager and director is responsible for analysing feedback trends for the purpose of informing ongoing improvement activities within the service.

Confidentiality

a) All information regarding complaints will be kept confidential amongst the employees concerned with its resolution.
b) Complaint documentation will be kept on the drive and will only be accessible only to the Manager and Director and authorized employees handling the complaint.
c) Statistics on all types of complaints will be recorded and used to inform ongoing improvement activities within the service. For this purpose, complaint information may be disseminated to other employees. However, the identity of the complainant or persons named in the feedback will not be disclosed.

Referring complaints externally

If a complaint is made that raises an issue that needs to be externally reported (e.g. abuse), staff will:

- Report the complaint/s verbally, followed by written information to Management.
- Management will contact the relevant agency and report the suspected abuse/neglect.
- Management will provide the details of the staff member involved and encourage/support the employee to provide further details of what they said, heard, saw etc.
- Such agencies may include Office of the Public Guardian, Queensland Police Service, the Department of Communities, NDIS Quality and Safeguards Commission.
- Training

Staff will be trained through: -

- web-based training
- induction
- updates and emails

COMPLAINT SUPPORT STATEMENT

Helping Hands Support Services Ipswich Pty Ltd supports your right to share feedback, concerns or make a complaint.

- Helping Hands Support Services Ipswich Pty Ltd welcomes feedback and complaints as part of our commitment to provide a high-quality service.
- If you have a concern, we would like to hear from you.
- We understand the importance of resolving matters promptly within our service.
- We aim to provide a welcoming environment for you to raise a concern or a complaint.
- We value open and timely communication. It benefits our ongoing relationship with you.
- We will work with you to address concerns and resolve issues.
- Seeking to resolve concerns or complaints is part of our responsibilities.
- A copy of our Complaint Handling Policy is available for you to view.

To get a copy of the policy or for more information please speak to:

Internal Management Committee

theoffice@hhssi.com.au

Phone: 07 3517 0104

Feedback Policy and Procedure

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	26 October 2020
ORIGINAL ISSUE DATE	19 November 2018
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 3
LEGISLATION	NDIS (Quality Indicators) Guidelines 2018

POLICY STATEMENT

Helping Hands Support Services Ipswich Pty Ltd is committed to listening to people using our service. We take on feedback, both positive and negative, as a source of ideas for improving our services and other activities.

PURPOSE
Feedback mechanisms are the starting point for the active engagement and participation of residents/participants and stakeholders in our service, leading to open and honest communication. Encouraging feedback provides an opportunity for people to praise or to evaluate our service.

Feedback enables our staff and management to have insight into the experience of participants and stakeholders. Feedback assists us to deliver appropriate and effective services and is an opportunity to continuously improve our services.

SCOPE
This policy is universal and applies to participants, families and their representatives, stakeholders and partnerships, all employees, and agency workers.

Informing Participants
All participants are informed of their rights and responsibilities at the earliest possible stage of their involvement with the Helping Hands Support Services Ipswich Pty Ltd service. Participants receive a handbook on commencement, this explains how their rights and responsibilities are supported through our service. We also inform participants how to take action if they feel that their rights have not been respected.

External services names & contacts are provided on a contacts list located on the Community Notice Board.

Promoting opportunities for feedback
Helping Hands Support Services Ipswich Pty Ltd encourages feedback from participants and stakeholders. Feedback can be provided to us by individual participants or stakeholders on their own or in response to requests by our organisation at regular intervals.

Feedback, in the form of complaints, compliments and suggestions, is one of the most effective ways to help us improve our services. We also like to acknowledge staff members who are providing excellent service.

We make it as easy as possible for people to provide feedback and ensure anonymity to people who do, unless they agree otherwise.

Feedback initiated by the participant or stakeholder will be encouraged by:

- Formal process with review of service plans in line with service agreements (NDIS) usually quarterly/half yearly
- Complaints and Compliments processes
- Participant Meetings usually quarterly/half yearly
- Incident reports
- Feedback Surveys

Using feedback for service improvement

Helping Hands Support Services Ipswich Pty Ltd keeps comprehensive, clear and useful records of all feedback from participants and stakeholders.

We assess, compile and use information arising from this feedback as part of our continuous improvement.

Helping Hands Support Services Ipswich Pty Ltd keeps records of feedback in the following formats:

- Complaints Register
- Incident Register
- Continuous Improvement Register
- Feedback Register
- Minute and action sheets
- NDIS - Complaint Form

Confidentiality

All information regarding complaints will be kept confidential.

- Complaint documentation will be kept in a safe, locked cabinet and accessible only to the manager and director or designated person handling the complaint.
- Statistics on all types of complaints will be recorded and used to inform ongoing improvement activities within the service. For this purpose, complaint information may be disseminated to other employees. However, the identity of the complainant or persons named in the feedback will not be disclosed.

Helping Hands Support Services Ipswich Pty Ltd
PO Box 488, Booval Q 4304

Feedback and/or Complaint Form

We welcome your feedback

Helping Hands Support Services Ipswich Pty Ltd is committed to providing high quality care, services and meeting your needs.
We value your feedback – including complaints.
Please let us know what we do well and where we can improve our services.

Tick the box ✓

This is a	□ feedback	□ complaint	□ suggestion
I am a	□ participant	□ family member	□ representative
	□ employee	□ volunteer	□ contractor
	□ employee on behalf of resident		□ visitor

Complaint or Feedback Details:

Follow up (optional)
Please provide your details if you would like us to contact you about your feedback or complaint.

Name: _____

Phone / email: _____

Thank you for taking the time to provide feedback or lodging a complaint about our service at Helping Hands Support Services Ipswich Pty Ltd.

Whistle Blower Policy and Procedure

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	26 October 2020
ORIGINAL ISSUE DATE	19 November 2018
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 3
LEGISLATION	NDIS (Quality Indicators) Guidelines 2018

POLICY STATEMENT

Helping Hands Support Services Ipswich Pty Ltd is committed to maintaining the highest standards of ethical behaviour, integrity and accountability in all aspects of its operations. All directors, managers, employees and volunteers are expected to act honestly, responsibly and in compliance with all applicable laws, regulations, codes of conduct and organisational policies.

Helping Hands Support Services Ipswich Pty Ltd encourages the reporting of any suspected unethical, illegal or improper conduct so that concerns can be addressed promptly and appropriately. The organisation is committed to providing a safe, supportive and confidential environment where individuals can raise concerns in good faith without fear of intimidation, harassment, discrimination or retaliation.

Any form of retaliation against a person who, in good faith, raises a concern or reports suspected wrongdoing is strictly prohibited and will be treated as a serious breach of organisational policy, potentially resulting in disciplinary action up to and including termination of employment.

PURPOSE

The purpose of this policy is to:

- Promote a culture of openness, accountability and ethical conduct
- Encourage the early identification and reporting of suspected misconduct, unethical behaviour or breaches of law
- Provide a clear and accessible process for reporting concerns
- Protect individuals who make reports in good faith from retaliation or disadvantage
- Ensure that all reported concerns are investigated fairly, confidentially and promptly
- Support Helping Hands Support Services Ipswich Pty Ltd's compliance with legislative, regulatory and NDIS Practice Standards requirements

SCOPE

This policy applies to all individuals associated with Helping Hands Support Services Ipswich Pty Ltd, including:

- Director
- Manager
- Employees (permanent, part-time, casual)
- Contractors and consultants
- Any other person engaged in activities on behalf of the organisation

This policy applies to the reporting of concerns relating to, but not limited to:

- Unethical or dishonest conduct
- Breaches of organisational policies or codes of conduct
- Fraud, corruption or financial misconduct
- Breaches of laws, regulations or NDIS requirements
- Discrimination, harassment or victimisation
- Serious misconduct or improper behaviour
- Risks to participant safety, wellbeing or rights

This policy does not replace existing grievance, complaints or incident management processes but operates alongside them to ensure that serious concerns can be raised and addressed appropriately.

Whistle Blower

Helping Hands Support Services Ipswich Pty Ltd requires directors, management and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of the Helping Hands Support Services Ipswich Pty Ltd, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

Helping Hands Support Services Pty Ltd Ipswich encourages and enables employees and others to raise serious concerns internally so that Helping Hands Support Services Ipswich Pty Ltd can address and correct inappropriate conduct and actions. It is the responsibility of the Director, Managers, employees and volunteers to report concerns about violations of Helping Hands Support Services Ipswich Pty Ltd code of ethics or suspected violations of law or regulations that govern Helping Hands Support Services Ipswich Pty Ltd.'s operations.

No Retaliation
It is contrary to the values of Helping Hands Support Services Ipswich Pty Ltd for anyone to retaliate against a director, management and employee who in good faith reports an ethics violation, or a suspected violation of law, such as a complaint of discrimination, or suspected fraud, or suspected violation of any regulation governing the operations of Helping Hands Support Services Ipswich Pty Ltd. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

PROCEDURES

Reporting Procedure

Helping Hands Support Services Ipswich Pty Ltd has an open-door policy and suggests that employees share their questions, concerns, suggestions or complaints with their manager.

If you are not comfortable speaking with your manager or you are not satisfied with your manager's response, you are encouraged to speak with the Director.

Managers are required to report complaints or concerns about suspected ethical and legal violations in writing to the Helping Hands Support Services Ipswich Pty Ltd.'s Director, who has the responsibility to investigate all reported complaints. Employees with concerns or complaints may also submit their concerns in writing directly to their manager.

RESPONSIBILITIES

Manager

The manager is responsible for ensuring that all complaints about unethical or illegal conduct are investigated and resolved. The manager will advise the Director of all complaints and their resolution on compliance activity relating to accounting or alleged financial improprieties.

Accounting and Auditing Matters

The Helping Hands Support Services Ipswich Pty Ltd manager shall immediately notify the Director of any concerns or complaints regarding corporate accounting practices, internal controls or auditing and work with the manager until the matter is resolved.

Acting in Good Faith

Anyone filing a written complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation.

Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Handling of Reported Violations

The Helping Hands Support Services Ipswich Pty Ltd Manager will notify the person who submitted a complaint and acknowledge receipt of the reported violation or suspected violation. All reports will be promptly investigated, and appropriate corrective action will be taken if warranted by the investigation.

Helping Hands Support Services Ipswich Pty Ltd
PO Box 488, Booval Q 4304

Mandatory Reporting and Escalation Policy and Procedure

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	30 April 2026
ORIGINAL ISSUE DATE	14 May 2026
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 1
LEGISLATION	NDIS (Quality Indicators) Guidelines 2018

POLICY STATEMENT

Helping Hands Support Services Ipswich Pty Ltd is committed to ensuring the safety, rights and wellbeing of all participants and to meeting its obligations under the NDIS Act 2013, the NDIS Practice Standards, and the NDIS (Incident Management and Reportable Incidents) Rules 2018.

The organisation has zero tolerance for abuse, neglect, exploitation or any form of harm to participants. All workers have a responsibility to identify, respond to, document and escalate incidents, allegations or suspicions of harm promptly and appropriately.

Helping Hands Support Services Ipswich Pty Ltd is committed to:

- Mandatory reporting of all reportable incidents to the NDIS Quality and Safeguards Commission within required timeframes
- Ensuring incidents are managed in a transparent, consistent and timely manner
- Protecting individuals who report incidents in good faith from reprisal or victimisation
- Using incidents and complaints as opportunities for learning and continuous improvement

Failure to comply with mandatory reporting and escalation requirements may result in disciplinary action.

PURPOSE

The purpose of this policy and procedure is to:

- Define mandatory reporting obligations under the NDIS
- Ensure prompt identification, escalation and response to incidents that impact participant safety, rights or wellbeing
- Provide clear guidance to workers on what constitutes a reportable incident and how to report it
- Ensure compliance with legislative and regulatory requirements
- Support effective risk management, accountability and continuous improvement

SCOPE

This policy applies to all individuals engaged by Helping Hands Support Services Ipswich Pty Ltd, including:

- Director
- Manager
- Employees (permanent, part-time, casual)
- Contractors and consultants
- Any other person engaged in activities on behalf of the organisation

This policy applies to all incidents that occur:

- During service delivery
- At service locations
- In the course of work-related activities
- Where there is a reasonable belief that a participant has been harmed or placed at risk

DEFINITIONS

Incident

An event or circumstance that could have, or did, result in harm to a participant, worker or other person.

Reportable Incident (NDIS)

An incident that must be reported to the NDIS Quality and Safeguards Commission, including:

- Death of a participant
- Serious injury of a participant
- Abuse or neglect of a participant
- Sexual misconduct involving a participant
- Unauthorised use of a restrictive practice

Escalation

The process of promptly notifying management and relevant authorities so appropriate action can be taken.

MANDATORY REPORTING REQUIREMENTS

What Must Be Reported

Workers must immediately report any incident, allegation, suspicion or disclosure involving:

- Abuse or neglect (physical, emotional, psychological, financial)

- Sexual misconduct or exploitation
- Serious injury requiring medical treatment
- Death of a participant
- Unauthorised restrictive practices
- Any situation placing a participant at serious risk of harm

Reports must be made even if:

- The incident was accidental
- The allegation is unconfirmed
- The worker is unsure whether it meets the definition of a reportable incident

Timeframes for Reporting to the NDIS Commission

Helping Hands Support Services Ipswich Pty Ltd will report to the NDIS Quality and Safeguards Commission:

- Within 24 hours of becoming aware of:
  - Death of a participant
  - Serious injury
  - Abuse or neglect
  - Sexual misconduct
- Within 5 business days for:
  - Unauthorised restrictive practices

Reporting and Escalation Procedure

Step 1 – Immediate Response

The worker must:

- Ensure the immediate safety of the participant
- Provide or arrange urgent medical or emergency assistance if required
- Remove the participant from harm where possible

Step 2 – Internal Reporting

The worker must:

- Notify their manager or the Director immediately (verbally as soon as possible)
- Complete an Incident Report Form as soon as practicable

If the incident involves a manager, the report must be escalated directly to the Director.

Step 3 – Management Escalation

The Manager or Director will:

- Assess whether the incident is a reportable incident
- Take immediate steps to manage risk and protect participants
- Notify relevant external authorities if required (e.g. Police, Child Safety)

- Submit the required notification to the NDIS Quality and Safeguards Commission within legislated timeframes

Step 4 – Investigation and Follow-Up

The Manager or Director will:

- Conduct or coordinate an investigation
- Implement corrective and preventative actions
- Maintain confidential records of the incident and outcomes
- Provide updates to the participant (and their nominee) where appropriate

Step 5 – Review and Improvement

Helping Hands Support Services Ipswich Pty Ltd will:

- Analise incident trends
- Update risk controls and training as required
- Use outcomes to inform continuous improvement activities

Roles and Responsibilities

Workers

- Act immediately to protect participants
- Report all incidents, allegations or suspicions
- Cooperate with investigations

Managers

- Ensure incidents are escalated promptly
- Assess and document incidents
- Notify the Director of all reportable incidents
- Support affected participants and workers

Director

- Ensure compliance with NDIS reporting obligations
- Authorise notifications to the NDIS Commission
- Ensure investigations are completed
- Ensure corrective actions are implemented

Confidentiality and Protection from Reprisal

All reports will be handled confidentially to the extent possible. Information will only be shared where required to:

- Protect participant safety
- Comply with legal or regulatory requirements
- Conduct a fair investigation

No person will be disadvantaged, victimised or retaliated against for reporting an incident in good faith. Any retaliation will be treated as a serious breach of policy.

Breach of Policy

Failure to comply with this policy may result in:

- Disciplinary action
- Termination of employment or engagement
- Referral to external authorities where required

Related Policies and Documents

- Incident, Injury and Hazard Policy and Procedure
- Emergency and Critical Incident Policy
- Harm Prevention and Response Policy
- Whistleblower Policy
- Complaints Management Policy
- Code of Conduct
- Risk Management Policy

Risk, Safety and Incident Management

Risk Management Policy and Procedure

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	18 December 2024
ORIGINAL ISSUE DATE	19 November 2018
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 4
LEGISLATION	NDIS (Provider Registration and Practice Standards) Rules 2018 (Cth) HHSSI Register – Risk Assessment

POLICY STATEMENT

It is the policy of Helping Hands Support Services Ipswich Pty Ltd to achieve best practice in the management of all risks that threaten to adversely impact on participants, employees, assets, functions, objectives and its operations.

Risk Management will form part of strategic, operational and line management responsibilities and be integrated into the strategic and business planning processes.

In respect of a special risk responsibility, it may be assigned to a nominated officer of Helping Hands Support Services Ipswich Pty Ltd or an external consultant specialising in risk management, as determined by need.

Managers and directors will decide on risk management policy, objectives, procedures and guidelines and to direct and monitor implementation, practice and performance throughout Helping Hands Support Services Ipswich Pty Ltd.

PURPOSE

The purpose of the risk management policy is to provide guidance regarding the management of risk to support the achievement of operational objectives, to protect participants, staff and business assets and to ensure financial sustainability.

SCOPE

This policy is universal and applies to all employees, agency workers, Managers, and Directors of Helping Hands Support Services Ipswich Pty Ltd.

DEFINITIONS

Risk is the likelihood that a harmful consequence (death, injury or illness) may result when exposed to a hazard.
Risk is characterised and rated by considering two characteristics:

1. Probability or likelihood (L) of occurrence; and
2. Consequence (C) of occurrence.

This is expressed as R (risk) = L (likelihood) x C (consequence)
Likelihood is a qualitative description of probability or frequency.
Consequence is the outcome of an event, being a loss, injury, disadvantage or gain. There may be a range of possible outcomes associated with an event.
Risk control means taking action to first eliminate health and safety risks so far as is reasonably practicable, and if that is not possible, minimising the risks so far as is reasonably practicable. Eliminating a hazard will also eliminate any risks associated with that hazard.
Risk Assessment is the process of evaluating and comparing the level of risk against predetermined acceptable levels of risk.
Risk Management is the application of a management system to risk and includes identification, analysis, treatment and monitoring.
Risk Owner is the person(s) responsible for managing risks and is usually the person directly responsible for the strategy, activity or function that relates to the risk.

PRINCIPLES
Risk management is a key governance and management function. Helping Hands Support Services Ipswich Pty Ltd is proactive in its approach to risk management and balances the cost of managing risk with anticipated benefits and undertakes contingency planning in the event that critical risks are realised.

Helping Hands Support Services Ipswich Pty Ltd has the primary duty to ensure the health and safety of workers and other persons at the workplace.

A duty to ensure health and safety requires Helping Hands Support Services Ipswich Pty Ltd to manage risks:
a) By eliminating health and safety risks so far as is reasonably practicable; and
b) If it is not reasonably practicable to eliminate the risks, by minimising those risks as far as is reasonably practicable.
c) Deciding what is 'reasonably practicable' to protect people from harm requires weighing up certain matters, including the likelihood of a hazard or risk occurring and the degree of harm that would result, and then making a judgement about what is reasonable in the circumstances.

Effective risk management involves:
a) A commitment to health and safety from the Managers and Directors of Helping Hands Support Services Ipswich Pty Ltd
b) The involvement and cooperation of Helping Hands Support Services Ipswich Pty Ltd workers.

OUTCOMES
- As far as is reasonably practicable, workers, participants and other persons are not put at risk from work carried out by Helping Hands Support Services Ipswich Pty Ltd.
- Helping Hands Support Services Ipswich Pty Ltd is protected from adverse incidents, reduces its exposures to loss, and mitigates and controls loss should it occur.
- Helping Hands Support Services Ipswich Pty Ltd has ongoing, unimpeded capacity to fulfil its mission, perform its key functions, meet its objectives and support its participants.
- The costs of risk to Helping Hands Support Services Ipswich Pty Ltd is reduced.

FUNCTIONS and DELEGATIONS

A person can have more than one duty and more than one person can have the same duty at the same time.

POSITION	DELEGATION/TASK
Directors	Exercise due diligence to ensure that Helping Hands Support Services Ipswich Pty Ltd complies with the WHS Act and Regulations. This includes taking reasonable steps to: • Gain an understanding of the hazards and risks associated with the operations of Helping Hands Support Services Ipswich Pty Ltd, and • Ensure that Helping Hands Support Services Ipswich Pty Ltd has and uses appropriate resources and processes to eliminate or minimise risks to health and safety.
Management	Ensure, so far as is reasonably practicable, that workers and other persons are not put at risk from work carried out by Helping Hands Support Services Ipswich Pty Ltd. Ensure, so far as is reasonably practicable, that: • The workplace, including entry and exit and anything arising from the workplace are without risks to health and safety • The fixtures, fittings, plant or structure is without risks to health and safety Establish and implement risk management systems for all functions and activities of Helping Hands Support Services Ipswich Pty Ltd.
Staff	Compliance with Risk Management Policy. Contribute to the establishment and implementation of risk management systems for all functions and activities of Helping Hands Support Services Ipswich Pty Ltd.

Risk Management

Management and staff contribute to the establishment and implementation of risk management systems for all functions and activities of Helping Hands Support Services Ipswich Pty Ltd. Risk management practice aligns with all federal and state legislation.

Policy Implementation

Risk management forms part of strategic, operational and line management responsibilities, and is integrated into strategic and operational planning processes.

Risk management is embedded in all policies and procedures, with workers contributing to risk management systems.

Policy Detail

Helping Hands Support Services Ipswich Pty Ltd aims to achieve better practice in the management of risks that threaten to adversely impact on Helping Hands Support Services Ipswich Pty Ltd, its functions, objectives, operations, assets, employees, participants and members of the public. Helping Hands Support Services Ipswich Pty Ltd does whatever it can (whatever is 'reasonably practicable') to ensure its workers, residents/participants and other people are not harmed by its activities.

Risk management involves four steps (see below):

1. Identify hazards – find out what could cause harm
2. Assess risks – understand the likelihood of a hazard causing harm and how serious it can be,
3. Control risks – implement the most effective control measure that is reasonably practicable in the circumstances, and
4. Review control measures to ensure they are working as planned.

Many hazards and their associated risks are well known and have well established and acceptable control measures. In these situations, the second step to formally assess the risk is unnecessary. If after identifying a hazard, we know the risk and how to control it effectively, Helping Hands Support Services Ipswich Pty Ltd will implement the controls.

Consulting with workers

Consultation with workers and their health and safety representatives, if applicable, is required at each step of the risk management process. By drawing on the experience, knowledge and ideas of its workers, Helping Hands Support Services Ipswich Pty Ltd is more likely to identify all hazards and choose effective risk controls.

Helping Hands Support Services Ipswich Pty Ltd workers must follow safety instructions and procedures, and they will do this more effectively if they are involved in the development of these procedures, understand the reasons for them and how they work.

Helping Hands Support Services Ipswich Pty Ltd encourages its workers to report any hazards and health and safety problems immediately so that risks can be managed before an incident occurs.

Risk management approach will be used.
Managing work health and safety risks is an ongoing process that is triggered when changes affect Helping Hands Support Services Ipswich Pty Ltd work activities as follows:

a) New program start-up
b) Changing work practices, procedures or the work environment
c) Purchasing new or used equipment or using new substances
d) Planning to improve productivity or reduce costs
e) New information about workplace risks becomes available
f) Responding to workplace incidents (even if they have caused no injury)
g) Responding to concerns raised by workers, health and safety representatives or others at the Helping Hands Support Services Ipswich Pty Ltd workplace, and
h) As required by WHS regulations for specific hazards.

Helping Hands Support Services Ipswich Pty Ltd uses the risk management approach when designing and creating products, processes or places used for work, because it is often easier and more effective to eliminate hazards before they are introduced into a workplace and to incorporate safety features in the early stages of product or process development.

Record keeping
Helping Hands Support Services Ipswich Pty Ltd will maintain the records used in the risk management process to meet compliance with WHS Act and Regulations.

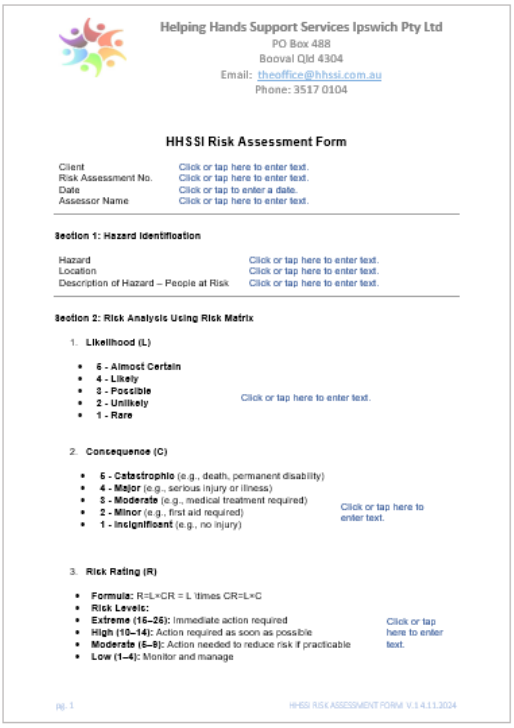
Records include the following:

a) Identified hazards, assessed risks and chosen control measures (including any hazard checklists, worksheets and assessment tools used in working through the risk management process)
b) How and when the control measures were implemented, monitored and reviewed
c) Who you consulted
d) Relevant training records; and
e) Any plans for changes.
f) Risk Assessments are documented in the Risk Management Register and an ID number is assigned to the identified risk.
g) Individual Client Risk Assessment Numbers will be identified as follows: Brevity Client No followed by Risk Assessment ID Number (as defined in the risk management register) and date.

Employees of Helping Hands Support Services Ipswich Pty Ltd are aware of their responsibilities with WHS record keeping requirements, including which records are accessible and where they are stored.

Review and Approval
Annual review of the risk management policy takes into the account progress made through the intervening period and how the risk management policy is implemented across the organisation.

HHSSI RISK ASSESSMENT FORM



Helping Hands Support Services Ipswich Pty Ltd
PO Box 488
Booval Qld 4304
Email: theoffice@hhssi.com.au
Phone: 3517 0104

HHSSI Risk Assessment Form

Client — Click or tap here to enter text.
Risk Assessment No. — Click or tap here to enter text.
Date — Click or tap to enter a date.
Assessor Name — Click or tap here to enter text.

Section 1: Hazard Identification

Hazard — Click or tap here to enter text.
Location — Click or tap here to enter text.
Description of Hazard – People at Risk — Click or tap here to enter text.

Section 2: Risk Analysis Using Risk Matrix

1. **Likelihood (L)**
   - **6 - Almost Certain**
   - **4 - Likely**
   - **3 - Possible**
   - **2 - Unlikely**
   - **1 - Rare**

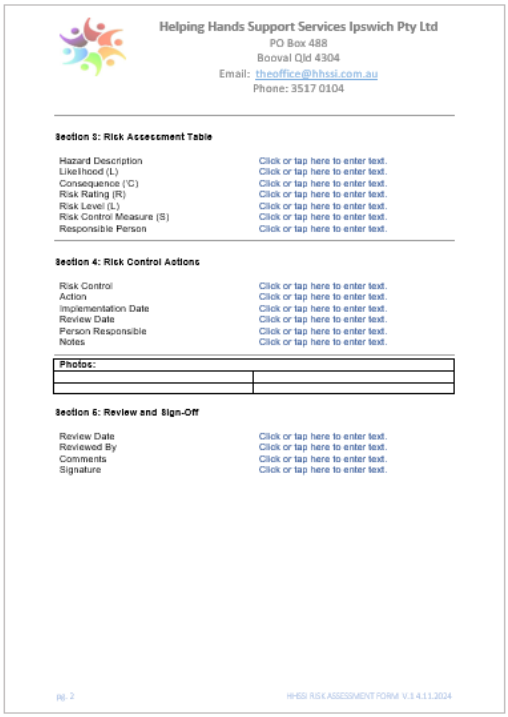
   Click or tap here to enter text.

2. **Consequence (C)**
   - **6 - Catastrophic** (e.g., death, permanent disability)
   - **4 - Major** (e.g., serious injury or illness)
   - **3 - Moderate** (e.g., medical treatment required)
   - **2 - Minor** (e.g., first aid required)
   - **1 - Insignificant** (e.g., no injury)

   Click or tap here to enter text.

3. **Risk Rating (R)**
   - **Formula:** R=L×CR = L times CR=L×C
   - **Risk Levels:**
   - **Extreme (16–26):** Immediate action required
   - **High (10–14):** Action required as soon as possible
   - **Moderate (6–9):** Action needed to reduce risk if practicable
   - **Low (1–4):** Monitor and manage

   Click or tap here to enter text.



Helping Hands Support Services Ipswich Pty Ltd
PO Box 488
Booval Qld 4304
Email: theoffice@hhssi.com.au
Phone: 3517 0104

Section 3: Risk Assessment Table

Hazard Description — Click or tap here to enter text.
Likelihood (L) — Click or tap here to enter text.
Consequence (C) — Click or tap here to enter text.
Risk Rating (R) — Click or tap here to enter text.
Risk Level (L) — Click or tap here to enter text.
Risk Control Measure (S) — Click or tap here to enter text.
Responsible Person — Click or tap here to enter text.

Section 4: Risk Control Actions

Risk Control — Click or tap here to enter text.
Action — Click or tap here to enter text.
Implementation Date — Click or tap here to enter text.
Review Date — Click or tap here to enter text.
Person Responsible — Click or tap here to enter text.
Notes — Click or tap here to enter text.

Photos:	

Section 5: Review and Sign-Off

Review Date — Click or tap here to enter text.
Reviewed By — Click or tap here to enter text.
Comments — Click or tap here to enter text.
Signature — Click or tap here to enter text.

CLIENT HOME RISK ASSESSMENT FORM

Helping Hands Support Services Ipswich Pty Ltd
PO Box 488
Booval Qld 4304

Client Home Risk Assessment Form

NOTE: If you have any concerns about your personal safety, do not enter the residence, leave immediately and contact your Management.

Client Name:		Address:	
Type of Accommodation:			
Who else lives here:			

- This form is to be completed when a client commences a service with HHSSI and if monthly to identify any changes to circumstances or where a new risk is identified in the client's home.
- This form is used to identify risks in the home and to develop a plan to minimise and manage the risks.
- A Risk Rating Score (see below table) needs to be assigned to any risks identified.
- Completed forms to be scanned and saved in client's electronic file.
- The implementation of the action plans is the responsibility of the identified person/s.

Risk Analysis:		
1. Likelihood [L]	• 5 - Almost Certain • 4 - Likely • 3 - Possible • 2 - Unlikely • 1 - Rare	
2. Consequence [C]	• 6 - Catastrophic (e.g., death, permanent disability) • 4 - Major (e.g., serious injury or illness) • 3 - Moderate (e.g., medical treatment required) • 2 - Minor (e.g., first aid required) • 1 - Insignificant (e.g., no injury)	
3. Risk Rating [R]	• Formula: R=L×CR = L times CR=L×C • Risk Levels: • Extreme (16–26): Immediate action required • High (10–14): Action required as soon as possible • Moderate (6–9): Action needed to reduce risk if practicable • Low (1–4): Monitor and manage	

House Photo

ACCESS TO PROPERTY	ASSESSMENT	Y	N	N/A	ACTION / COMMENTS
	Can the house be seen from the street?	☐	☐	☐	
	Is the house easily identifiable?	☐	☐	☐	
	Is there good street lighting?	☐	☐	☐	
	Is there parking close by?	☐	☐	☐	
	Are the access pathways / stairs / gate / verandah / entrance to the residence safe? i.e. if so – are there: • Slippery surfaces • Uneven/broken surfaces • Steep surfaces • Obstructed access (e.g. by long grass)	☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐	
	Are stairs / ramp handrails safe?	☐	☐	☐	
	Is entry via the: ☐ front door, ☐ side door, ☐ rear door	☐	☐	☐	
	Do you have a key safe?	☐	☐	☐	
	Do you want us to receive a key in case of an emergency? Key Safe Number:	☐	☐	☐	
	Will someone be home to open the door?	☐	☐	☐	
	Will anyone else be home during the visit? (give details)	☐	☐	☐	
	Are there any animals living at home? If yes, can they be restrained or put outside during the visit?	☐	☐	☐	
	Is a phone call needed prior to the visit to allow for animals to be restrained / moved?	☐	☐	☐	
	Is there mobile phone coverage at the home?	☐	☐	☐	
	Are there sufficient exits to enable staff to leave in the case of emergency?	☐	☐	☐	
Hazards Identified:					Risk Rating:

	ASSESSMENT	Y	N	N/A	ACTION / COMMENTS
INSIDE THE HOME – GENERAL LIVING AREAS	Safe exit from the house (easy access to outside) no blocked exits?	☐	☐	☐	
	Are floor surfaces safe? i.e. not • Slippery • Uneven • Damaged (e.g. tiles) • Worn (e.g. carpet) • Obstructed / have trip hazards (e.g. rugs, extension cords)	☐ ☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐	
	Is the lighting adequate and working in work areas?	☐	☐	☐	
	Is it free from clutter	☐	☐	☐	
	Do stairs / steps have safe/adequate handrails?	☐	☐	☐	
	Are power points safe to use? (i.e. not visibly faulty or overloaded)	☐	☐	☐	
	Has a residual current device been installed in the home?	☐	☐	☐	Ask client to verify this. Y ☐ N ☐
	Electrical equipment in good condition (no frayed cords)	☐	☐	☐	
	Is there fire equipment installed? — Smoke Alarm Y ☐ N ☐; Hard wired ☐ Battery ☐; Tested Y ☐ N ☐				Date: Fire Extinguisher Y ☐ N ☐ Fire Blanket Y ☐ N ☐
	Is furniture stable?	☐	☐	☐	
Hazards Identified:					Risk Rating:
KITCHEN	Food preparation areas are clean and free of clutter	☐	☐	☐	
	Fridge clean and working	☐	☐	☐	
	Kitchen is adequately vent lated	☐	☐	☐	
	No gas leak noted (odour)	☐	☐	☐	
	Kitchen table and chairs are in good condition	☐	☐	☐	
	Electrical switches / power points appear in good condition	☐	☐	☐	
	Electrical leads in good condition	☐	☐	☐	
	Stove and microwave appear to be in good working order / clean	☐	☐	☐	
	Washing facilities are adequate	☐	☐	☐	
	Taps easily identified as hot and cold	☐	☐	☐	
	Is food stored safely in the kitchen? (e.g. not past use by date, covered in fridge)	☐	☐	☐	
Hazards Identified:					Risk Rating:
BATHROOM – TOILET	Is there sufficient room to move in the bathroom and toilet/s?	☐	☐	☐	
	Is ventilation and drainage adequate?	☐	☐	☐	
	If a heater is being used, is it safe?	☐	☐	☐	
	Is the seating for the client adequate?	☐	☐	☐	
	Is there adequate safety and manual handling equipment? (i.e. non-slip mats, grab rails, bath board, shower hose)	☐	☐	☐	
Hazards Identified:					Risk Rating:

	ASSESSMENT	Y	N	N/A	ACTION / COMMENTS
LAUNDRY	Washing machine / wash basin in good order	☐	☐	☐	
	Taps easily identified as hot and cold	☐	☐	☐	
	Drainage adequate	☐	☐	☐	
	Non-slip floor surface / good condition	☐	☐	☐	
	Iron / ironing board in good condition / working	☐	☐	☐	
	Electrical switches / power points / electrical leads appear in good condition & easy to access	☐	☐	☐	
	External door easy to open, clear of obstructions	☐	☐	☐	
	Easy access to clothesline	☐	☐	☐	
Hazards Identified:					Risk Rating:
CLEANING	If chemicals are to be used, is ventilation adequate?	☐	☐	☐	
	Are chemicals stored safely?	☐	☐	☐	
	Are instructions provided for chemicals?	☐	☐	☐	
	Is there adequate cleaning equipment available? (e.g. mop, bucket, vacuum)	☐	☐	☐	
	Vacuum cleaner / carpet sweeper – in working order (replacement bags available)	☐	☐	☐	
	Brooms and mops & buckets in working order	☐	☐	☐	
Hazards Identified:					Risk Rating:
MANUAL HANDLING	Will loads be moved or carried?	☐	☐	☐	
	Are the spaces sufficient to move equipment?	☐	☐	☐	
	Is there a need to stoop, twist or reach to perform the task/s?	☐	☐	☐	
	Will loads be difficult to handle? (e.g. due to size, shape etc)	☐	☐	☐	
	Are the heights of work surfaces safe? (e.g. kitchen bench, beds, sinks)	☐	☐	☐	
Hazards Identified:					Risk Rating:
INFECTION CONTROL	Are hand washing facilities adequate?	☐	☐	☐	
	Is required personal protective equipment (PPE) available?	☐	☐	☐	
	Is a diagnosed infection present?	☐	☐	☐	
	Does the task place staff at increased risk of infection? (e.g. exposure to blood, bodily fluids)	☐	☐	☐	
	Is waste stored / disposed of appropriately?	☐	☐	☐	
	Is there a sharps container in the home?	☐	☐	☐	
Hazards Identified:					Risk Rating:

	ASSESSMENT	Y	N	N/A	ACTION / COMMENTS
ANIMALS	Is there a risk of harm from pets, insects or vermin?	☐	☐	☐	
	Describe the pets and how they can be restrained or removed	☐	☐	☐	
	Is pet waste present?	☐	☐	☐	
Hazards Identified:					Risk Rating:
CLIENT FAMILY AND OTHERS BEHAVIOUR	Is there any evidence of potentially dangerous behaviour of the client or others living in the home? (e.g. alcohol, substance misuse, aggression)	☐	☐	☐	
	Is the situation demanding emotionally?	☐	☐	☐	
	Is there any evidence of a risk of sexual harassment?	☐	☐	☐	
	Does the client have difficulties accepting directions?	☐	☐	☐	
	Does the client or others smoke?	☐	☐	☐	
	Does the client have behaviour of concern?	☐	☐	☐	
	Does the client have a history of violence or aggression?	☐	☐	☐	
	Is there a requirement for 2/HHSS staff to attend the visit?	☐	☐	☐	
	Are there any previously identified alerts or risks related to this property or person?	☐	☐	☐	
Hazards Identified:					Risk Rating:
CLIENT MOBILITY AIDS	Does the client use a wheelchair (manual or electric) electric scooter, or walker? If no, please document product details (i.e. make and model, photos of equipment to be taken				
	Does the equipment appear to be in good working condition?				
	Are there manuals available for the equipment?				
	For electrical mobility equipment – is there a safe charging location (i.e. for lithium battery charging – must be clear from clutter and on a concrete surface)				
Hazards Identified:					Risk Rating:

Client Home Risk Assessment / Action Plan

☐ **Not applicable (Tick this box if no actions required - proceed to signatures at bottom of page)**

- The following plan is to be discussed and agreed with the client and / or carer.
- A risk assessment needs to be completed for all areas where the risk rating is between 5 - 25.
- Risk Assessments are to be reviewed by the Manager.
- Risk Assessments must be included in the clients care plan.

IDENTIFIED RISK	ACTIONS REQUIRED BEFORE SERVICE COMMENCEMENT	BY WHO	BY WHEN	DATE COMPLETED

IDENTIFIED RISK	OTHER ACTIONS (PLAN)	BY WHO	BY WHEN	DATE COMPLETED

The above plan has been jointly developed and agreed by:

Assessor's Name:	Assessor Signature: Date:	
Client/Legal Representative Signature:	Assessor/Manager signature:	Date: / /

Emergency and Critical Incident Policy and Procedure

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	12 March 2020
ORIGINAL ISSUE DATE	19 November 2018
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 4
LEGISATION	NDIS (Incident Management and Reportable Incidents) Rules 2018 (Cth)

POLICY STATEMENT

Emergencies and critical incidents in the workplace can affect people physically and psychologically, and affect program continuity of Helping Hands Support Services Ipswich Pty Ltd.

Emergency management planning is in place to prepare and to plan for events or incidents that may stretch our ability to cope beyond normal day-to-day capacity.

The organisation is committed to the protection of staff, participants, managers, and directors of Helping Hands Support Services Ipswich Pty Ltd or any individuals acting for Helping Hands Support Services Ipswich Pty Ltd during emergencies.

Helping Hands Support Services Ipswich Pty Ltd.'s aim is to respond immediately and effectively to emergency situations, with the foremost goals of preserving life, protecting the Helping Hands Support Services Ipswich Pty Ltd.'s property, and restoring operations as quickly as possible.

Critical incidents can be a threatening experience and appropriate supports are required to minimise long term effects arising from exposure to the trauma.

Emergency situations are prevented as far as practical. The negative impacts of emergency situations and critical incidents are minimised through effective management.

PURPOSE

The purpose of this policy is to ensure Helping Hands Support Services Ipswich Pty Ltd prepares for and effectively responds to emergency situations and critical incidents through the appropriate use of resources. The prevention and effective management of emergency situations and critical incidents can assist to minimise the negative impact of an unexpected event.

SCOPE

This policy is universal and applies to all staff, participants, managers and directors of Helping Hands Support Services Ipswich Pty Ltd or any individuals acting for Helping Hands Support Services Ipswich Pty Ltd.

DEFINITIONS

Emergency: an unplanned or imminent event that affects or threatens the health, safety or welfare of people, property and infrastructure, and which requires a significant and coordinated response. The defining characteristic of an emergency event or situation is that usual resources are overwhelmed or have the potential to be overwhelmed. Emergencies may be a specific event with a clear beginning, end and recovery process, or a situation that develops over time and where the implications are gradual rather than immediate.

Emergency management: the coordination of an emergency response and management of recovery. The aim of emergency management is to minimise physical and psychological impacts on all parties and to minimise damage to assets, operations, reputation and staff productivity.

Critical incident: is an unexpected traumatic event, involving personal or threat, which evokes extreme stress, fear or injury. Providing appropriate supports following a critical incident is part of emergency management.

Traumatic event: is one in which a person experiences, witnesses or is confronted by experiences that involve actual, threatened or perceived death or serious injury and/ or threat to own or others physical and emotional integrity. The person's response may then include intense fear, feelings of helplessness and horror, which impact on their sense of 'self'.

Complex trauma: refers to a condition resulting from multiple exposures to one or more traumas. When repeatedly exposed to traumatic stress, disruptions can occur in brain structure and function, central and autonomic nervous system arousal, endocrinological and immunological function. These biological disruptions interact with psychological, emotional, cognitive and spiritual processes.

Critical Incident Debriefing (CID) is a preventative health measure to minimise the impact of traumatic events and the development of major psychological health problems such as Post Traumatic Stress (PTS) Disorder.

RESPONSIBILITIES

Directors are responsible to develop and review Emergency and Critical Incident Policy and Management is to ensure compliance with Emergency and Critical Incident Policy.

Director responsibilities include**:**

a) The implementation of emergency and critical incident procedures, including identification of potential situations.
b) Developing, documenting and communicating response plans.
c) Reporting on actual situations.
d) Reviewing policy and procedures following an emergency or critical incident situation.

Director and/or Manager responsibilities include:
a) Ensure staff comply with Emergency and Critical Incident Policy.
b) Coordinate staff training in emergency and critical incident, such as fire response, building evacuation, etc.
c) Coordinate and supervise emergency evacuation drills.

Staff responsibilities include:
a) Compliance with Emergency and Critical Incident Policy.
b) Contribute to the development of Emergency and Critical Incident Policy.

Risk Management

- Directors, staff and volunteers are trained in emergency and critical incident response procedures at induction.
- Emergency evacuation drills are undertaken at Helping Hands Support Services Ipswich Pty Ltd under the instruction of the Manager and Director.
- As far as possible, traumatic events are prevented, and the impacts of trauma are minimised following traumatic events.
- All staff, managers and directors of Helping Hands Support Services Ipswich Pty Ltd or any individuals acting for Helping Hands Support Services Ipswich Pty Ltd have access to and are familiar with policies and procedures.
- All staff, managers and directors of Helping Hands Support Services Ipswich Pty Ltd or any individuals acting for Helping Hands Support Services Ipswich Pty Ltd have information which outlines actions to follow for various disaster and emergency situations and are supported to undertake training for specific roles in emergency and critical incident.
- Helping Hands Support Services Ipswich Pty Ltd identifies, prevents and manages emergency and critical incidents within its sphere of responsibility and influence, until the arrival of appropriate emergency services.

A range of emergency situations may occur on the premises with the potential to impact on the safety of the participants, staff, managers and directors and visitors including:
- Fire
- Gas or water leak
- Vehicle and other accidents
- Chemical, radiation or biological spill
- Bushfire
- Storm
- Earthquake
- Bomb threat
- Death
- Robbery
- Physical (including sexual) assaults.
- Civil disorder or illegal occupancy
- Hostage or terrorist situation.

Risk Assessment

- Helping Hands Support Services Ipswich Pty Ltd uses risk assessment processes to identify and control barriers to effective emergency management.
- Staff, participants, managers and directors of Helping Hands Support Services Ipswich Pty Ltd or any individuals acting for Helping Hands Support Services Ipswich Pty Ltd are expected to behave in a way which minimises the risk of emergencies occurring.
- All staff, managers and directors of Helping Hands Support Services Ipswich Pty Ltd or any individuals acting for Helping Hands Support Services Ipswich Pty Ltd are provided with training to ensure they are familiar with implementation of emergency management plans.
- All staff, participants, managers and directors of Helping Hands Support Services Ipswich Pty Ltd or any individuals acting for Helping Hands Support Services Ipswich Pty Ltd familiarise themselves with emergency evacuation procedures, including their responsibilities and the emergency evacuation assembly point.
- All fire safety activities undertaken by the Helping Hands Support Services Ipswich Pty Ltd are recorded and reviewed to identify gaps in training, knowledge, equipment or processes. Fire activities include but are not limited to, fire safety training, drills and exercises, records of maintenance and inventories of equipment kept.
- Where relevant, staff, managers and directors of Helping Hands Support Services Ipswich Pty Ltd or any individuals acting for Helping Hands Support Services Ipswich Pty Ltd familiarise themselves with techniques to minimise physical and emotional harm from other people.

Response

When an emergency or critical incident arises, the primary aim of the response is to ensure the safety of all people on the premises, preserve life and protect property. Helping Hands Support Services Ipswich Pty Ltd initiates recovery and aims to restore operations as quickly as possible.

The availability of critical incident debriefing is an essential component of the Helping Hands Support Services Ipswich Pty Ltd.'s approach to emergency management.

When required, supportive counselling is provided to staff, participants, managers, and directors of Helping Hands Support Services Ipswich Pty Ltd or any individuals acting for Helping Hands Support Services Ipswich Pty Ltd who are affected by an emergency or critical incident within two hours of the event (for defusing and mobilisation) and then within 48 to 72 hours (for critical incident debriefing).

Emergency and Critical Incident Procedures

1. Staff, participants, managers and directors of Helping Hands Support Services Ipswich Pty Ltd or any individuals acting for Helping Hands Support Services Ipswich Pty Ltd who experience a critical incident related to their involvement with Helping Hands Support Services Ipswich Pty Ltd should immediately inform where possible, the coordinator, Manager or Director of Helping Hands Support Services Ipswich Pty Ltd. If this is not possible, they should immediately inform the directors of Helping Hands Support Services Ipswich Pty Ltd.
2. A Critical Incident Report:
   a) Is to be completed by the person involved in the incident or notification of the incident.

b) Is to contain as much information as possible and indicate the people directly involved in the incident.

3. The manager or director who receives the report will ensure that the person(s) identified in the critical incident receives all appropriate support.
4. They are to contact emergency services where required and must contact the director immediately.
5. The manager and director in conjunction with director will assess the Critical Incident and implement a plan of action to follow up the Critical Incident.
6. Where required, a meeting will be organised to determine issues and responsibilities relating to:
   a) Assessing risks and response actions
   b) Liaison with emergency and other services
   c) Contact with the affected person's relatives and other supports.
   d) Liaison with other organisations
   e) Counselling and supporting staff, executives, and participants not directly involved in, but affected by, the incident.
   f) Media management (if required)
   g) Helping Hands Support Services Ipswich Pty Ltd will conduct a review of actions arising from the above meeting to ensure:
      - Follow up such as de-briefing, counselling and prevention strategies have been completed.
      - Relevant people have been informed of all outcomes from the incident.
      - A recommendation as to the response to the critical incident is documented and included in the quality improvement cycle
      - Further follow up required is documented and responsibilities allocated to management.

Critical Incident Debriefing

Critical Incident Debriefing (CID) will occur within 48 - 72 hours after the incident.
Debriefing may include individual and group counselling, where the aim is to:

- Decrease feelings of isolation
- Provide people affected by the incident with a facilitated session to assist them to normalise their thoughts and feelings. Groups assist people to explore their differing perspectives of the incident and share their similar thoughts and feelings.
- There will usually be an initial counselling session, followed up with one or more debriefing sessions. Initial counselling will occur as soon as possible after the incident, preferably immediately or within a few hours. Depending on the type or severity of the critical incident, initial defusing may include:
  - A short factual statement about what is known about the incident.
  - The possible effects on those involved.
  - What is being done for them and what is going to happen in the future, e.g. planned debriefing sessions.
  - Information on acute stress response (what is happening to people now) and how people can care for themselves.
  - An arrangement for a structured debriefing session within 48-72 hours.
  - The provision of different levels of service for those differently affected.
  - Referrals to various resources including counsellors.

Helping Hands Support Services Ipswich Pty Ltd will maintain confidentiality to ensure that:

- Only a record of when and where a debriefing took place will be kept.
- No information will be released without the agreement of the individual or group.

Evacuation

In the event of an alert to evacuate - either verbal or manual alarm – and the threat is not immediate, all staff, participants, managers and directors of Helping Hands Support Services Ipswich Pty Ltd or any individuals acting for Helping Hands Support Services Ipswich Pty Ltd and visitors will:

1. Proceed along designated routes to the designated assembly area(s)
2. Ensure assistance is provided to people with disabilities and/or special needs
3. Fire Warden to collect Evacuation Register, visitor sign-in and staff attendance registers and direct people to assembly point.
4. Check attendance at assembly area against the attendance registers.
5. Remain at the assembly area until advised by the Fire Warden and/or emergency personnel that it is safe to return to premises.

Fire

In the event of a fire:

1. Trigger the fire alarm.
2. Contact fire emergency services 000
3. Alert the nominated fire warden and/or a senior staff member.
4. Evacuate people from the immediate area to outside the building, to the Assembly Area.
5. Fight the fire with existing equipment if safe to do.

Additional guidelines for threat of fire

In the event of a fire threat and if it is safe to do so, close all doors and windows and turn off power supply before leaving the premises.

Bomb Threat

In the event of a bomb threat via phone call:

1. Remain calm.
2. Record as much information as possible from the caller using questions and observations including:
    a) What type of bomb is it?
    b) How will it go off?
    c) What does it look like?
    d) When is it set to go off?
    e) Where is it?
    f) When was it put there?
    g) Who put it there?
    h) Will it explode, or will something be released?
    i) If a substance is released, what is it?
    j) How much is there?
    k) How will it be released?

l) Observations about the caller: gender, age, accent?
m) Any background noises?

3. Contact police who can assist in determining if evacuation is required.
4. If instructed, evacuate staff, participants, managers, and directors of Helping Hands Support Services Ipswich Pty Ltd or any individuals acting for Helping Hands Support Services Ipswich Pty Ltd and visitors as for the above evacuation procedures.
5. Notify manager, director and/or other senior staff.
6. In the event of a letter bomb (threat via postal mail):
   a) Do not disturb, move or touch the package if possible.
   b) Contact police who can assist in determining if evacuation is required.
   c) If instructed, evacuate staff, participants managers and directors of Helping Hands Support Services Ipswich Pty Ltd or any individuals acting for Helping Hands Support Services Ipswich Pty Ltd and visitors as for the above evacuation procedures.
   d) Notify the manager, director and/or other senior staff.

Additional guidelines for bomb threat

In the event of a bomb threat and the threat is not immediate, open all doors and windows before leaving the premises.

Suspicious Mail

In the event of a suspicious item of postal mail arriving to the premises:

1. Do not disturb, move or touch the package if possible.
2. If you have touched the article wash your hands if it is possible, within the work area.
3. Contact police who can assist in determining if evacuation is required.
4. Inform others present of what has occurred and advise them to stay in their work area.
5. Prevent others from entering the work area.
6. Do not attempt to clean up spilt material or brush it off you're clothing.
7. If instructed, evacuate staff, participants, managers and directors of Helping Hands Support Services Ipswich Pty Ltd or any individuals acting for Helping Hands Support Services Ipswich Pty Ltd and visitors as for the above evacuation procedures.
8. Notify the manager, director, and/or other senior staff.

Hold-up

In the event of a hold-up situation:

1. Assume the offender is armed and that any firearms are loaded.
2. Comply with instructions given by the offender, doing no more or less than what you are told to do, and answer all questions asked.
3. Do not attempt to disarm or apprehend the offender.
4. Take mental notes of details about the offender and any items that are touched by the offender.
5. Immediately after the incident:
   a) Lock access doors to secure the area and prevent people from approaching.
   b) Notify the police immediately.
   c) Notify the manager, director and/or other senior staff.
   d) Attend to the post-incident needs of staff, participants, managers and directors of Helping Hands Support Services Ipswich Pty Ltd or any individuals acting for Helping Hands Support Services Ipswich Pty Ltd, and visitors affected by the incident.

Earthquake

In the event of an earthquake:

If you are indoors:

- Remain indoors and seek shelter under strongly constructed tables, desks or door frames.
- Keep away from windows, fixtures, furniture, and items that may become unstable.
- Evacuate the premises if it is safe to do so.

If you are outdoors:

- Move quickly away from buildings, electrical structures and flammable products.
- Proceed to designated assembly area if safe to do so.

After the earthquake:

1. Check attendance at assembly area against the attendance registers.
2. Respond to injured people.
3. Check for gas leaks, power failure and any other hazard.
4. Turn off electricity, gas and water if it is safe to do so.
5. Prevent entry to premises if unsafe.
6. Contact and liaise with emergency services if required.
7. Notify the manager, director and/or other senior staff.

Flood

In the event of a flood:

1. Do not enter the flood waters.
2. Eliminate potential electrical hazards.
3. Place high value equipment and records away from impending floodwaters if it is safe to do so.
4. Stay in a safe location while it continues to offer protection.
5. Evacuate staff, participants, managers, and directors of Helping Hands Support Services Ipswich Pty Ltd or any individuals acting for Helping Hands Support Services Ipswich Pty Ltd and visitors as for the above evacuation procedures.
6. Contact and liaise with emergency services if required.
7. Notify the manager, director and/or other senior staff.

Emergency Contact Numbers	
Name	***Contact***
Organisation name: Helping Hands Support Services Ipswich Pty Ltd	**0412292748**
Manager name:	**Matthew or Rachel**
Police	**000**
Fire Brigade	**000**
Ambulance	**000**
Local Hospital – Ipswich General Hospital	**3810 1111**

Helping Hands Support Services Ipswich Pty Ltd
PO Box 488, Booval Q 4304

Incident, Injury and Hazard Policy and Procedure

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	18 December 2024
ORIGINAL ISSUE DATE	28 August 2020
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 4
LEGISATION	NDIS (Incident Management and Reportable Incidents) Rules 2018 (Cth) The Workplace Injury Rehabilitation and Compensation Act 2013 (WIRC Act). Occupational Health & Safety (Incident Notification) Regulations 2017 Occupational Health and Safety Act 2004

POLICY STATEMENT

Helping Hands Support Services Ipswich Pty Ltd is committed to the provision of a safe and healthy work environment for all employees, contractors, volunteers and visitors.

Helping Hands Support Services Ipswich Pty Ltd will maintain records of all hazards, near misses, incidents and injuries for the purposes of minimising risk of injury and ill-health or the recurrence of an incident. Accordingly, all staff are expected to report hazards, near misses and incidents and managers and directors are expected to address these in consultation with staff and relevant external agencies.

This will ensure that Helping Hands Support Services Ipswich Pty Ltd complies with the requirements of the NDIS (Incident Management and Reportable Incidents) Rules 2018 (Cth), Occupational Health and Safety Regulations 2017, the Occupational Health and Safety Act 2004 V43, Workplace Injury Rehabilitation and Compensation Act 2013 (WIRC Act) and the Work Health and Safety Act 2011.

SCOPE

This policy is universal and applies to all staff, participants, managers and directors of Helping Hands Support Services Ipswich Pty Ltd or any individuals acting for Helping Hands Support Services Ipswich Pty Ltd.

DEFINITIONS

Hazard: something that has the potential to injure or harm people, property and equipment.

Incident: an event that has the potential to or does lead to an injury or damage to property and equipment.

Near Miss: any unplanned incidents that occurred at the workplace or travelling in a motor vehicle, which, although not resulting in any injury or disease, had the potential to do so.

Reportable Incident: For an incident to be reportable to the NDIS, a certain act or event needs to have happened (or alleged to have happened) **in connection with the provision of supports or services by HHSSI**. This includes:

- The death of a person with disability
- Serious injury of a person with disability
- Abuse or neglect of a person with disability
- Unlawful sexual or physical contact with, or assault of, a person with disability
- Sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity
- Unauthorised use of restrictive practices in relation to a person with disability.

RESPONSIBILITY

Employee Must: -

- Report any hazard, near miss, incident or injury to the Manager or Director as soon as practicable.
- Assist the injured/ill work colleague or client and seek first aid attention if appropriate.
- Complete an Incident Report the same day as the incident occurred in Brevity Care Software Program and include the following information: -
    - Date
    - Time
    - Client
    - Type (Incident, Accident, Complaint, Suggestion, Medical Incident, Near Miss, Behavioural (PBSP)
    - Severity (Level 1 – Mild being insignificant with no injury; Level 2 – Moderate being medical treatment required; Level 3 – Severe being of serious injury or non-compatible with life)
    - Description of incident, injury or hazard
    - Events Before (leading up to the incident)
    - Events During (what was done during the incident)
    - Events After (what you did after the incident)
    - Reported by (worker's name)
    - Reporters Phone (worker's phone number)
    - Witnesses (record any other person's details who witnessed the incident)
    - Location (where the incident occurred)
    - People Notified (select who was notified)
    - Medical Care (select correct response)
    - Action Taken (add doctor or ED information) – or Not Applicable
    - SAVE

Director and/or Manager Must: -

- Respond to incident, injury and hazard reports in a timely manner.
- If the incident meets the criteria for a Reportable Incident, the Manager or Director will complete a Reportable Incident Form and submit to the NDIS within the set timeframe.
- Investigate near misses and incidents.
- Assist the injured/ill employee and seek first aid medical attention if appropriate.
- Ensure an Incident Report has been submitted in Brevity from the employee.
- In the event of a serious incident, follow the processes outlined in Emergency and Critical Incident Policy
- Close all hazard, near miss and incidents reported via Brevity within 30 days.
- When required, liaise with NDIA and/or Workcover Qld with respect to return to work strategies for the employee.
- Ensure compliance occurs with return-to-work plan provided by the employee's medical personnel.

NDIS REPORTABLE TIMEFRAMES

Reporting to the NDIS Commission does not replace your existing obligations to report particular events to other agencies, such as reporting any crimes to police.

There are set timeframes for you to notify the NDIS Commission. There are:

- **Within 24 hours** of key personnel becoming aware of a reportable incident or allegation
  An exception to this rule is notifying the NDIS Commission of the use of a restrictive practice that is unauthorised or not in accordance with a behaviour support plan. In these instances, the registered NDIS provider must notify the NDIS Commission within five business days of being made aware of the incident. If, however, the incident has resulted in harm to a person with disability, it must be reported within 24 hours.
  AND
- **Within five business days** of key personnel becoming aware of a reportable incident, to provide additional information to that provided in the immediate notification form

  The five-day form is also to be used for incidents involving the unauthorised use of a restrictive practice, other than those resulting in serious injury to a person with disability.

RETURN TO WORK/INJURY MANAGEMENT

- The Manager or Director will support injured staff in achieving a timely return to work (if appropriate)
- If required, the Manager or Director to liaise with Workcover Qld and Worksafe for injury management.

PROCEDURE

Hazard Reporting:

Hazards identified during day-to-day activity must be reported to the appropriate manager or director. If the hazard can be remedied immediately, the Manager or Director should take appropriate action in consultation with the appropriate authorities.

If a hazard requires greater investigation and the sourcing of risk controls, this should be recorded by the Manager, Director or reporting staff member within the accident recorded in the Brevity Care Software Program and the proposed risk controls identified.

Near Miss, Injury and Incident Reporting:

All near miss, injury and incidents must be recorded with Brevity Care Software Program by the Manager, Director, or the reporting staff member.

If a person has been injured, the need for first aid should be assessed and action taken as appropriate.

If the incident is deemed to be serious, the Manager and Director should contact the NDIS (reportable incident) and WorkSafe Qld (notifiable incident) to discuss what has occurred and process moving forward.

The incident is a Reportable Incident with the NDIS in the following instances: -

- The death of a person with disability
- Serious injury of a person with disability
- Abuse or neglect of a person with disability
- Unlawful sexual or physical contact with, or assault of, a person with disability
- Sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity.
- Unauthorised use of restrictive practices in relation to a person with disability.

The incident is a Notifiable Incident and must be reported to WorkSafe Qld if it resulted in:

- The death of a person; or
- A person requiring medical treatment within 48 hours of exposure to a substance; or
- A person requiring immediate treatment as an in-patient; or
- A person requiring immediate treatment for an amputation, serious head injury, serious eye injury, de-gloving or scalping, electric shock, spinal injury, loss of bodily function or serious lacerations.

The site of the incident is to remain undisturbed until a Worksafe Inspector arrives on site or gives permission for disturbance.

The Manager and Director must report all notifiable incidents to WorkSafe Qld via phone on 1300 362 128 and then, in writing, within 48 hours by completing the online Incident Notification Form.

The Manager and Director should undertake an incident investigation in consultation with WorkSafe Qld and record the findings and recommendations within the Brevity Care Software Program Incident Report of the incident.

Helping Hands Support Services Ipswich Pty Ltd
PO Box 488, Booval Q 4304

Harm Prevention and Response Policy (Abuse & Neglect)

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	12 March 2020
ORIGINAL ISSUE DATE	19/11/2018
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 3
LEGISLATION	National Disability Insurance Scheme Act 2013 (Cth) NDIS Practice Standards and Quality Indicators 2020

POLICY STATEMENT

Helping Hands Support Services Ipswich Pty Ltd is committed to ensuring its participants are free from abuse and neglect. Specifically, we will: -

- provide supports and services in an environment free of abuse and neglect.
- ensure people with high support needs and/or communication difficulty are well supported to enable detection and prevention of abuse and neglect.
- ensure staff are trained to recognise, prevent or minimise the occurrence or recurrence of abuse and neglect of participants.

Helping Hands Support Services Ipswich Pty Ltd is committed to empowering Participants to play an active role in decisions that affect their lives and make choices for themselves.

Specifically, we will:

- Inform Participants about opportunities for choice available to them.
- Support Participants to take advantage of opportunities for choice.
- Enable and build self-reliance and social inclusion.

PURPOSE

Helping Hands Support Services Ipswich Pty Ltd wants participants to be safe in the knowledge that we will respond to any case of abuse, neglect, or exploitation by:

- promoting a culture of no retribution for reporting of suspected cases of abuse or neglect
- escalating all alleged or suspected incidents of abuse or neglect to key management personnel immediately ensuring any victim of suspected or alleged abuse or neglect is adequately supported by an independent person such as a relative, friend, advocate or legal practitioner.
- responding promptly and sensitively where an alleged case of abuse or neglect has occurred, to protect the person from further harm, and coordinating appropriate responses in line with duty of care obligations.

- where relevant (especially for criminal acts), preserving and recording the evidence, maintain the scene of the incident, by taking photos and protecting any person articles involved.
- recording what is known about the incident including the services and people involved and any witnesses informing participants about what is going to happen before taking action and throughout any response to abuse and neglect.
- ensuring appropriate physical, emotional, and psychological support is available to and easily accessible by a person following a report or allegation of abuse or neglect.
- ensuring the victim, family, guardian, or other support person has the choice of pursuing the matter through the legal system and be supported to access advice and services required.

SCOPE

This policy is universal and applies to all Participants, employees, directors, and managers of Helping Hands Support Services Ipswich Pty Ltd.

DEFINITIONS

Abuse: the infliction of injury, unreasonable confinement, intimidation, or cruel punishment with resulting physical harm, pain, mental anguish, or death; sexual abuse or exploitation; or the wilful deprivation of essential needs.

Physical abuse: any non-accidental physical injury or injuries to a child or adult. This includes inflicting pain of any sort or causing bruises, fractures, burns, electric shock, or any unpleasant sensation.

Sexual abuse: any sexual contact between an adult and child 16 years of age and younger; or any sexual activity with an adult who is unable to understand, has not given consent, is threatened, coerced or forced to engage in sexual behaviour.

Psychological or emotional abuse: verbal assaults, threats of maltreatment, harassment, humiliation or intimidation, or failure to interact with a person or to acknowledge that person's existence. This may also include denying cultural or religious needs and preferences.

Constraints and restrictive practices: restraining or isolating an adult for reasons other than medical necessity or the absence of a less restrictive alternative to prevent self-harm. This may include the use of chemical or physical means or the denial of basic human rights or choices such as religious freedom, freedom of association, access to property or resources or freedom of movement.

Financial abuse: the improper use of another person's assets or the use or withholding of another person's resources.

Legal or civil abuse: denial of access to justice or legal systems available to other citizens.

Systemic abuse: failure to recognise, provide or attempt to provide adequate or appropriate services, including services that are appropriate to that person's age, gender, culture, needs or preferences.

Neglect: an act or omission that threatens a person's health or welfare by placing the person at risk of physical or mental injury or impairment, deprivation of essential needs or lack of protection from these.

Physical neglect: failure to provide adequate food, shelter, clothing, protection, supervision and medical and dental care, or to place persons at undue risk through unsafe environments or practices.

Passive neglect: a caregiver's failure to provide or wilful withholding of the necessities of life including food, clothing, shelter or medical care.

Wilful deprivation: wilfully denying a person who, because of age, health or disability, requires medication or medical care, shelter, food, therapeutic devices or other physical assistance - thereby exposing that person to risk of physical, mental or emotional harm.

Emotional neglect: the failure to provide the nurturance or stimulation needed for the social, intellectual and emotional growth or wellbeing of an adult or child.

Assault: a violent attack of any sort; attempt or threat to do physical, emotional or sexual violence to another.

PROCEDURES

- All staff are responsible for providing supports and services in a manner consistent with the Code of Conduct and treating participants with respect and dignity at all times.
- All staff are responsible for reporting any suspected abuse and neglect of the participants we support immediately to management.
- All staff are responsible for responding promptly and sensitively to protect the victim from further harm key management personnel are responsible for ensuring all staff and volunteers are aware of, trained in, compliant with, and implement the policies and processes to prevent and respond to abuse, neglect, and exploitation of participants.
- Key management personnel are responsible for informing the appropriate authorities (e.g. police), and the victim's family, guardian or substitute decision maker of alleged or suspected incidents of abuse or neglect, unless the guardian or decision maker is the alleged or suspected perpetrator.
- All staff and witnesses will cooperate with the investigations of police or other external agency.

What is not abuse and neglect

- to restrain a participant in accordance with an approved behaviour support plan authorised by a restricted practices authorisation mechanism.
- to take reasonable steps to disarm a participant seeking to harm themselves or others to separate participants who are fighting.
- to move a participant out of harm's way
- to restrain a participant from causing intentional damage to property, in self-defence, or in the defence of others.

Breach of abuse and neglect policy

- Any workers found to be perpetrating any form of abuse or neglect will lead to disciplinary action including termination of employment.
- Any attempt to cover up or failure to report suspected or actual incidents of abuse will lead to disciplinary action including termination of employment.

Work Health and Safety Policy and Procedure

Incorporating Fit for Work Policy and Procedure

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	18 December 2024
ORIGINAL ISSUE DATE	19 November 2018
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 4
LEGISLATION	Work Health and Safety Act 2011 The Work Health and Safety Regulation 2011

POLICY STATEMENT

Helping Hands Support Services Ipswich aims to provide a workplace that is safe and free of risk to its employee's, participants, and visitors at the workplace. We also actively promote the importance of effective WH&S practices for everyone who works at our Helping Hands Support Services Ipswich. Specifically, we will:

- Take our duty to provide anyone who attends our service or participates in any of our services, with a safe and healthy working environment seriously.
- Workplace health and safety practices and processes are reviewed to comply with all relevant State workplace health and safety legislation.
- Workplace health and safety guidelines are designed to prevent accidents, injuries and illnesses in the workplace.
- All new employees must be made aware of workplace health and safety regulations and procedures during their induction program, and any ongoing training that is provided for all staff, both in relation to changes in regulations, and safe work practices.

HHSSI is committed to complying with the *Work Health and Safety Act 2011*, the *Work Health and Safety Regulation 2011,* codes of practice and other safety guidance material.

SCOPE

This Policy and Procedure is universal and applies to all managers, directors, employees, agency workers and visitors of Helping Hands Support Services Ipswich.

The Fit for Work Policy is to be distributed to all employees and agency workers during induction. The Fit for Work Policy must be addressed during induction and where appropriate integrated through our various staff education programs.

PURPOSE

Helping Hands Support Services Ipswich has a responsibility to provide a safe environment for all our staff, customers, and visitors. This policy sets out responsibilities and processes for Helping Hands Support Services Ipswich staff in ensuring our organisation complies with state and federal safety legislation.

This policy details the responsibilities of all employees and agency workers in relation to their own fitness for work. All employees and agency workers are required to report for work in a fit condition, to perform their role in a safe and competent manner.

The purpose of this policy is to:

- Eliminate hazards and risks.
- Inform employees and agency workers of the actions that will be taken to enforce the 'Fit for Work Policy' and the consequences of breaching this policy.
- Promote a responsible attitude amongst all employee and agency workers towards healthy lifestyles and appropriate work practices.
- Provide referral for counselling to employees, to address and overcome problems that adversely affect their ability to work safely and productively to an acceptable standard.
- Assure employee and agency workers that obligations in relation to privacy will be maintained.

DEFINITIONS

- **Unfit for Work:** unable to carry out and perform the duties at the level required.
- **Unwell:** any condition related to the physical, mental, and emotional wellness of the person that puts them or another person, or a participant at risk of harm.

RESPONSIBILITIES

Employees and Agency workers

- Employees and agency workers **should not present** for work if they are unwell, have a significant injury and or health condition that prevents an individual's capacity to perform their job safely and efficiently, and or are under the influence of drugs or alcohol.
- Any employee and agency workers continuing to work when he/she is unfit may result in the risk of injury or a threat to the well-being of the employee, other employee and participants requiring care services.
- If you are unwell for your rostered workday – please contact your manager or director as soon as possible to provide information for non-attendance of shift. If you are unable to work for one or more days, you will be required to produce a clearance certificate to return to work.
- Any employee having gastroenteritis cannot return to work until 48 hours after they have experienced the last symptom.

PROCEDURES

Employees Must:

- Follow all WH&S legislation, regulations and guidelines including emergency procedures and drills.
- Immediately report any breach in WH&S and any resulting injury or illness to the management.
- Complete an Incident or Accident Report as soon as possible after the injury or incident but definitely prior to leaving your shift.

- Identify potentially unsafe equipment, unsafe work practices, risks or hazards and ensure other employees are aware of any potential danger/s.
- Make the area you work in safe prior to commencing tasks.
- Complete the WH&S Feedback Form to advise management of risks or hazards.?
- Helping Hands Support Services Ipswich Pty Ltd may require employees to undergo a pre-employment medical examination prior to the commencement of their employment if they have a pre-existing injury that may affect their ability to perform their duties, or following an injury, or at any other time, at a Medical Practitioner of Helping Hands Support Services Ipswich Pty Ltd choice, to assess their ability to safely perform the duties of their employment.
- Employees must attend and co-operate with such an examination if requested, and consent to the Medical Practitioner providing reports and copies of medical records to Helping Hands Support Services Ipswich Pty Ltd but only to the extent that such information may impact upon, or relates to, their ability to safely perform the duties of their employment.
- The cost of the pre-employment medical is at the applicant's expense.
- If an employee is suspected of being unfit to carry out his/her duties or tasks for any reason and this is reported by another employee to the manager, or director on duty and; if the manager, or director subject to observation or any other reasonable method including disclosure, determines that the employee is unfit to continue their duties the employee shall be sent home from work on full pay, if part time or full time, unpaid if casual and will not be able to return to work until the employee has a Doctor's certificate stating that the employee is fit to return to work.

WHEN AN EMPLOYEE IS UNFIT FOR WORK

- During a period where an employee may be unfit for work, Helping Hands Support Services Ipswich Pty Ltd may request that the employee not perform their normal duties.
- The employee may also be asked to return home until they are well. Management must act immediately if a worker appears to be in a condition that is not suitable for work.
- Employees must be in a fit condition to perform their duties both physically and mentally. The worker will not be allowed to return to work until they have demonstrated that they are fit for work.
- Helping Hands Support Services Ipswich Pty Ltd is permitted to request a medical examination.
- During a period where an employee is not able to attend work, they are permitted to access Personal Leave and, if management approves Annual Leave if insufficient Personal Leave is available.
- Management is responsible for assessing whether employees and other workers appear to be fit for work at the commencement of work and during their working hours.
- If at any time an employee is seen to be unfit for work, management should take appropriate action. In the case of an employee, this may include suspending the employee or altering their duties until they are fit for work.
- Following any suspension or change in work duties of an employee, Helping Hands Support Services Ipswich Pty Ltd may investigate whether the employee has engaged in any serious or wilful misconduct by attending for work in an unfit state. If so, the employee may be subject to disciplinary action, up to and including termination of employment.
- During this process all events will be documented and kept on the employee's file.
- Any information relating to an employee's fitness for work will be treated and stored in a confidential manner.

Identification and Management of Individuals who are Unfit for Work

a) Early identification of and intervention of that adversely affect their ability to work safely and

productively increases the treatment possibilities. Employees who have concerns about their fitness for work are encouraged to report their concern to management. These discussions will remain confidential.

b) Where management or any employee become aware that an employee's work has deteriorated, and/or the employee's performance creates a hazard or potential hazard to the employee or other employee/resident/participant. It should be remembered that there may be medical or other reasons for deterioration in work performance. In these circumstances, the manager or director may refer an employee for counselling.
c) All employment rights during the period of treatment for an identified debilitating condition will be safeguarded and Helping Hands Support Services Ipswich Pty Ltd will endeavour to keep the details of all treatment confidential.
d) Where an employee refuses to accept assistance where they are in the opinion of management unfit for work, disciplinary action may be taken.

Prohibitions

Illegal Drugs and Alcohol

Employee or visitors must not:

a) possess, sell, or consume illegal drugs or alcohol; or
b) be intoxicated or exceed the prescribed limit; (zero) while they are:
    - on Helping Hands Support Services Ipswich Pty Ltd.'s premises; or
    - in control of any of Helping Hands Support Services Ipswich Pty Ltd.'s equipment; or
    - performing work for Helping Hands Support Services Ipswich Pty Ltd.

Employees must not:

a) Report for work nor remain at work if they are intoxicated or would exceed the prescribed limit (zero).
b) Consume illegal drugs or alcohol while working for Helping Hands Support Services Ipswich Pty Ltd while on Helping Hands Support Services Ipswich Pty Ltd premises or while using Helping Hands Support Services Ipswich Pty Ltd equipment.
c) Perform any work for Helping Hands Support Services Ipswich Pty Ltd if intoxicated or in excess of the prescribed limit.
d) Sell, supply, or offer to sell or supply illegal drugs on Helping Hands Support Services Ipswich Pty Ltd premises or while performing work for Helping Hands Support Services Ipswich Pty Ltd or
e) Use, sell or supply illegal drugs or consume alcohol in any way, which may injure Helping Hands Support Services Ipswich Pty Ltd reputation or damage its relations with the public.

Legal Drugs

Employee or visitors must not:

a) Use legal drugs (except in accordance with this clause); or
b) be intoxicated or exceed the prescribed limit, while they are:
    - on any of Helping Hands Support Services Ipswich Pty Ltd; or
    - in control of any of Helping Hands Support Services Ipswich Pty Ltd equipment; or
    - Performing work for Helping Hands Support Services Ipswich Pty Ltd.

Employees may use prescription drugs in the circumstances identified above only if they have produced to the coordinator or manager or director of Helping Hands Support Services Ipswich Pty Ltd a medical certificate indicating their fitness to perform their duties.

Employees may use unrestricted medication in the circumstances identified above only in strict compliance with the manufacturers' recommended dosage rate and having regard to any warnings given by the manufacturer.

Employees must not use legal drugs in excess of the dosage on the prescription or in contravention of the manufacturer's recommendations while they are:

- On any of Helping Hands Support Services Ipswich Pty Ltd premises; or
- in control of any of Helping Hands Support Services Ipswich Pty Ltd equipment or vehicles; or
- working for Helping Hands Support Services Ipswich Pty Ltd.

The manager or director of Helping Hands Support Services Ipswich Pty Ltd will maintain a strictly confidential record of all prescription drugs being taken by an employee, as required.

Smoking

Employees, clients, contractors, and visitors while engaged in activities associated with the company, including in vehicles, in client homes, and in the community must abide by the following.

1. **Prohibition of Smoking and Vaping in Company Vehicles**
   Smoking or vaping is strictly prohibited in all personal and company vehicles, regardless of whether the vehicle is stationary or in motion. This applies to both employees and clients.
2. **No Smoking While on Rostered Supports**
   Employees must not smoke or vape while providing rostered support to clients, whether in the community, at client homes, or during any work-related duties.
3. **Designated Breaks for Smoking**
   Employees may smoke or vape during their allocated lunch breaks only if:
   - It is done in a designated smoking area (away from clients and other employees).
   - It complies with Queensland laws prohibiting smoking near building entrances or within five metres of non-residential premises.
4. **Compliance with State-Wide Smoking Bans**
   All employees and clients must adhere to Queensland's smoking bans, including but not limited to:
   - No smoking at or within five metres of public transport waiting points, building entrances, or government precincts.
   - No smoking within vehicles used for business purposes when another person is present.
5. **Encouragement of a Smoke-Free Culture**
   The company supports employees who wish to quit smoking by providing information on smoking cessation programs and resources.

Procedures

1. **Employee Responsibilities**
   - Adhere to the company's smoking policy at all times.
   - Use designated smoking areas only during breaks and ensure no clients are exposed to smoke or vaping during work hours.
   - Ensure that smoking is conducted lawfully, adhering to state-wide restrictions.

2. **Manager Responsibilities**

    - Monitor compliance with this policy.
    - Provide designated smoking areas where applicable, ensuring they comply with local laws.
    - Support employees in accessing smoking cessation programs upon request.

3. **Client Responsibilities**
    - Clients are prohibited from smoking or vaping in company vehicles or during support sessions in the presence of staff.
    - Smoking is only allowed in designated areas away from staff or other clients.

4. **Non-Compliance**
    - Employees who fail to comply with this policy may face disciplinary action, up to and including termination.
    - Clients who breach this policy will be advised of the rules and supported to adhere to them during service interactions, may face possible cessation of services.

5. **Legal Obligations**
    - The company will ensure compliance with the Tobacco and Other Smoking Products Act 1998 (Qld) and will educate staff and clients on their responsibilities under the law.

Additional Notes

- Queensland laws prohibit smoking in a variety of public and workplace environments to improve health and reduce exposure to second-hand smoke.
- Employees and clients must be aware of the legal restrictions, particularly regarding public spaces and business vehicles.

Helping Hands Support Services Ipswich Pty Ltd Commitment

If requested by any employees, Helping Hands Support Services Ipswich Pty Ltd may provide access to an assistance program, which includes confidential medical services and confidential counselling services.

a) Helping Hands Support Services Ipswich Pty Ltd will ensure that any employee's involvement in an assistance program or any drug and alcohol testing will be kept strictly confidential and will ensure compliance with its requirements under the *Privacy Amendments (Private Sector) Act 2000.*
b) Management Team of Helping Hands Support Services Ipswich Pty Ltd are responsible for ensuring adherence to the policy.

Workplace Locations (Examples):

Area	WH&S Monitoring and Risk Assessment Process
Main Office	Routine WH&S Inspections Fire Safety Inspections Electrical Testing and Tagging
Accommodation Area's	Routine WH&S Inspections Fire Safety Inspections Electrical Testing and Tagging Risk Assessments

Grounds and Gardens	Routine WH&S Inspections Risk Assessments
Community Access	Risk Assessments
Participant's Home in the Community	Risk Assessments

Specific Workplace Issues (Examples):

- Workplace Amenities
- Violence in the Workplace
- Infectious diseases
- Stress
- Shift Work
- Manual Handling
- Manual Handling of People
- Use of cleaning products and other hazardous substances
- Operation of equipment and vehicles
- Transport
- Working in a cross-cultural environment

Risk Assessment and continuous improvement

Helping Hands Support Services Ipswich is committed to ensuring the health and safety for all customers, staff, visitors and contractors through use of the risk management process to identify and manage workplace hazards and risks.

The steps to be undertaken will be:

- Hazard identification
- Risk Assessment
- Identifying an implementing control measures
- Monitoring and review

Details are included in the Risk Management Policy

Helping Hands Support Services Ipswich maintains a Risk Management Plan, which includes Work Health and Safety risk management.

Helping Hands Support Services Ipswich also aspires to continuous improvement, with details outlined in that policy. We maintain a Continuous Improvement Plan, which includes a record of any identified WH&S issues requiring improvement, and the actions taken to address these.

Training

All managers, directors and staff will undertake Workplace Safety training on commencement.

Any subcontractors or tradespeople undertaking work within our premises must hold current Public Liability insurance, Work Cover (if applicable), sign the visitor's book acknowledging the safety requirements and asbestos report (located in the office foyer) of entering the property. The Manager and Director will highlight any safety issues.

Other regular training for staff may include:

- Manual Handling Skills for Home and Community Workers
- Infection Control
- Administration of medications in Home and Community Services
- Positive Behaviour Support
- Fire and Emergency Procedures in the Home Environment
- Specific Training Needs

Workplace assessment and monitoring

The tools routinely used to monitor WH&S issues and practices include:

- Environmental Risk Assessment
- Incident Report & Register
- Accident Report & Register
- Critical Incident Report & Register
- Risk Assessment
- Staff Performance Appraisal
- Staff Performance Review

Reporting injuries and incidents

Employees who are injured or involved in a workplace incident must:

- Notify your manager and director as soon as possible or ask a co-worker to notify your manager and director as soon as possible following the event.
- Complete an Accident or Incident Report as soon as possible after the event, but before you leave your shift.
- The Manager, Director or person who witnessed the incident (where possible) must complete the Accident Report or Incident Report form if the injured worker is unable to complete it, as soon as possible after the incident, within 24 hours.

The Manager and Director must:

- Determine if the incident involves a serious injury or illness or dangerous incident according to the Act. If so, contact Workplace Health and Safety Queensland immediately by phone or email. They will advise whether a written notification is required and will acknowledge the notification in either event.
- Investigate the injury/accident to identify what can be done to prevent the incident occurring again.
- Record any required preventative action on the Accident/Incident Report Form.
- Note any risks or improvements which need to be entered in the Risk Management Plan and/or the Continuous Improvement Plan.

OTHER WORK HEALTH AND SAFETY ISSUES

Infection control

An infection is a disease or illness caused by microorganisms (infectious agent) such as bacteria, viruses, fungi, and parasites. People with disability are often at a greater risk of infection particularly

if they have a chronic disease or are frail. This policy aims to reduce the risk of infection both to participants and to workers.

Infections require three main elements to spread:

- a source of the infectious agent, a mode of transmission, and a susceptible host. This is the chain of infection and breaking the chain of infection helps to stop the spread of disease. Common modes of transmission include contact, droplet and airborne. Some disease can spread by more than one mode of transmission, e.g., flu can be spread by droplet or contact.

When supporting people with disability, PPE (personal protective equipment) is often used and depending on the support need can include:

- gloves
- gowns or aprons, face masks, protective eyewear.

Infection prevention

Stopping the spread of infection is everyone's responsibility and includes:

- practicing good hand hygiene
- following respiratory hygiene/cough etiquette
- wearing PPE (personal protective equipment)
- correctly cleaning and managing spills correctly handling food, waste, and linen.

Hand hygiene

Hand hygiene is the single most important factor in reducing the spread of infections. Hand hygiene must be performed at the right moments. Hand hygiene can be performed either by washing hands with soap and water or using an alcohol-based hand rub.

The five moments for hand hygiene:

1. before touching a participant or their surroundings
2. before a procedure or where there is risk of being exposed to body fluids
3. after a procedure or body fluid exposure risk
4. after touching a participant
5. after touching a participant's surroundings (e.g., bed, linen).

Additionally, hand hygiene should always be performed:

- before putting on gloves after removing gloves
- before touching food and eating after going to the toilet
- after lunch breaks or other breaks after blowing your nose or coughing after handling waste
- after handling unwashed linen or clothing after handling animals
- when your hands are visibly dirty.

Respiratory hygiene/cough protocol

Covering sneezes and coughs prevents infected people from dispersing droplets into the air where they can spread to others. Practicing good respiratory hygiene means:

- covering your nose and mouth with a tissue when you cough, sneeze, wipe or blow your nose. If no tissues are available, cough or sneeze into your elbow rather than your hand.

- encouraging participants to use tissues when they sneeze or cough.
- providing the means for prompt disposal of used tissues in general waste
- encouraging participants to practice hand hygiene.
- making alcohol-based hand rub available.

PPE - gloves

Gloves should be worn:

- for procedures with a risk of exposure to blood or body substances i.e., assisting a participant with toileting, or when dressing wounds.
- when touching equipment or surfaces that may come into contact with blood or body substances
- when caring for participants who have an infection spread by contact if the worker has broken skin
- when preparing food.

Remember:

- gloves are not used instead of hand hygiene.
- perform hand hygiene before and after using gloves.
- remove gloves when a care activity is finished, change gloves before starting a different care activity dispose of used gloves immediately.
- do not use multiple gloves at the same time.

Hazardous substances

- A risk assessment must be completed to identify any hazardous substances.
- These hazardous substances should be added to the Register of Hazardous Substances by the Manager and Director.
- All hazardous substances are provided with a Safety Data Sheet. Copies of these are kept located in areas where chemicals are stored.

Spills and Leaks

Employees must:

- Remove spills as soon as possible to minimise incidents and risks to others.
- If a hazardous substance is involved, contact the Manager, Director or Coordinator to identify the methods for removing the spill safely.
- Remove the spill according to instructions.
- Complete an Accident or Incident Report Form
- If possible, the maintenance person may repair leaks immediately or the use of a qualified tradesperson may be necessary if the maintenance person is unable to repair the issue.
- If it is not possible to repair the leak, notify the coordinator.
- Some leaks, such as gas, may need to be reported as a notifiable incident to Workplace Health and Safety

Manual handling

All new employees who are expected to lift or carry loads, receive training during induction and annually.

Key Points for Safe Lifting

- Think and plan.
- Keep the load close.
- Maintain good spinal alignment.
- Plan and Prepare
- Take care of your back
- Think before you lift.
- Clear your path of obstacles and ensure a good line of vision.
- Always test how heavy an object is before lifting.
- Good balance
- Get a firm footing – keep your feet apart for good balance Corner the load or get as close to it as possible.
- Good spinal alignment
- Maintain spinal alignment.
- Bend at the knees and hips – avoid bending at the waist, to keep your normal 3 curves as much as possible.
- Keep the load close.
- Tighten stomach muscles –strong stomach muscles support your spine during a lift push or pull.
- Bring the load close – the closer the load is to your spine the less force it exerts on your back.
- Don't Twist - do not twist your spine when you lift.
- Lift with your legs –allow your powerful, large leg muscles to lift rather than your weaker, small back muscles.

ALWAYS LIFT WITHIN YOUR OWN CAPACITY

All work processes that require regular manual handling should be risk assessed to minimise the risk of injury to employees.

Fire safety

Helping Hands Support Services Ipswich will maintain necessary firefighting and prevention equipment on the premises. The premises will be audited as required by law and by an accredited provider to ensure compliance with fire safety requirements, including testing of all equipment. Staff will receive regular training regarding use of the equipment.

First aid

Helping Hands Support Services Ipswich will always maintain a fully stocked first aid kit which meets current standards for the nature of the workplace. Staff will be informed about the various locations.

At least one member of staff present at any time will possess a current First Aid Certificate including CPR.

All staff working in customer's homes or other venues outside of Helping Hands Support Services Ipswich must hold a current First Aid Certificate including CPR.

Emergency numbers for Ambulance, Hospital and Poisons Information etc. are displayed in the main office and in the Kitchen (next to the telephone)

Staff Must:

- Ensure your own safety at all times.
- Provide assistance to the injured person within the scope of your first aid training.
- Where staff lack the relevant knowledge or qualification to render First Aid or CPR then they must:
    - Contact another staff member who is qualified.
    - Contact emergency services where required and remain with the injured person until medical aid arrives.
    - Where emergency services are not required and a trained first aid officer is not available, contact a local medical practitioner for treatment advice.
- Notify your manager and director if required.
- Where transfer to hospital or medical centre is required without ambulance assistance, assist the injured person.
- Document on an accident report form and give to your manager and director.

INFECTION CONTROL POLICY AND PROCEDURE

Incorporating Epidemic / Pandemic Policy and Procedure.

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	05/05/2021
ORIGINAL ISSUE DATE	5 May 2021
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 2
LEGISLATION	NDIS (Quality Indicators) Guidelines 2018

Policy purpose and scope

The purpose of this policy is to minimise risks of harm from infection to Helping Hands Support Services Ipswich Pty Ltd, employees, clients, volunteers, contractors, visitors, and others in the workplace. Helping Hands Support Services Ipswich Pty Ltd is committed to the promotion of a safe and hygienic environment and will take all reasonable steps to minimise, as far as possible, and manage the spread of infectious diseases including epidemics or pandemics through implementation of procedures that are consistent with current best practice standards and current guidelines and Australian Government recommendations.

Responsibilities of Helping Hands Support Services Ipswich staff.

- All staff are to complete the HCA Infection Control training in their induction with Helping Hands Support Services Ipswich.
- Staff are to always practice appropriate infection prevention and control precautions commensurate with level of training and area of risk.
- Staff must report potential or actual infection risks as soon as becoming aware of them.
- Staff must immediately report any illness as a result of workplace exposure.
- Staff must ensure they do not present for work if unwell.

Responsibilities of Helping Hands Support Services Ipswich Pty Ltd

Ensure personal protective equipment is readily available and distributed as required.

Any.

Quality Improvement and Risk Management

Helping Hands Support Services Ipswich Pty Ltd management and team members are required to provide an environment that will ensure the safety, health and wellbeing of all employees, clients, volunteers, contractors, visitors, and others across Helping Hands Support Services Ipswich Pty Ltd.

Additionally, the aspects of privacy, confidentiality, discrimination, disability, and vulnerable person protection related to infection control are supported Helping Hands Support Services Ipswich Pty Ltd

will plan and implement infection control policy and procedures aligned to its quality framework to ensure compliance with regulatory / compliance standards.

Helping Hands Support Services Ipswich Pty Ltd has established clinical governance and work health and safety management systems to ensure the highest level of planning for quality management and effective dissemination of information relating to infection control across all services and venues.

Engage in standard precautions.

Standard Precautions are applied to all services; regardless of whether it is known the person has an infection, to provide a basic level of infection prevention and control.

Standard precautions are evidence - based practices designed to both protect Helping Hands Support Services Ipswich Pty Ltd employees, clients, volunteers, and visitors and prevent the spread of infections.

Standard Precautions include:

- Hand hygiene and hand and skin care
- Use of personal protective equipment (PPE) (gloves, gowns, facemasks, eye protection) depending on the anticipated exposure
- Using the correct procedure for donning and doffing PPE
- Respiratory hygiene and cough etiquette
- Safe injection practices including the appropriate use and disposal of sharps.
- Protocols for preventing and managing occupational exposures to body substances.
- Social distancing
- Safe handling of potentially contaminated equipment or surfaces in the care / service environment.
- Use of disposable equipment where applicable and available
- Correct cleaning, disinfection, and sterilization of non-disposable equipment
- Environmental controls such as performing routine environmental cleaning.
- using appropriate cleaning agents and the management of spills
- Safe collection, storage, and disposal of waste

Related Documents

- Incident and Accident Management Policy
- Incident Report Form
- Incident Management Policy

References

- National Health and Medical Research Council (Australian Government)

Health and Support Delivery

Assistance with Medication Policy and Procedure

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	18 May 2020
ORIGINAL ISSUE DATE	19 November 2018
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 4
LEGISLATION	NDIS Practice Standards and Quality Indicators 2020 Therapeutic Goods Act 1989 (Cth) (legislation)

POLICY STATEMENT

Helping Hands Support Services Ipswich Pty Ltd is committed to assisting those Participants, who request assistance with their medication, as per the doctor's instructions. The Participant must consent, in writing, for this to occur.

PURPOSE

To ensure Participants are supported by staff, who are trained to assist with Medication Assistance. To reduce the likelihood of medication errors during administration, the six rights of medication are recommended when administering all types of medication. The six rights are:

1. right person
2. right medication
3. right dose
4. right time
5. right route, and
6. right documentation

SCOPE

This policy is universal and applies to all employees of Helping Hands Support Services Ipswich Pty Ltd.

This policy provides guidance on the best use of medications including its storage, administration, and documentation, promotes improved health outcomes for participants, and minimises risks of inappropriate use or harm. As some medications are potentially dangerous, all medications must be treated with due care and safety.

PROCEDURES

Consent to Assist with Medication

Consent must be given by the Participant, their guardian or Enduring Power of Attorney, prior to assistance with medication commencing. This is achieved by ticking the appropriate box on the Consent Form.

Staff Training

Staff must hold current relevant qualification including:

- Staff must hold a current First Aid, including CPR certificate.
- Going through this Policy and Procedure, asking the staff member if they have any questions and asking them to sign off to ensure they fully understand what has been explained.
- Undertaking the Assist with Medication Training HLTHPS006 through a recognised training authority or the equivalent in a degree and or HCA Administration of Medications in Home and Community Services.
- Observing staff assisting a participant with medication under supervision at least 5 times competently.
- Once successful, staff will be able to assist participants with medication in a capacity building task either at Helping Hands Support Services Ipswich Pty Ltd or in the community.

Prior to taking a Participant on an outing

1. Staff must prompt the Participant to consider if there is any medication to be organised prior to going out.
2. If there is, encourage the Participant to organise the required items.
3. Staff may check to ensure everything is organised and nothing is missed.
4. Considerations:
    a. Do medications need to be kept cool?
    b. Do you need a measuring cup?
    c. Do you need water?
    d. Do you have the signing sheet (or equivalent)?
    e. Do you have a working pen?
    f. Is there insulin to pack?
    g. Does the participant need a blood glucose monitor?
    h. Does the participant have an inhaler?
    i. Is there anything else you need to think about?

Assisting a Participant to take their Medication.

Any prescribed syrup or other medications not in the Blister Pack system must have a label clearly outlining the participant's name, name of the drug and clear instructions.

It is preferred that the participant have a signing sheet or similar to document important information such as:

- The name of the drug
- The time
- The quantity
- The Participants signature.
- If a PRN (e.g. When required medication such as Panadol) this needs to be listed as well, separately to ongoing medication.

Medication Safety

- Staff to wash hands prior to assisting with medication and immediately after.
- Prompt the participant, if required to get out the required medication ready for taking.
- Prompt them to have the water, signing sheet and working pen ready.
- Ask them what medication they are required to take?

- Prompt the Participant to read the label from the pharmacy to ensure the details, including the time of day are correct.
- Prompt the Participant to look at the signing sheet to check when the last dose was and make sure it's not an overdose. Ensure the details match from the medication box or Blister Pack to the signing sheet.
- Prompt the participant to take the correct dose. After taking medication, remind them to have a good amount of water (even inhalers)
- Once the medication is taken, prompt the participant to document what they have had on their signing sheet. Check to make sure this is done correctly.
- If on an outing, staff must complete the support log to reflect if medication was taken or not.
- Encourage the participant to send any excess or unused medication, back to the chemist for repacking, if appropriate.
- Staff to encourage the Participant to keep old Medication Signing sheets so they can show their doctor.

Seven rights for safe medication

Staff will follow the seven rights for safe medications as below:

Right Medication – Cross check the medication name in the Medication Record with the medication label. Check the medication has been stored correctly, and where an expiry date is visible check, the medication has not expired.

Right Person – Check the participant's photo identification, if possible, to ensure the medication is for the right person. Check the name on the medication container label matches the participant's name. Check they have no previous allergy to the medication.

Right Dose – for blister pack medication, check the right number of capsules or tablets are contained in the section that is to be used. For other medication packaging, ensure the dose is clearly documented on the pharmacist's label on the medication container.

Right Route – ensure medication is taken or applied via the prescribed route, eg oral, topical, inhalation etc. Instructions for the specific route should be provided in writing (on a label) by the resident's medical practitioner, which staff are to follow.

assistance MAY be provided	assistance should NOT be provided
Orally (Capsule, tablet, wafer, liquid) Inhaled Used topically on the skin (medicated creams, ointments, lotions, transdermal patches) Used topically for eye, ear or nasal conditions.	Suppositories Enemas Pessaries Creams for rectal or vaginal use (medication that is required to be used rectally or vaginally should be self-administered by the participant according to the specific directions for the product. Where self-administration is not possible, contact the participant's doctor for advice about whether an alternative solution can be arranged. Injections – Staff must not administer injections unless qualified to do so under the Health (Drugs and Poisons) Regulation. A participant may self-administer their own injection.

Right Time – ensure medication is taken as close as possible to the prescribed time. Some medications have further instructions that should be adhered to e.g. with food, half an hour before food or after other medications (this additional information is provided by the dispensing

pharmacist). Confirm the time since the last dose is appropriate, particularly for 'when required' (PRN) medications (prescribed medication that is taken only if needed and is not intended/scheduled for regular continuous use).
Right to Refuse – the Participant has the right to refuse to take their medication.
Right Documentation – After assisting a Participant with their medication it is important to ensure the right documentation is completed to avoid overdosing. Encourage the Participant to complete their own paperwork, with you checking it, to encourage independence.

Participants have the Right to Refuse

As indicated above, Participants have the right to refuse medication.
Staff must encourage the Participant to record this on their signing sheet then document it on the Support Log. It is also advisable to encourage the Participant to contact their doctor if they do not wish to continue with a particular medication, so it is not dispensed. Assist the Participant to make an appointment if necessary.
If staff have any concerns regarding refusal, please seek clarification from your manager.

Medication Errors

All errors are to be recorded on a Medication Incident Report Form.
Staff must encourage the Participant to telephone their doctor, if the error involved taking the wrong medication. If the doctor is not available, then telephone poisons information on 13 11 26
Staff to telephone the Ambulance if concerned in any way 000
Staff to inform Management immediately.

Medication Reactions

For any reactions to medication, staff are to call the Participants doctor or Ambulance on 000 immediately.
Staff to assist the Ambulance as much as possible.
Complete a medication incident report form.
Ask the participant if they would like you to contact their Next of Kin

Medication Safety

Staff to assist/prompt Participants to have their medication safely in accordance with doctors labeled instructions.
If a staff member becomes concerned about the safety of a Participant taking their medication, staff are to assist the Participant to set up a safe environment for the medication and inform their manager and director for instructions.
Alternatively, the staff member may contact Health Director Australia who have registered nurses available via telephone 1800 022 222 to provide guidance and direction.
If the manager and director knows the Participants doctor, the manager and director will advise the doctor of our concerns.
The manager and director may also advise the Participants Next of Kin for instructions moving forward.

Workforce and Human Relations

Human Relations Policy and Procedures

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	18/12/2024
ORIGINAL ISSUE DATE	31/01/2024
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 2
LEGISLATION	Age Discrimination Act 2004 (Cth) Australian Human Rights Commission Act 1985 (Cth) Disability Discrimination Act 1992 (Cth) Racial Discrimination Act 1975 (Cth) Sex Discrimination Act 1984 (Cth) (legislation) NDIS Practice Standards and Quality Indicators 2020

POLICY STATEMENT

Helping Hands Support Services Ipswich Pty Ltd is committed to fostering a positive, inclusive, and productive work environment for our employees. This HR Policy Statement outlines our commitment to upholding ethical and professional standards, promoting employee well-being and ensuring compliance with applicable laws and regulations.

PURPOSE

The purpose of this HR Policy is to provide clear guidelines and principles that govern the management of human resources within Helping Hands Support Services Ipswich Pty Ltd. It serves as a foundational framework for the fair, ethical, and consistent treatment of employees and the effective functioning of our organisation. This policy aims to:

1. **Promote Compliance:** Ensure that all HR practices and processes are in full compliance with applicable federal laws, regulations, and industry standards.
2. **Foster a Positive Workplace:** Create a work environment that is inclusive, respectful, and supportive, where employees are treated with dignity and professionalism.
3. **Enhance Communication:** Establish clear channels of communication between management and employees to facilitate understanding, feedback, and conflict resolution.
4. **Ensure Fair Treatment:** Guarantee equal opportunities and fair treatment for all employees, irrespective of race, colour, religion, sex, national origin, age, disability, or any other protected characteristic.
5. **Maintain Confidentiality:** Safeguard the confidentiality of sensitive information and protect the privacy of employees, clients, and the organisation.
6. **Manage Employee Relations:** Address workplace concerns, conflicts, and grievances in a timely and equitable manner to maintain a harmonious work environment.
7. **Promote Health and Safety:** Prioritise the health and safety of employees by establishing clear safety protocols, providing training, and ensuring a hazard-free workplace.

8. **Support Learning and Development:** Invest in employee growth and development through training and educational opportunities, enabling them to thrive in their roles and contribute to the company's success.
9. **Ensure Accountability:** Establish clear accountability for HR practices and provide mechanisms for measuring the effectiveness of HR initiatives.
10. **Drive Organisational Success:** Align HR strategies with the company's overall mission and goals to support the long-term success and sustainability of Helping Hands Support Services Ipswich Pty Ltd.

By adhering to this HR Policy, we intend to create an environment that empowers employees, upholds ethical standards, and promotes the well-being of our workforce. This policy will evolve to reflect changes in laws, regulations, and best practices, ensuring that Helping Hands Support Services Ipswich Pty Ltd continues to be an employer of choice and an organisation that thrives through its people.

SCOPE

This policy is universal and applies to management and workers of Helping Hands Support Services Ipswich Pty Ltd (whether full-time, part-time or casual) and all persons performing work at the direction of, in connection with, or on behalf of Helping Hands Support Services Ipswich Pty Ltd (for example contractors, subcontractors, agents, consultants, and temporary staff) (collectively “workplace participants”).

This policy extends to all functions and places that are work related, for example, work lunches, conferences, Christmas parties and resident/participant functions. This Policy does not form part of any employee’s contract of employment. Nor does it form part of any contract for service.

Recruitment, Screening and Probation Policy and Procedures

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	
ORIGINAL ISSUE DATE	
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 1
LEGISLATION	NDIS (Provider Registration and Practice Standards) Rules 2018 Age Discrimination Act 2004 (Cth) Disability Discrimination Act 1992 (Cth) Racial Discrimination Act 1975 (Cth) Sex Discrimination Act 1984 (Cth) (legislation) Fair Work Act 2009 (Cth) Work Health and Safety Act 2011 (Cth & State-based) Privacy Act 1988 (Cth) Disability Discrimination Act 1992 (Cth) Australian Human Rights Commission Act 1986 (Cth)

Helping Hands Support Services Ipswich Pty Ltd is committed to fair, transparent and merit-based recruitment practices that ensure the selection and retention of competent, suitable and safe workers to deliver high-quality supports to NDIS participants.

The organisation operates a structured recruitment, screening, induction and probation process to ensure that employees:

- Are appropriately qualified, skilled and suitable for their roles
- Meet NDIS Worker Screening and regulatory requirements
- Understand their responsibilities, expected standards of conduct and performance
- Are supported to successfully transition into their role

Helping Hands Support Services Ipswich Pty Ltd is committed to ensuring that recruitment and employment decisions are made in accordance with equal employment opportunity principles, NDIS Practice Standards and applicable workplace legislation.

4.1 Recruitment Principles

Recruitment and selection will be based on:

- Merit, skills and experience
- Alignment with organisational values
- Suitability to work with people with disability
- Compliance with NDIS and legislative requirements

Discrimination, bias or favouritism will not be tolerated.

4.2 Pre-Employment Screening

Prior to engagement, the following checks will be completed as applicable:

- Verification of identity and right to work in Australia
- Reference checks
- Verification of qualifications, licences and competencies
- NDIS Worker Screening Clearance (where required)
- Any other role-specific checks

No employee may commence unsupervised work in a risk assessed role without appropriate screening approval.

5. Induction

All new employees must complete a structured induction program.

Induction includes:

- Orientation to Helping Hands Support Services Ipswich Pty Ltd
- Review of relevant policies and procedures
- Role responsibilities and performance expectations
- NDIS Code of Conduct and participant safeguarding obligations
- Mandatory training requirements

An **Induction Checklist** will be completed and retained on the employee's personnel file.

Employees must be deemed competent before commencing unsupervised duties.

6. Probationary Period

6.1 Probation Duration

All new employees will be subject to a probationary period of up to six (6) months, unless otherwise specified in their employment contract.

6.2 Probation Monitoring and Support

During probation:

- Performance, conduct and training progress will be monitored
- Support, supervision and training will be provided as required

Formal probation review meetings will occur:

- At approximately three (3) months
- Prior to completion of six (6) months

6.3 Setting Objectives

Probationary objectives will:

- Be based on the employee's job description and service standards
- Be SMART (Specific, Measurable, Achievable, Relevant, Time-specific)
- Include behavioural, performance and competency expectations
- Reflect equality, diversity and professional conduct requirements

Objectives will be reviewed and adjusted where circumstances change.

7. Mentoring and Support

Where appropriate, new employees may be provided with mentoring support.

Mentoring is:

- Supportive, confidential and developmental
- Provided by suitably skilled colleagues
- Intended to assist competence, confidence and professional growth

Mentors will provide constructive feedback and report progress to the Manager or Director as required.

8. Completion, Extension or Termination of Probation

At the end of the probationary period, the employee will be advised that:

a) They have successfully completed probation; or
b) Their probationary period is extended (with reasons, duration and support outlined); or
c) Their employment will be ended due to non-completion of probation

8.1 Extension of Probation

Probation may be extended where:

- Performance or conduct concerns are identified and are capable of improvement
- Mandatory training has not yet been completed
- Extended absences have limited assessment opportunities
- The employee has changed roles during probation

8.2 Ending Employment During Probation

Employment may be ended during probation where:

- Performance, conduct or attendance is unsatisfactory
- Mandatory training or qualifications are not completed
- Misleading or false information was provided during recruitment
- Serious misconduct occurs

Where possible, employees will be provided with:

- Clear feedback
- Opportunity to respond
- Support to improve prior to termination

Employees will receive appropriate notice or pay in lieu, unless summary dismissal applies.

9. Appeals

Employees who have completed six months of service may appeal decisions relating to the outcome of their probationary period in accordance with organisational procedures.

10. Records Management

All recruitment, screening, induction and probation documentation will be:

- Accurately recorded
- Stored securely
- Managed in accordance with privacy and information management requirements

Disability Support Worker Position Policy

EBA / AWARD:	Social, Community, Home Care and Disability Services Industry Award 2010 [MA000100] SCHADS
CLASSIFICATION	Social and Community Services Employee Level 2
REPORTING TO AND LIASING WITH	Management and administration
LIAISES WITH EXTERNALLY	Participants, Participant's families and/or carers, Community Members and community facilities/businesses Other Agencies, as required.
ORIGINAL ISSUE DATE	01/01/2018
DATE TO BE REVIEWED	December 202
VERSION	5

Purpose of the role: The Disability Support Worker (DSW) plays a vital role in delivering a broad range of supports to participants of HHSSI living with various disabilities, including psychosocial disability.

Support is provided on an individual basis and may take place in the participant's home, at the HHSSI office, or within the wider community. DSWs are responsible for delivering high-quality, safe, and effective services that empower participants to improve their quality of life and increase their capacity to exercise choice and control over their lives.

HHSSI is strongly committed to supporting individuals living with mental illness and psychosocial disability, and to working respectfully with people from diverse cultural and community backgrounds. We are seeking DSWs who possess the skills, experience, and personal qualities needed to support our diverse participant base with professionalism and empathy.

Review of Position Descriptions: This position description will be reviewed annually (January each year), during annual reviews, when the position becomes vacant or as deemed necessary.

Code of Conduct:

All employees are expected to uphold the following standards at all times:

- Comply with the HHSSI Code of Conduct.
- Demonstrate professionalism and integrity in all aspects of their work.
- Maintain and uphold the privacy and confidentiality of participants, fellow employees, and HHSSI business operations at all times, including ensuring information is only accessed,

discussed, or shared where authorised and directly related to service delivery responsibilities.

- Foster and maintain collaborative and respectful working relationships.
- Communicate with courtesy, respect, and cultural sensitivity.
- Maintain a strong client-centred focus in all service delivery.
- Embrace a culture of continuous improvement and reflective practice.
- Operate in accordance with relevant legislation, policies, and compliance requirements.

Key Responsibilities

- Provide individualised support to people living with psychosocial and other disabilities, empowering them to achieve their personal goals through skill-building and meaningful engagement in activities of their choice.
- Apply a strengths-based, person-centred approach that promotes independence and enhances each participant's choice and control.
- Deliver or assist with individual and group-based programs and activities within community settings, aligned with participant goals.
- Support participants to develop and strengthen social connections, networks, and relationships beyond formal services, including friendships, community groups, and neighbourhood engagement.
- Build and maintain professional, safe, and effective working relationships with participants, using active listening, trust-building strategies, and appropriate role modelling.
- Where required, provide personal care and support in a safe, respectful, and dignified manner. This may include assistance with toileting, communication, eating and drinking, behavioural support, medication administration, and transport in line with the clients care plan.
- Uphold the values of HHSSI at all times, support others in doing so, and take appropriate action if values are compromised.
- Protect the privacy, dignity, and confidentiality of participants, colleagues, and organisational information by complying with HHSSI privacy, confidentiality, communication, and record-keeping requirements, including not disclosing information to unauthorised persons or external parties without management approval.
- Positively represent HHSSI and promote awareness of the NDIS both within the organisation and in the broader community.
- Demonstrate an understanding of cultural safety and inclusive practice, particularly in supporting Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse communities, LGBTIQ+ individuals, people with disability, and others who may face barriers to participation.
- Ensure accurate and timely documentation of all service delivery activities, including shift notes and reports, using Brevity or other systems as directed by management.
- Maintain current and valid screening checks including a Blue Card (Working with Children), NDIS Worker Screening Check, and National Police Check. Notify HHSSI immediately of any changes to their status.

- Understand and accept individual responsibility for participant safety, service quality, and risk, and work in line with HHSSI's policies, procedures, and individual care plans.
- Participate in team meetings, management discussions, and regular performance appraisals as required.
- Contribute to maintaining a safe work environment for yourself, colleagues, participants, and the wider public.
- Take steps to minimise infection risks to participants, staff, visitors, contractors, and others.
- Comply with the relevant service standards, legislation, regulations, and organisational policies applicable to the role.
- Maintain a current First Aid Certificate, including CPR, and provide evidence of annual renewal.
- Complete mandatory training and refreshers within the required timeframes.
- Engage proactively in learning and development opportunities and contribute to team collaboration and growth.
- Perform other reasonable duties as directed by your manager, consistent with the scope and purpose of the role.

Financial Management: Follow all HHSSI financial procedures.

People and Culture

- Establish and maintain professional and respectful relationships with both internal and external stakeholders.
- Actively contribute to productive, solution-focused, and collaborative team meetings.
- Support and positively influence the culture and morale of the Community Inclusion team, the broader workplace environment, and HHSSI as a whole.
- Demonstrate behaviours that align with HHSSI's values, professional standards, and organisational goals.
- Embrace change with a positive and adaptable mindset, supporting continuous improvement and innovation.

Organisational Responsibilities

- Maintain the highest standards of privacy and confidentiality at all times.
- Understand and uphold individual responsibilities for safety, quality, and risk by complying with all relevant legislation, regulations, and HHSSI policies, procedures, and guidelines.
- Operate within the organisation's Risk Management Framework by identifying, reporting, and managing risks, and taking appropriate action to minimise harm to yourself, colleagues, participants, the public, and the organisation.
- Actively participate in quality assurance activities and program initiatives to ensure alignment with relevant benchmarking and accreditation standards.
- Support ongoing organisational quality improvement by engaging in continuous review and enhancement of systems and practices.
- Contribute to maintaining a safe, inclusive, and respectful workplace environment.
- Commit to ongoing personal and professional development to adapt to the evolving requirements of your role, career progression, and the needs of the organisation.

Inherent Requirements of the Role

HHSSI has a duty of care to ensure the health, safety, and wellbeing of all employees. This section outlines the inherent requirements of the role to ensure you have a clear understanding of the physical and functional demands associated with the position. These requirements must be met either independently or with reasonable adjustments where appropriate, to ensure a safe working environment for you and others.

The role may involve, but is not limited to, the following activities:

- Manual handling tasks such as lifting, carrying, pushing, pulling, and holding objects or equipment.
- Physical activities including sitting, standing, bending, reaching, and repetitive movements.
- Regular use of computers for data entry and administrative tasks.
- Operation of equipment relevant to service delivery.
- Use of personal protective equipment (PPE) as required.
- Handling of general waste in line with workplace health and safety protocols.
- Driving organisational or personal vehicles as part of service delivery.
- Engaging with individuals who may be distressed, anxious, or experiencing challenging behaviours, including staff, participants, and members of the public.
- Travelling to and working from various HHSSI sites or community-based locations as required.

Disability Support Worker Position Description Acknowledgement Form

I acknowledge and agree to the following:

- I will respect and celebrate diversity in all forms, and will work to meet the health, wellbeing, and support needs of all individuals we serve, including Aboriginal and Torres Strait Islander peoples; people with disability; individuals who identify as lesbian, gay, bisexual, transgender, gender diverse or LGBTIQ+; and people from culturally and linguistically diverse backgrounds.
- I will uphold child-safe principles and adhere to the organisation's expectations for appropriate conduct in the presence of, or when working with, children.
- I understand that HHSSI is an equal opportunity employer and maintains a smoke-free workplace policy.
- I acknowledge that HHSSI maintains a zero-tolerance policy towards family violence and child abuse. All concerns and allegations will be taken seriously and addressed in accordance with relevant policies and procedures.
- I agree to comply with the terms of my employment contract, follow all HHSSI policies and procedures, and adhere to lawful and reasonable directions from management.
- I confirm that I have read and understood the Position Description and the Inherent Requirements associated with the role.
- I agree that I have the physical and psychological capacity to safely and effectively perform the inherent requirements of the position, and I accept responsibility for fulfilling the duties and responsibilities as outlined.
- I will maintain the highest standards of privacy and confidentiality at all times, including respecting the personal information, records, conversations, and workplace matters relating to participants, fellow employees, and HHSSI operations. I will not disclose confidential information to unauthorised persons, use personal devices inappropriately for workplace communications, or discuss workplace matters outside of authorised professional environments.
- I understand that the information provided within the Position Description offers a general overview and may not detail every task or responsibility associated with the role.
- I acknowledge that, in the event a scheduled support shift is cancelled with minimal notice, management may assign alternative duties consistent with my role. These duties may include administrative and manual tasks at the HHSSI office, participation in training, or other reasonable responsibilities as directed. I understand that if I decline to perform these alternative duties, I may not be paid for the cancelled shift. Management will endeavour to provide appropriate notice and ensure that substituted tasks remain aligned with the duties of a Disability Support Worker.
- I understand that HHSSI reserves the right to amend the duties outlined in the Position Description in response to organisational needs. Any changes will be made in consultation with affected staff.
- I acknowledge that this document is separate from the Employment Agreement, which outlines the formal terms and conditions of my employment.

Employee Name: _____

Employee Signature: _____

Date: _____

NDIS WORKER SCREENING POLICY

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	30 April 2026
ORIGINAL ISSUE DATE	14 May 2026
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 1
LEGISLATION	Commonwealth Legislation National Disability Insurance Scheme Act 2013 (Cth) NDIS (Worker Screening) Rules 2018 NDIS (Provider Registration and Practice Standards) Rules 2018 NDIS Practice Standards – Human Resources and Core Modules Queensland Legislation Disability Services Act 2006 (Qld) Disability Services Regulation 2017 (Qld) Working with Children (Risk Management and Screening) Act 2000 (Qld) *(where applicable)* Employment and Privacy Fair Work Act 2009 (Cth) Privacy Act 1988 (Cth) Regulatory Bodies NDIS Quality and Safeguards Commission Queensland Department of Communities, Housing and Digital Economy *(Worker Screening Unit)*

DEFINITIONS

All workers performing risk assessed roles must:

- Hold a valid NDIS Worker Screening Clearance before commencing work, or
- Be subject to appropriate transitional or interim arrangements as permitted under legislation

Workers must not commence or continue work in a risk assessed role if:

- They do not hold a valid clearance

- Their clearance has expired, been revoked or suspended

WORKER OBLIGATIONS

Workers are responsible for:

- Applying for a NDIS Worker Screening Clearance where required
- Providing evidence of their clearance to the organisation
- Maintaining a valid clearance at all times
- Immediately notifying management of:
  - Changes to their clearance status
  - Any relevant criminal charges, convictions or adverse findings

EMPLOYER OBLIGATIONS

Helping Hands Support Services Ipswich Pty Ltd will:

- Identify roles requiring NDIS Worker Screening
- Verify and record worker clearance details
- Register worker clearances with the relevant state or territory system
- Monitor ongoing compliance and renewal dates
- Ensure screened workers are appropriately supervised

RECRUITMENT AND ENGAGEMENT PROCEDURE

1. **Role Assessment**
   Roles are assessed to determine whether they are risk assessed roles requiring screening.
2. **Pre-Engagement Checks**
   Prior to engagement, the organisation will:
   - Verify NDIS Worker Screening Clearance
   - Conduct reference checks
   - Confirm identity and right to work
3. **Ongoing Monitoring**
   Clearance status will be monitored throughout employment.

RECORDS MANAGEMENT

Helping Hands Support Services Ipswich Pty Ltd will maintain secure and confidential records of:

- Worker screening clearance numbers
- Expiry and renewal dates
- Verification and registration records

Records will be stored in accordance with privacy and information management requirements.

NON-COMPLIANCE

Failure to comply with this policy may result in:

- Removal from participant-facing duties
- Suspension from work

- Disciplinary action
- Termination of employment or engagement

Any worker found to have provided false or misleading information will be subject to serious disciplinary action.

CONFIDENTIALITY AND PRIVACY

All information relating to worker screening is handled confidentially and in accordance with:

- Privacy legislation
- Confidentiality policies
- Information management requirements

Information will only be shared where required by law or to protect participant safety.

REVIEW AND CONTINUOUS IMPROVEMENT

This policy will be:

- Reviewed regularly
- Updated to reflect legislative or regulatory changes
- Informed by incident trends, audit outcomes and best practice guidance

RELATED POLICIES AND DOCUMENTS

- Recruitment, Screening and Probation Policy
- Code of Conduct
- Mandatory Reporting and Escalation Policy
- Incident, Injury and Hazard Policy
- Privacy and Confidentiality Policy
- Human Relations Policy and Procedures

PROFESSIONAL BOUNDARIES POLICY AND PROCEDURES

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	30 April 2026
ORIGINAL ISSUE DATE	14 May 2026
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 1
LEGISLATION	National Disability Insurance Scheme Act 2013 (Cth) NDIS Practice Standards and Code of Conduct NDIS (Provider Registration and Practice Standards) Rules 2018 Disability Services Act 2006 (Qld) Disability Services Regulation 2017 (Qld) Human Rights Act 2019 (Qld) Fair Work Act 2009 (Cth)

Purpose

The purpose of this policy is to ensure all workers maintain clear and appropriate professional boundaries when supporting NDIS participants. This policy supports the safety, dignity, rights, and wellbeing of people with disability and complies with the NDIS Practice Standards, NDIS Code of Conduct, and relevant Queensland legislation.

Scope

This policy applies to all employees, contractors, volunteers, students, and managers engaged by the organisation in Queensland, including those working in participant homes, community settings, supported accommodation, and organisational premises.

Policy Statement

HHSSI is committed to delivering safe, respectful, and person-centred supports in accordance with the National Disability Insurance Scheme Act 2013, NDIS Practice Standards, and Queensland safeguarding requirements.

Workers must maintain professional relationships with participants, families, carers, and colleagues at all times. Any behaviour that may blur professional boundaries, create a conflict of interest, or place a participant at risk is not permitted.

Definition of Professional Boundaries

Professional boundaries are the ethical and professional limits that define appropriate interactions between workers and participants. These boundaries ensure relationships remain focused on support needs and are free from exploitation, coercion, or undue influence.

Worker Responsibilities

All workers must:

- Maintain respectful, professional relationships with participants at all times
- Act in accordance with the NDIS Code of Conduct
- Follow participant support plans and organisational procedures
- Maintain appropriate physical, emotional, social, and financial boundaries
- Immediately report any actual or suspected boundary breaches or risks

Expected Professional Conduct

Workers must:

- Use respectful and professional language and behaviour
- Respect participant privacy, dignity, and personal space
- Maintain professional communication via approved methods only
- Decline gifts, money, or personal benefits in accordance with organisational policy
- Comply with all organisational directions related to safe service delivery

Unacceptable Conduct (Boundary Breaches)

Workers must not:

- Engage in personal, intimate, or sexual relationships with participants
- Request, accept, or borrow money, gifts, or benefits from participants
- Enter into financial or personal arrangements with participants
- Socialise with participants outside of approved work-related activities
- Share personal contact details or engage via personal social media accounts
- Use their position to influence, pressure, or manipulate participants
- Engage in inappropriate physical contact or behaviour
- Use participants for emotional support or disclose personal issues

Social Media and Electronic Communication

Workers must:

- Use only HHSSI approved communication platforms for participant contact
- Maintain professional tone and content in all communications
- Not record, photograph, or share participant information without written consent and management approval

Managing Boundary Risks

Where a worker identifies a potential boundary risk, they must:

- Seek guidance from management immediately
- Document and report concerns in line with organisational procedures
- Participate in additional supervision, training, or corrective actions if required

Reporting and Incident Management

All boundary breaches or concerns must be reported promptly in accordance with HHSSI:

- Incident Management Policy
- Reportable Incidents Policy
- Complaints Management Policy

Where required, incidents will be reported to the NDIS Quality and Safeguards Commission in line with statutory obligations.

Breaches of Policy

Failure to comply with this policy may result in:

- Corrective action or additional supervision
- Disciplinary action
- Termination of employment or contract
- Notification to regulatory authorities, including the NDIS Quality and Safeguards Commission

Training and Supervision

HHSSI will ensure workers receive training on professional boundaries:

- During induction
- Through ongoing professional development
- As part of performance management and supervision

Conflict of Interest Policy and Procedure

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	7 October 2020
ORIGINAL ISSUE DATE	19 November 2018
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 6
LEGISLATION	NDIS Code of Conduct Rules 2018 (Cth) NDIS Terms of Business HHSSI Register – Conflict of Interest

POLICY STATEMENT

Helping Hands Support Services Ipswich is committed to ensuring that personal or individual interest that conflict with the interests of the Helping Hands Support Services Ipswich are identified and managed so that they do not affect the services, activities or decisions of the Helping Hands Support Services Ipswich.

Specifically, we will:

- Maintain a register of conflicts of interest.
- Register known conflicts of interest when people first join the organisation
- Require people in the organisation to declare any conflicts of interest as they arise.
- Provide a process for people in the organisation to make a notification about undeclared conflicts of interest they believe exist.
- Manage conflicts of interest consistently and fairly
- Maintain appropriate confidentiality about disclosed interests.

PURPOSE

Actions and decisions taken at all levels in Helping Hands Support Services Ipswich need to be informed, objective and fair. A conflict of interest may affect the way a person acts, or decisions they make. Conflicts of interest need to be identified, and action taken to ensure that personal or individual interests do not affect the organisations services, activities, or decisions.

SCOPE

This policy is universal and applies to all management, and employees of Helping Hands Support Services Ipswich.

DEFINITION

This policy will apply to situations where the personal interests of an individual or group of individuals directly conflict with the best interests of the organisation and customers, or where the

decisions or actions of individuals may be influenced by their personal interests rather than those of the organisation.

This will include situations in which:

- close personal friends or family members are involved, such as decisions about employment, discipline or dismissal, service allocation or awarding of contracts.
- an individual or their close friends or family members may make a financial gain or gain some other form of advantage.
- an individual is involved with another organisation that is in a competitive relationship with our organisation and therefore may have access to our plans or financial information.
- an employee is related to a current client.
- an individual is bound by prior agreements or allegiances to other individuals or agencies that require them to act in the interests of that person or agency or to take a given position on an issue.

What is Conflict of Interest

Conflict of interest is a situation where an individual's personal, financial or other interests could improperly influence, or be perceived to influence, their professional judgment, decisions or actions.

Types of Conflict

- Actual conflict: A real and existing conflict
- Potential conflict: A situation that could develop into a conflict
- Perceived conflict: A situation that may appear to be a conflict to others

Examples of Conflicts of Interest

Conflicts of interest may include, but are not limited to:

- Providing paid or unpaid supports to a family member or close associate
- Accepting gifts, benefits or hospitality that could influence decision-making
- Financial interests in businesses that provide goods or services to the organisation
- Using organisational information or resources for personal gain
- Secondary employment that competes with or impacts duties at Helping Hands Support Services Ipswich Pty Ltd
- Personal relationships with participants that compromise professional boundaries

Disclosure of Conflicts

All individuals covered by this policy must:

- Declare any actual, potential or perceived conflict of interest as soon as it arises
- Complete a Conflict-of-Interest Declaration, including a Secondary Employment Declaration where applicable
- Update declarations if circumstances change

Declarations must be made:

- On commencement of employment or engagement

- When a new conflict arises
- When requested by management

Secondary Employment Declaration

Helping Hands Support Services Ipswich Pty Ltd recognises that employees may engage in secondary employment or business activities. However, secondary employment must not:

- Conflict with the organisation's interests
- Compromise participant safety, wellbeing or rights
- Affect the employee's ability to perform their role
- Create fatigue or fitness-for-work risks
- Involve solicitation of participants, families or staff

Requirements

Employees must:

- Declare all secondary employment or business interests in writing
- Obtain approval from management prior to commencing secondary employment where a conflict may exist
- Immediately notify management of any changes to secondary employment arrangements

Management will assess declared secondary employment and may:

- Approve the arrangement
- Approve with conditions
- Decline the arrangement where a conflict cannot be managed

Management of Conflicts

Where a conflict of interest is identified, Helping Hands Support Services Ipswich Pty Ltd will:

- Assess the nature and level of risk
- Implement appropriate controls, which may include:
    - Removal from decision-making
    - Reassignment of duties
    - Increased supervision
    - Disclosure to affected parties
    - Termination of the conflicting arrangement

All decisions will be documented.

Confidentiality

All conflict-of-interest declarations and related information will be handled confidentially and stored securely in accordance with privacy and information management requirements.

Breach of Policy

Failure to disclose or appropriately manage a conflict of interest may result in:

- Disciplinary action
- Termination of employment or engagement
- Referral to external authorities where required

Review and Continuous Improvement

This policy will be reviewed regularly to ensure ongoing compliance with:

- NDIS Practice Standards
- Legislative requirements
- Best practice governance principles

PROCEDURES

A register of known conflicts of Interest will be maintained by management. All potential and actual conflicts will be recorded in the register, showing:

- Full Name of the person disclosing the Conflict of Interest
- Details of the Conflict of Interest
- Date the conflict of Interest was identified.
- Date the Conflict of Interest was reported.
- How long is the Conflict of Interest is expected to last.
- Assessment of the Conflict – By Helping Hands Support Services Ipswich Pty Ltd
- Management Action Plan
- Management Signatory and Date

Identifying and Declaring Conflicts of Interest

All Management, staff, and volunteers are required to declare any potential or actual conflicts of interest.

The process for declaration of conflicts of Interest should involve one or both of the following:

- Informing those present when a conflict becomes apparent (this should always be applied where the individual is about to take part in a decision-making process)
- Formal notification in writing to Management or the Coordinator for staff and volunteers.
- Completion of a Conflict-of-Interest Declaration Form by staff, volunteers or management (Appendix A).
- Information presented is always to remain confidential, by all staff and management team.

Managing Conflicts of Interest

Where an apparent Conflict of Interest arises:

- Identification or declaration of the interest
- Assessment of whether a conflict exists.
- Decision about the individual's continued role in the issue, if any. In any case where a conflict of interest exists, the individual concerned should not take part in the decision and, in most instances, should not be present when the matter is discussed.
- There may be instances where other conditions are appropriate, such as exclusion from tendering for certain contracts/supply due to a direct business interest.
- Whatever conditions are agreed should be entered into the conflict-of-interest register.

Appendix A - Conflict of Interest Declaration

Section 1: To be completed by the person declaring the conflict of interest
Full Name:
Details of Conflict of Interest Disclosure:
Date conflict was identified:
Date conflict was reported:
Conflict Characterised by: ☐ Relationship with another staff member, resident, or participant (circle correct person) ☐ Relationship with external parties ☐ Financial interest ☐ Outside work activities (paid/unpaid) Other: please specify - _____ *Definition of relationship: (oxford Dictionary) The way in which two or more people or things are connected, or the state of being connected.*
This conflict is expected to last:
Section 2: To be completed by the person declaring the conflict of interest
Assessment of Conflict: ☐ DOES NOT constitute a conflict of interest, I authorise the above person to continue the activity. ☐ DOES constitute an actual, potential, or perceived conflict of interest – if ticked, provide details in the below action plan section.
I have reviewed the above information and request that the person takes the following action to eliminate/manage the conflict of interest:

I will ensure the plan is reviewed: ☐ N/A as the conflict is of short duration ☐ Within 3 months. ☐ Within 6 months ☐ Within 12 months ☐ Only to be reviewed if necessary, or if circumstances change. ☐ Other – please specify _____
Date: _____ Customer's Name: _____ Customer's Signature: _____ Management Name: _____ Management Signature: _____
Office Use Only: Date Added to the Conflict-of-Interest Register: _____

Helping Hands Support Services Ipswich Pty Ltd
PO Box 488
Booval Qld 4304
Email: theoffice@hhssi.com.au
Phone: 3517 0104

Secondary Employment Declaration Form

Employee Name	
Position	
Employee number	
Current Hours Per week	
Details of Secondary Employment	
Company Name	
Industry	
No of hours you will be working	
Additional details	
Declaration	
I certify that this information is true and accurate. I acknowledge that false information may result in disciplinary action.	
Employee Signature	
Date	
Managers Approval	
Approved ☐	Rejected ☐
Comments:	
Managers Signature	
Date	

Gifts, Benefits and Hospitality Policy

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	01 July 2025
ORIGINAL ISSUE DATE	04 August 2025
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 1
LEGISLATION	NDIS (Quality Indicators) Guidelines 2018

POLICY STATEMENT

Helping Hands Support Services Ipswich Pty Ltd is committed to providing disability support services with integrity, transparency, and professionalism. We recognise that the giving and receiving of gifts, benefits and hospitality can create real or perceived conflicts of interest and may compromise trust in our services.

To uphold the highest ethical standards, staff must not solicit or accept gifts, benefits or hospitality that could influence, or be perceived to influence, their professional judgement, decision-making, or the quality of care provided to participants. Modest tokens of appreciation may be accepted only where refusal would cause cultural or personal offence and must be declared and recorded in accordance with organisational procedures.

This policy ensures that all interactions remain respectful, client-focused, and consistent with our values of fairness, accountability, and safeguarding the wellbeing of participants.

PURPOSE

Our aim is to enable our clients to get the best NDIS journey possible. A key priority in doing so is ensuring we have relationships that are built on trust. To ensure this goal is achieved, as well as transparency, integrity, and accountability in all dealings, Helping Hand Support Services holds a very high standard around the acceptance of any Gifts Benefits or Hospitality.

This policy establishes a zero-acceptance stance without the explicit management approval for the acceptance of any Gift, Benefit or Hospitality from any client, participant or other third party connected with Helping Hand Support Services.

SCOPE

This policy applies to all workers, contractors and volunteers of Helping Hand Support Services and it applies to any situation where gifts, donations, or benefits are offered by participants, their families, suppliers, or other stakeholders.

POLICY

No worker may accept any gift, benefit, or hospitality—regardless of value or intent—without prior written approval from a member of management. This includes items of nominal value and culturally customary gestures such as Birthday or Christmas gifts.

DEFINITIONS

Gift: An item of value given without expectation of payment or return.

Benefit: An advantage or privilege, such as discounts or preferential treatment.

Hospitality: Invitations to events, meals, or entertainment offered by a client or third party to a Helping Hand worker.

GENERAL PRINCIPLES

All workers must act with respect, integrity, and accountability at all times when carrying out their duties. As such when dealing with gifts, benefits or hospitality, all workers must:

- Respect participant rights and dignity
- Prevent abuse, neglect, and exploitation
- Not be required or expected to give any sort of incentive to a worker in order to influence decision-making or service delivery whether from People with disability, their family, carers or advocates
- Avoid giving, asking for, or accepting any incentives or gifts from other service providers or organisations in exchange for referrals, favourable decisions or any other market benefits, particularly where it might impact on the integrity of the information provided to support a participant's choice of service provider.
- Report any misconduct or breaches of this policy they have witnessed promptly

When dealing with an offer for a gift, benefit or hospitality:

- All offers of gifts, benefits, or hospitality must be reported to management immediately.
- Approval by management will only be permitted in some circumstances and will be assessed on a case-by-case basis.
- Acceptance of the gift, benefit or hospitality will only be permitted following documented approval.
- Approval is to be sought for every individual gift, benefit or hospitality offered (i.e. on every occasion and for each item)

Workers may be permitted to give or accept gifts of minor value, such as a card or a box of chocolates as a 'thank you' or for special events, such as birthdays. However, in these instances, workers should be mindful of the policies and guidance on giving and accepting gifts and management approval is still required.

Offers of gifts or hospitality may be declined by management if they:

- Could be perceived as an attempt to influence decision-making.
- Create a real or perceived conflict of interest.
- Breach any laws, codes of conduct, or organisational values.

EXAMPLES OF GIFTS, BENEFITS AND HOSPITALITY

Examples of **Gifts and Benefits** may include:

- Promotional items (pens, mugs etc)
- Chocolate/Food Hampers
- Alcohol
- Flowers
- Books
- Cash, Gift Cards or discounts
- Electronics
- Tickets to sporting or other events
- Meals, Lunches or Food
- Personal items

Offers of **hospitality** may include:

- All invitations to meals, events, or functions
- All offers for Travel or accommodation unrelated to your duties

REPORTING AND REGISTER

- All approved gifts and hospitality must be recorded in the organisation's Gifts, Benefits and Hospitality Register – Appendix 1.
- Declined offers may also be recorded for transparency.

BREACHES OF THIS POLICY

Helping Hand Support Services enforces a zero-acceptance standard to any breaches of this policy. Non-compliance may result in disciplinary action up to and including possible termination of employment.

REVIEW

This policy will be reviewed periodically and/or as required.

Workplace Anti Bullying Policy

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	30 April 2026
ORIGINAL ISSUE DATE	14 May 2026
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 2
LEGISLATION	Work Health and Safety Act 2011 (Qld) Work Health and Safety Regulation 2011 (Qld) Fair Work Act 2009 (Cth) Anti-Discrimination Act 1991 (Qld) Human Rights Act 2019 (Qld) NDIS Act 2013 NDIS Practice Standards and Code of Conduct

POLICY STATEMENT

Everyone at the workplace has a legal responsibility to prevent bullying from occurring.
Under relevant health and safety legislation has the primary duty to eliminate or minimise, as far as reasonably practicable, the risks to health and safety in the workplace. This duty includes the implementation of strategies to prevent workplace bullying. This policy will assist Helping Hands Support Services Ipswich Pty Ltd to comply with its legal responsibilities.

Workplace participants are also required under the legislation to take reasonable care for their own health and safety, as well as that of others at Helping Hands Support Services Ipswich Pty Ltd workplace. All workplace participants must also comply with any reasonable instruction given by Management of Helping Hands Support Services Ipswich Pty Ltd.

What is workplace bullying?
Workplace bullying is repeated, unreasonable behaviour, directed towards a worker or a group of workers that creates a risk to health and safety. It includes both physical and psychological risks and abuse.

'Repeated behaviour' refers to the persistent nature of the behaviour and can refer to a range or pattern of behaviours over a period of time (for example, verbal abuse, unreasonable criticism, isolation and subsequently being denied opportunities – i.e. a pattern is being established from a series of events).

'Unreasonable behaviour' means behaviour that a reasonable person, having regard to all the circumstances, would expect to victimise, humiliate, undermine or threaten another person.

Examples of workplace bullying
Bullying behaviours can take many different forms, from the obvious (direct) to the more subtle (indirect). The following are some examples of both direct and indirect bullying: -

Direct bullying:

- Abusive, insulting or offensive language
- Spreading misinformation or malicious rumours
- Behaviour or language that frightens, humiliates, belittles or degrades, including over criticising, or criticism that is delivered with yelling or screaming.
- Displaying offensive material
- Inappropriate comments about a person's appearance, lifestyle, their family or sexual preferences
- Teasing or regularly making someone the brunt of pranks or practical jokes
- Interfering with a person's personal property or work equipment, or
- Harmful or offensive initiation practices.
- Cyber stalking and or invading privacy

Indirect bullying:

- Unreasonably overloading a person with work, or not providing enough work
- Setting timeframes that are difficult to achieve or constantly changing them.
- Setting tasks that are unreasonably below, or above, a person's skill level.
- Deliberately excluding or isolating a person from normal work activities
- Withholding information that is necessary for effective work performance.
- Deliberately denying access to resources or workplace benefit and entitlements, for example training, leave
- Deliberately changing work arrangements, such as rosters and leave, to inconvenience a particular worker or workers.

The above examples do not represent a complete list of bullying behaviours. They are indicative of the type of behaviours which may constitute bullying and therefore unacceptable to Helping Hands Support Services Ipswich Pty Ltd.

A single incident of unreasonable behaviour does not usually constitute bullying. However, it should not be ignored as it may have the potential to escalate into bullying behaviour.

A person's intention is irrelevant when determining if bullying has occurred. Bullying can occur unintentionally, where actions which are not intended to victimise, humiliate, undermine or threaten a person actually have that effect.

Bullying in the workplace is harmful not only to the target of the behaviour but Helping Hands Support Services Ipswich Pty Ltd.'s culture and reputation. It is unacceptable and will not be tolerated.

What does NOT constitute workplace bullying?

Managing staff does not constitute bullying, if it is done in a reasonable manner. Managers and Directors have the right, and are obliged to, manage their staff. This includes directing the way in which work is performed, undertaking performance reviews and providing feedback (even if negative) and disciplining and counselling staff.

Examples of reasonable management practices include:

- Setting reasonable performance goals, standards, and deadlines in consultation with workers and after considering their respective skills and experience
- Allocating work fairly
- Fairly rostering and allocating working hours.
- Transferring a workplace participant for legitimate and explained operational reasons.
- Deciding not to select a workplace participant for promotion, following a fair and documented process.
- Informing a workplace participant about unsatisfactory work performance in a constructive way and in accordance with any workplace policies or agreements
- Informing a workplace participant about inappropriate behaviour in an objective and confidential way
- Implementing organisational changes or restructuring,
- Performance management processes.

What steps will Helping Hands Support Services Ipswich Pty Ltd take to prevent workplace bullying?

Helping Hands Support Services Ipswich Pty Ltd will take all reasonable steps to prevent bullying through a risk management process.

This process includes, but is not limited to:

- Identification of bullying risk factors – these are things and situations which could contribute to bullying such as the way in which staff are managed, or organisational change such as redundancies (refer to the common risk factors set out below);
- Assessment of the likelihood of bullying occurring from the risk factors identified and their potential impact on the workplace participants or workplace.
- Eliminating the risks, as far as reasonably practicable, or controlling, or minimising, them as far as reasonably practicable.
- Reviewing the effectiveness of the control methods put in place and the process generally.
- Training workplace participants about bullying, how to deal with it and the impact on the workplace.

What are some of the common risk factors which may lead to bullying?

Bullying can result from a number of different factors in a workplace, from the general culture to poor management skills.

Some risk factors which make bullying more likely to occur include:

- **Organisational change** – i.e. significant change in the workplace that may lead to job insecurity for example, restructure and redundancy, introduction of technology, change in management.
- **The culture** – Helping Hands Support Services Ipswich Pty Ltd values, views and beliefs can either expressly or implicitly encourage bullying behaviours, for example, when a company promotes aggressive behaviour as a means of ensuring its workers are performing their roles or adopts a culture in which it is acceptable to ignore such behaviours.
- **Negative leadership styles** – such as strict, autocratic management styles, which do not allow for flexibility or involvement by staffs; or passive, ‘laissez-faire’ management styles which are characterised by a tendency to avoid decisions, inadequate supervision, and little guidance to workers.

- **Inappropriate systems of work** – this includes excessive workloads, unreasonable timeframes, uncertainty about roles and how they should be performed, and lack of staff support.
- **Poor work relationships** –this can be characterised by poor communication between staff and management, or negative relationships with managers and directors, excessive criticism by Manager and Director and the exclusion or isolation of workers.
- **Workforce characteristics** – a company's workforce can be made up groups of workers who may be at a higher risk of bullying because of certain characteristics: for example, young workers, new workers, apprentices, injured workers, workers in a minority group because of their race, disability, religion, gender or sexual preference.

Helping Hands Support Services Ipswich Pty Ltd will consider these factors when undertaking its risk management process.

Complaint Procedure
If a workplace participant feels that they have been bullied, they should not ignore it.

Any bullying issue should be brought to the managers and directors' attention as soon as possible. There are a number of options available to workplace participants.

Confront the Issue: If a workplace participant feels comfortable doing so, they should address the issue with the person concerned. A workplace participant should identify the bullying behaviour, explain that the behaviour is unwelcome and offensive and ask that it stop.

This is not a compulsory step. If a workplace participant does not feel comfortable confronting the person, or the workplace participant confronts the person and the behaviour continues, the worker should report the issue to the Manager and Director. If the manager is the alleged perpetrator, then the matter should be reported to the Director.

If at any time, a workplace participant is unsure about how to handle a situation they should contact the manager or director for support and guidance.

Report the Issue: There are two complaint procedures that can be used to resolve bullying complaints: informal and formal (detailed further below). The type of complaint procedure used depends on the nature of the complaint that is made. The aim is to ensure that workplace participants are able to return to a productive and harmonious working relationship as soon as possible.

Informal Complaint Procedure: Under the informal complaint procedure there are a broad range of options for addressing the complaint. The procedure used to address the issue will depend on the individual circumstances of the case. The manager and director will determine which process to follow. The possible options include, but are not limited to, the manager or a director of Helping Hands Support Services Ipswich Pty Ltd:
a) Discussing the issue with the person against whom the complaint is made; and/or
b) Facilitating a meeting between the parties in an attempt to resolve the issue and move forward.

The informal complaint procedure is more suited to less serious allegations that if founded, may not warrant disciplinary action being taken.

Formal Complaint Procedure: Involves the workplace participant making a written complaint and a formal investigation of that complaint. It is appropriate for more serious allegations, or if senior management are involved. Formal investigations may be conducted by Helping Hands Support Services Ipswich Pty Ltd or by an external investigator appointed by Helping Hands Support Services Ipswich Pty Ltd.

An investigation generally involves collecting information about the complaint and then making a finding based on the available information as to whether or not the alleged behaviour occurred. Once a finding is made, Helping Hands Support Services Ipswich Pty Ltd or the external investigator will make recommendations about what actions should be taken to resolve the complaint and any appropriate disciplinary action.

If Helping Hands Support Services Ipswich Pty Ltd considers it appropriate for the safe and efficient conduct of an investigation, workers may be required not to report for work during the period of an investigation. The manager and director may also provide alternative duties or work during the investigation period. Generally, workplace participants, if Part Time or Full Time may be paid their normal pay during any such period.

Dealing with bullying complaints: In handling bullying complaints, Helping Hands Support Services Ipswich Pty Ltd will adopt the following principles:

- Take all complaints seriously.
- Act promptly
- Not victimise any person who makes a complaint, any person accused of bullying, or any witnesses
- Support all parties.
- Be impartial.
- Communicate the investigation or complaint process to all parties involved, including estimating length of time for resolution.
- Maintain confidentiality – Helping Hands Support Services Ipswich Pty Ltd will endeavour to maintain confidentiality as far as possible. However, it may be necessary to speak with other workers in order to determine what happened, to legal representatives or the manager and director. It will also be necessary to speak to those against whom the complaint has been made in order to afford fairness. All workplace participants involved in the complaint must also maintain confidentiality, including the workplace participant who lodges the complaint. Spreading rumours or gossip may expose the workplace participant responsible to a defamation claim.
- Act appropriately – if a complaint is made and it appears that bullying has occurred, Helping Hands Support Services Ipswich Pty Ltd will endeavour to take appropriate action in relation to the complaint.
- Keep records – documentation is essential. A record of all meetings and interviews stating who was present and agreed outcomes should always be maintained.

Possible Outcomes: Outcomes of an investigation will depend on the nature of the complaint. Where an investigation results in a finding that a person has engaged in bullying behaviour, that person will be disciplined. The type and severity of disciplinary action will depend on the nature of the complaint and other relevant factors. Where the investigation results in a finding that the person complained against has engaged in serious misconduct, this may result in instant dismissal. Any disciplinary action is a confidential matter between the affected worker/s and Helping Hands Support Services Ipswich Pty Ltd.

The manager and director may take a range of disciplinary action. Examples include, but are not limited to:

- Providing training to assist in addressing the problems underpinning the complaint.
- Monitoring to ensure that there are no further problems.
- Implementing a new policy
- Mentoring and support from manager and director
- Requiring an apology or an undertaking that certain behaviour stop
- Changing work arrangements
- Transferring to another work area
- Issuing a written warning
- Dismissal

Management's role: The manager and/or director has a key role in the prevention of workplace bullying.
The manager and/or director must:

- Ensure that they do not bully staff, residents/participants or others.
- Ensure they do not aid, abet or encourage other persons to engage in bullying behaviour.
- Ensure all staff who report to them are aware and understand this policy and their responsibility to comply with it
- Ensure that all staff who report to them understand that any bullying in any form is unacceptable and will not be tolerated by Helping Hands Support Services Ipswich Pty Ltd.
- Act promptly and appropriately if they observe bullying behaviours.
- Ensure that all staff who report to them understand they should report any bullying behaviour.
- Ensure all staff who report to them are aware and understand the complaint procedures.
- Act promptly if a complaint is made. If this is not possible, or is inappropriate, inform the Director as soon as possible.

Workplace participant's role
All workplace participants must:

- Understand and comply with this policy.
- Sign the workplace participant acknowledgement to this policy.
- Ensure they do not engage in any conduct which may constitute bullying towards other workplace participants, participants, or others with whom they come into contact through work.
- Ensure they do not aid, abet, or encourage other persons to engage in bullying behaviour.
- Follow Helping Hands Support Services Ipswich Pty Ltd.'s complaint procedure if they experience bullying.
- Report any bullying they see occurring to others in the workplace in accordance with this policy.
- Maintain confidentiality if they are involved in the incident complained of.

Breach of this Policy
Helping Hands Support Services Ipswich Pty Ltd takes very seriously its commitment to providing a safe and healthy work environment, free from bullying. All workplace participants are required to comply with this policy.

If any staff breaches this policy, they may be subject to disciplinary action. In serious cases this may include termination of employment. Agents and contractors (including temporary contractors) who are found to have breached this Policy may have their contracts with Helping Hands Support Services Ipswich Pty Ltd terminated or not renewed.

If a person makes a false complaint, or a complaint in bad faith (e.g. making up a complaint to get someone else in trouble or making a complaint where there is no foundation for the complaint), that person may be disciplined and may be exposed to a defamation claim.

More information
If a workplace participant is unsure about any matter covered by this policy, or requires more information about workplace bullying they should seek the assistance of their manager, or of the Directors of Helping Hands Support Services Ipswich Pty Ltd. They may also wish to seek external advice from the relevant regulatory authority, such as WorkCover / Work Safe QLD.

Review
This procedure will be reviewed annually during the WHS Audit Program, through consultation with staff, health and safety representatives, or when legislative requirements change, or in the event of a serious occurrence involving bullying.

Employee Discipline and Performance Management Policy

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	30 April 2026
ORIGINAL ISSUE DATE	14 May 2026
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 1
LEGISLATION	Work Health and Safety Act 2011 (Qld) Work Health and Safety Regulation 2011 (Qld) Fair Work Act 2009 (Cth) Anti-Discrimination Act 1991 (Qld) Human Rights Act 2019 (Qld) NDIS Act 2013 NDIS Practice Standards and Code of Conduct

POLICY STATEMENT

Helping Hands Support Services Ipswich Pty Ltd (HHSSI) is committed to maintaining a fair, respectful, and safe workplace that supports high-quality service delivery to NDIS participants.

HHSSI recognises that employees may, at times, make mistakes and is committed to supporting employees to improve performance and behaviour wherever possible. Disciplinary action will be applied fairly, consistently, and lawfully, with due regard to procedural fairness, natural justice, and legislative obligations.

Serious misconduct will be investigated thoroughly and managed in accordance with relevant legislation, the NDIS Practice Standards, and industry requirements. All stages of the disciplinary and performance management process will be documented.

PURPOSE

The purpose of this policy is to:

- Provide a clear framework for managing employee performance and conduct
- Ensure disciplinary processes are fair, consistent, and lawful
- Support employees to improve performance and behaviour
- Protect the safety, wellbeing, and rights of NDIS participants
- Ensure compliance with the NDIS Code of Conduct, Fair Work legislation, and Queensland law

SCOPE

This policy applies to all employees, contractors, volunteers, and managers of Helping Hands Support Services Ipswich Pty Ltd.

This policy applies to:

- Performance management
- Misconduct and serious misconduct
- Discipline and corrective action
- Employee feedback
- Equal Employment Opportunity (EEO)
- Grievance and dispute resolution
- Termination of employment

PROCEDURES

Principles of Discipline and Performance Management

HHSSI will ensure that:

- Employees are informed when disciplinary processes commence
- Employees are given the opportunity to respond to allegations
- Investigations are conducted fairly and objectively
- Employees may have a support person present at formal meetings
- Disciplinary action is proportionate to the conduct or performance issue
- All steps are documented

Management may repeat, pause, or escalate steps where appropriate, depending on circumstances, severity, or improvement demonstrated.

DISCIPLINARY PROCESS

The disciplinary process consists of **four steps**. Management may commence at any step depending on the severity of the conduct.

Step 1: Verbal Warning / Informal Meeting

- Conducted privately by the Manager and/or Director
- Issue explained and relevant policies discussed
- Corrective actions identified
- Coaching or mentoring may be provided
- One week provided to demonstrate improvement

Step 2: Formal Disciplinary Meeting / Written Warning

- Formal meeting with Manager and/or Director
- Employee may bring a support person
- Allegations investigated and employee response considered
- Written warning issued if appropriate

- One week provided to correct behaviour

Step 3: Penalties

May include:

- Suspension (with or without pay, as lawful)
- Demotion or role modification
- Mandatory counselling or training

Immediate improvement is required.

Step 4: Show Cause Process and Possible Termination

- Show Cause Letter issued outlining allegations
- Employee must provide a written response within 24 hours
- Management considers all evidence and response
- Decision made regarding continued employment
- If no response is received, a decision will be made based on available information

Classification of Conduct

Performance Issues – Start at Step 1

- Absenteeism
- Late attendance
- Missed deadlines
- Knowledge gaps in WHS

Minor Offences (One-time) – Start at Step 1

- Minor work errors
- Dress code or smoking breaches

Serious Misconduct / Repeat Offences – Start at Step 2

- Major work errors
- Rudeness to participants, families, colleagues, or stakeholders
- Failure to follow WHS requirements

Severe Violations – Start at Step 3

- Substance abuse
- Bullying
- Offensive behaviour
- Retaliation
- Breach of Code of Conduct

Illegal Behaviour – Start at Step 4

- Abuse or neglect of participants
- Sexual harassment
- Fraud or corruption
- Workplace violence

Employee Right to Appeal

Employees (excluding cases of illegal conduct) may:

- Raise concerns through the internal complaints or grievance process
- Request review if they believe disciplinary action was unfair

No employee will be victimised for raising a concern.

Employee Feedback

HHSSI encourages constructive feedback to improve services and workplace practices.

Feedback may be provided through:

- Feedback Forms
- Performance appraisals
- Supervision
- Staff meetings
- Surveys
- Incident, hazard, or complaint reports

Management will consider and respond to feedback appropriately.

Equal Employment Opportunity (EEO)

HHSSI is an Equal Employment Opportunity employer and does not tolerate discrimination, harassment, bullying, or victimisation.

Employment decisions will be based on merit and operational requirements and must be lawful, fair, and non-discriminatory.

This includes decisions relating to:

- Recruitment
- Training and promotion
- Rosters and work allocation
- Leave and flexible work
- Performance management
- Discipline and termination

Grievance and Dispute Resolution

HHSSI will:

- Encourage early resolution of workplace concerns
- Ensure grievances are managed confidentially and fairly
- Document all formal grievance processes
- Protect employees from intimidation or retaliation

Employees should raise concerns with their manager or Director in the first instance. Matters may be escalated to the Director where appropriate.

Termination of Employment

Termination may be:

- **Voluntary** (resignation, retirement)
- **Involuntary – for cause** (serious misconduct)
- **Involuntary – without cause** (operational reasons)

All terminations will comply with:

- Fair Work Act 2009
- National Employment Standards
- Anti-discrimination legislation
- Procedural fairness requirements

Notice periods, pay in lieu, accrued entitlements, and confidentiality obligations will be honoured.

Legal advice will be sought prior to termination where required.

Records and Confidentiality

All disciplinary, grievance, and termination records will be:

- Documented
- Stored securely
- Managed in accordance with privacy legislation

Employees remain bound by confidentiality obligations after employment ends.

Employee Training and Professional Development Policy

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	20 September 2020
ORIGINAL ISSUE DATE	19 November 2020
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 4
LEGISLATION	NDIS Act 2013 and NDIS Practice Standards NDIS Code of Conduct WHS Act 2011 (Qld) and WHS Regulation 2011 (Qld) Fair Work Act 2009 (Cth) and National Employment Standards Anti-Discrimination Act 1991 (Qld) Human Rights Act 2019 (Qld) Industry training standards for First Aid, CPR, and HLTHPS006 – Assist with Medication

POLICY STATEMENT

Helping Hands Support Services Ipswich Pty Ltd (HHSSI) is committed to ensuring all employees have the knowledge, skills, and competencies required to deliver safe, high-quality, person-centred supports in accordance with the NDIS Practice Standards.

By providing access to training and professional development opportunities, HHSSI strengthens its capacity to meet the ongoing needs of participants and the community, while supporting employee capability, motivation, and retention.

The Manager and Director are responsible for identifying required training and skills to support organisational objectives as outlined in HHSSI's Strategic Plan.

PURPOSE

The purpose of this policy is to:

- Ensure employees are appropriately trained and competent for their roles
- Support compliance with the NDIS Practice Standards and Code of Conduct
- Promote continuous professional development
- Improve service quality, safety, and participant outcomes
- Provide clarity regarding training expectations, responsibilities, and costs

SCOPE

Helping Hands Support Services Ipswich Pty Ltd.'s Policy is universal and applies to all employees.

PROCEDURE

Identifying Training and Development Needs

HHSSI will identify training needs through:

- Staff induction processes
- The Staff Training Register, which is maintained for all employees
- Performance appraisals and supervision
- Changes to legislation, NDIS requirements, or organisational practices
- Identified risks, incidents, or quality improvement activities

Employees may also identify training they believe will assist them to perform their role more effectively. All training requests must be approved by the Manager or Director.

Mandatory and Ongoing Training

Employees are required to complete all mandatory training relevant to their role, including but not limited to:

- NDIS Orientation Modules / New Worker NDIS Induction Module
- NDIS Supporting Effective Communication
- NDIS Supporting Safe and Enjoyable Meals
- HCA Manual Handling Skills for Home and Community Workers (MANCW)
- HCA Restrictive Practice (CLIRE)
- HCA Workplace Aggression & Violence (DS)
- HCA Workplace Bullying & Harassment (MANBH)
- Follow Basic Food Practices (MANFB)
- Supporting a person with dysphagia

Ongoing online training is provided through the HCA platform.
Employees must:

- Complete all allocated HCA training within required timeframes
- Maintain compliance with refresher and update training
- Continue to undertake allocated online training when they are being paid due to a short-notice cancellation of a shift, where training has been assigned

Failure to complete mandatory or allocated training may result in performance management action.

First Aid and CPR

Employees are required to:

- Maintain current First Aid and CPR certification at all times
- Ensure certificates do not lapse

First Aid and CPR training is the responsibility of the employee and must be completed at the employee's own expense, unless otherwise approved by management in writing.

Employees must provide updated certification to HHSSI for inclusion in the Staff Training Register.

HLTHPS006 – Assist with Medication Training

Employees who are rostered to provide medication support to participants are required to complete the HLTHPS006 – Assist with Medication training prior to performing these duties.

Key points:

- Completion of HLTHPS006 is a mandatory requirement for all employees assigned to medication support shifts.
- Employees must provide evidence of their current and valid certification to management prior to undertaking any medication support duties.
- This training is not funded by Helping Hands Support Services Ipswich Pty Ltd (HHSSI). Employees are responsible for arranging and paying for the training themselves.
- Employees are expected to maintain currency and complete refresher training as required by legislation, organisational procedures, or participant care needs.
- Failure to complete or maintain this training will prevent employees from being rostered for medication support shifts and may result in performance management action.

Training Delivery

Training may be delivered through:

- Online learning platforms (including HCA)
- In-house training sessions
- External training providers
- On-the-job training, mentoring, or supervision

Attendance at mandatory training is a condition of employment.

Training Costs

- First Aid and CPR, training costs are the responsibility of the employee
- HHSSI will provide or fund:
    - Group training
    - In-house training including HCA courses
    - Training required to meet organisational or compliance needs

Where training costs are supported by HHSSI and an employee is experiencing financial hardship, payment arrangements (e.g. weekly wage deductions) may be approved by the Manager or Director.

Records and Monitoring

HHSSI will:

- Maintain accurate training records for all employees
- Monitor compliance with mandatory and role-specific training
- Review training needs regularly

Employees must:

- Participate in required training
- Provide evidence of completed training when requested

Responsibilities

Manager and Director

- Identify training requirements aligned with NDIS standards
- Ensure employees have access to required training
- Monitor training completion and compliance
- Address non-compliance through supervision or performance management

Employees

- Actively participate in required training
- Complete allocated HCA online training within timeframes
- Maintain current First Aid and CPR certification
- Notify management of expired or upcoming training requirements

Termination of Employment Policy

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	1 September 2020
ORIGINAL ISSUE DATE	19 November 2020
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 4
LEGISLATION	Fair Work Act 2009 (Cth) National Employment Standards (NES) Work Health and Safety Act 2011 (Qld) Anti-Discrimination Act 1991 (Qld) Human Rights Act 2019 (Qld) NDIS Practice Standards and Code of Conduct

POLICY STATEMENT

Helping Hands Support Services Ipswich Pty Ltd (HHSSI) is committed to ensuring that all employment terminations and separations are conducted fairly, lawfully, and professionally. HHSSI will comply with all relevant legislative requirements and avoid unnecessary terminations.

Termination of employment occurs when an employee ceases to be part of HHSSI's workforce. HHSSI will ensure that all termination processes are transparent, clearly documented, and handled with discretion, to minimise misunderstandings and maintain trust between the employee and the organisation.

PURPOSE

The purpose of this policy is to:

- Provide a clear framework for managing the end of employment
- Ensure compliance with Queensland and federal legislation governing termination and separation of employment
- Promote fair and professional practices that protect the rights of employees and the organisation
- Reduce the risk of disputes, wrongful or unfair dismissal claims, and other legal consequences
- Ensure continuity of high-quality services to NDIS participants during employment transitions

SCOPE

This policy applies to:

- All employees of HHSSI, including full-time, part-time, casual, and contract staff
- Managers and Directors responsible for implementing termination processes
- Voluntary terminations, including resignation and retirement

- Involuntary terminations, including dismissal for misconduct, performance, or operational requirements
- Probationary or fixed-term employment separations

The policy covers:

- Notification and notice periods
- Documentation and record-keeping
- Employee entitlements, including final pay and accrued leave
- Exit procedures, including return of company property and exit interviews

DEFINITIONS

Voluntary Dismissal: may include the following:
- Resignation
- Retirement
- Failure to show for a specified number of days without notice.

Involuntary dismissal may include the following:
- Discharge for cause
- Discharge without cause

Discharge for cause: Immediate termination of employment due to an employee's misconduct. Any kind of disciplinary action or progressive discipline that results in termination may be considered "for cause".

Other wrongful behaviours or actions that result in immediate dismissal are also considered "for cause".

Examples of such termination of employees include circumstances where an employee:
- Breaches their contract of employment
- Is discovered guilty of fraud, embezzlement or other kinds of illegal actions against the organisation
- Is guilty of discriminatory behaviour or harassment.
- Is guilty of abuse & neglect of participants.
- Is guilty of unlawful or immoral behaviour on the job.
- Is guilty of willful neglect of job responsibilities.
- Is discovered to have caused intentional damage to Helping Hands Support Services Ipswich Pty Ltd.'s assets.
- Continuously disregards the values of Helping Hands Support Services Ipswich Pty Ltd

Discharge for cause remains at Helping Hands Support Services Ipswich Pty Ltd discretion. It must always reflect unacceptable behaviour or action that violates legal or Helping Hands Support Services Ipswich Pty Ltd guidelines and may result in financial and non-financial damages for the organisation, other employees, or society.

Discharge without cause: Can occur when Helping Hands Support Services Ipswich Pty Ltd decides that the services of an employee are no longer required.

In general, this does not refer to an employee's conduct. Reasons for discharge without cause may be layoffs, rearrangement of the Helping Hands Support Services Ipswich Pty Ltd or redefining of a position.

In cases where an employee must be terminated without cause, Helping Hands Support Services Ipswich Pty Ltd is obliged to give notice, a specified amount of time prior to the date of termination depending on time of service, age of employee or position.

If the employee has to stop working before the date of termination, the Helping Hands Support Services Ipswich Pty Ltd will still provide compensation for the time remaining, specified as "wages in lieu of notice".

Helping Hands Support Services Ipswich Pty Ltd may compensate the terminated employee for accrued vacation time when appropriate. Severance pay may apply to cases of discharge without cause but not discharge for cause.

Wrongful Dismissal: Helping Hands Support Services Ipswich Pty Ltd is bound by the law to refrain from wrongful dismissals of employees.

Wrongful dismissal may occur in cases when:
- An employee is terminated unfairly for cause.
- An employee is terminated without cause and is not given prior notice.
- An employee is forced into constructive dismissal.

Helping Hands Support Services Ipswich Pty Ltd expects all employees with the right of termination to strictly refrain from discharging someone without adequate reason or without giving notice. Such an occurrence may be damaging for Helping Hands Support Services Ipswich Pty Ltd.'s respectability and may result in disciplinary action.

Discharged on grounds of discrimination or filed health and safety complaints is unlawful termination prohibited by legislation.

Constructive dismissal refers to an employee that has been forced to resign due to an employer's intentional or unintentional unlawful or hostile behavior (e.g., breach of contract). It will not be practiced by any means by Helping Hands Support Services Ipswich Pty Ltd, which is committed to maintaining a relationship of honesty and fairness between itself and employees.

Employee Resignation - notice of resignation
Employees are obliged to give advance written notice before resigning as per the NES (National Employment Standards).

The NES provides the following minimum notice requirements:

Years of Service	Required Notice
Not more than 1 year	1 week
More than 1 year but not more than 3 years	2 weeks
More than 3 years but not more than 5 years	3 weeks
Over 5 years	4 weeks

Helping Hands Support Services Ipswich Pty Ltd requires that all employees announce their intent to resign at least one week in advance.

Helping Hands Support Services Ipswich Pty Ltd does not accept Verbal Resignations. Employees are required to put their resignation in writing.

The advance notice period starts from the moment an employee submits an official notice. Employees are to inform the manager and director of Helping Hands Support Services Ipswich Pty Ltd.

Payment in lieu of resignation notice: At times employees who quit may be asked to stop working immediately instead of remaining until the end of the notice period. If this happens, and they are Part Time or Full Time, they will receive their payment for the entire notice period.

Expense reimbursement after resignation: If an employee completes formal external training on our Helping Hands Support Services Ipswich Pty Ltd.'s expense, they're bound by their contracts, they will be advised that they need to stay with us for a certain period. If they resign before that period and or they will have to reimburse Helping Hands Support Services Ipswich Pty Ltd for part or all of the expenses associated with the cost.

Revoking resignation: Helping Hands Support Services Ipswich Pty Ltd advises that if an employee decides to quit, they should make sure their decision is final.

Forced Resignation: Employees have the right to resign when they want and at their own free will. Forced resignation (or constructive dismissal) must not occur at any time.
Specifically, the following actions are prohibited:

- Creating a hostile or unpleasant environment.
- Demanding or coaxing an employee to resign.
- Victimising, harassing or retaliating against an employee.
- Taking adverse actions (e.g., demotions, increased workload) unofficially, outside of our disciplinary process, to force an employee to resign.

Exit interviews: Employees may be more willing to share their opinions on our processes, practices, and culture when they're leaving our organisation. By collecting those opinions, we can improve our workplaces for our existing employees.

These interviews are voluntary and refusal to participate won't result in any problems for an employee, their access to references or any unemployment benefits they may be entitled to.

The manager and director will email the employee the exit interview form for completion, and the employee is welcome to arrange for a in person meeting to discuss any concerns.

Rehire: Employees who left on good terms are eligible for rehiring. They will be considered new employees; they won't be given benefits related to their length of employment and seniority.

Payment and unused leave: Employees will receive pay for every day (or hour) they worked for our organisation. The last payment will be made during the next pay cycle, according to legal requirements.

Unused paid vacation and long service leave will be also paid by that date.

PROCEDURE

In cases of voluntary resignation: We advise our employees to follow this procedure:

1. Talk to the manager and director in person to alert them to the possibility of resigning.
2. Discuss any issues that may exist that could be resolved.
3. Deliver in a written and signed notice of resignation to the manager and director providing the minimum notice requirements as per the NES advance written notice period.
4. Consult with the manager and director to discuss details and outstanding wages and benefits.
5. Complete the Exit Interview Form.

In cases of involuntary dismissal, an employee termination must be submitted to the Administration Officer, Director or Manager at the date of separation or before that. Discharge for cause justifies immediate suspension until the necessary documentation for termination has been gathered.

Depending on the circumstances, a termination meeting with the employee, Manager, Director and the Administration Officer may be scheduled.

In cases of discharge without cause, the employer must officially notify the employee of the termination a specified amount of time in advance. When severance pay is appropriate it will be officially stated in writing.

At all times, employee records will be kept containing all relevant documentation. A lawyer will be consulted prior to termination so Helping Hands Support Services Ipswich Pty Ltd can ensure the legality of its actions.

Helping Hands Support Services Ipswich Pty Ltd may refer employees to our "Confidentiality Policy". The employee will be reminded that any information they have received in the course of their work, regarding participants, families and other stakeholders including the operation of Helping Hands Support Services Ipswich Pty Ltd, must not be disclosed to any party. Such information must also be deleted from all your personal devices.

In addition, you have signed a "Confidentiality Agreement" as part of your employment contract. This binds you until the date specified.

Helping Hands Support Services Ipswich Pty Ltd
PO Box 488, Booval Q 4304

Employee Exit Interview Form

We welcome your feedback.

Helping Hands Support Services Ipswich Pty Ltd is committed to consistently improving our employees job satisfaction and experience.
We value your feedback – including complaints.
Please let us know what we do well and where we can improve.

Date:			
Name:			
Employment Date:		**Termination Date:**	

Reasons for Leaving: More than one may be given if appropriate, if so, circle the primary reason.

Resignation / Termination:

- ☐ Took another position
- ☐ Pregnancy/ homelife/ family needs
- ☐ Poor health / physical disability
- ☐ Relocated to another city / state
- ☐ Travel difficulties
- ☐ To attend further study
- ☐ Dissatisfaction with salary
- ☐ Dissatisfaction with type of work
- ☐ Dissatisfaction with management
- ☐ Dissatisfaction with co-workers
- ☐ Dissatisfaction with working conditions
- ☐ Other – please specify

Details:

Retirement:

- ☐ Voluntary Retirement
- ☐ Aged Retirement
- ☐ Disability

What have you enjoyed most about your time at Helping Hands Support Services Ipswich

What have you enjoyed least about your time at Helping Hands Support Services Ipswich

How would you describe the culture at Helping Hands Support Services Ipswich

Follow up (optional)
Please provide your details if you would like us to contact you about your feedback.

Name: _____

Phone / email: _____ Date: _____

Thank you for taking the time to provide feedback regarding your employment at Helping Hands Support Services Ipswich

Employee Leave Policy

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	20 September 2020
ORIGINAL ISSUE DATE	19 November 2020
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	1
LEGISLATION	NDIS Act 2013 and NDIS Practice Standards NDIS Code of Conduct WHS Act 2011 (Qld) and WHS Regulation 2011 (Qld) Fair Work Act 2009 (Cth) and National Employment Standards Anti-Discrimination Act 1991 (Qld) Human Rights Act 2019 (Qld) Industry training standards for First Aid, CPR, and HLTHPS006 – Assist with Medication

POLICY STATEMENT

Helping Hands Support Services Ipswich Pty Ltd (HHSSI) is committed to supporting employees' work-life balance by providing clear guidance on leave entitlements, discretionary provisions, and the process for requesting and approving leave.

HHSSI will manage leave in accordance with:

- The National Employment Standards (NES)
- The Social, Community, Home Care & Disability Services Award 2012
- Applicable collective agreements
- Any relevant internal policies and procedures

To the extent of any inconsistency between this policy and the terms of an employee's award, agreement, or contract, the provisions most favourable to the worker will apply.

PURPOSE

The purpose of this policy is to:

- Define eligibility for leave entitlements
- Outline the processes for requesting, approving, and administering leave, including:
  - Annual leave
  - Personal/carer's leave
  - Parental leave
  - Compassionate/bereavement leave
  - Community service leave

  - Jury service leave
- Provide guidance on discretionary leave provisions where operational needs allow
- Promote a safe, healthy, and family-friendly workplace
- Ensure employees understand their rights and responsibilities in relation to leave
- Align organisational leave practices with applicable legislation, awards, agreements, and internal policies

SCOPE

This policy applies to all workers of HHSSI, as defined under the National Model Work Health & Safety Legislation, including:

- Employees
- Contractors
- Consultants
- Agency staff
- Visitors and students engaged in work or placement activities

This policy applies to all types of leave and provides a framework for:

- Managing entitlements and discretionary leave
- Balancing employee needs with operational requirements of the local work area
- Ensuring fair and consistent administration of leave across the organisation

KEY OBJECTIVES

- Ensure employees are aware of their leave entitlements and responsibilities
- Facilitate a family-friendly work environment where reasonable
- Promote a safe and healthy workplace
- Support operational planning by considering leave requests in the context of work area requirements

DEFINITIONS

Workers: as used under the National Model Work Health & Safety Legislation, includes employees, contractors, volunteers, consultants, agency staff, visitors and students.

Outline of Helping Hands Support Services Ipswich's provision of leave which is designed for:

- Periods of rest and relaxation
- Annual leave, personal/carer's leave, parental leave, compassionate/bereavement leave, community service leave, jury service leave.

Helping Hands Support Services Ipswich Pty Ltd Employee Leave establishes how the management of leave entitlements and discretionary provisions are managed throughout Helping Hands Support Services Ipswich in accordance with applicable Award, Workplace Agreement and legislation and, if applicable, relevant Helping Hands Support Services policies. Workers will consider the operational needs of Helping Hands Support Services Ipswich and individual needs.

The objectives of this section of the HR policy are to ensure:

- Workers are aware of leave entitlements, discretionary leave provisions and responsibilities.

- Helping Hands Support Services Ipswich is committed to providing opportunities, where reasonable, for workers to work in a family friendly environment and balance their work life commitments.
- The promotion of a safe and healthy workplace at Helping Hands Support Services Ipswich.
- The operational requirements of the local work area are taken into account through appropriate work planning.

ANNUAL LEAVE

Amount of Leave

You are entitled to four weeks of annual leave each year in accordance with the provisions of the National Employment Standards (NES), plus additional leave, if any, in accordance with the Industrial Instrument outlined in your contract of employment.

Shift workers may be entitled to five weeks annual leave each year, subject to qualification under the applicable legislative instrument. Annual leave accrues progressively throughout a year of service and is cumulative.

Taking of Leave and Scheduling Considerations

The Employer encourages you to take all of your holiday entitlement in the current year. You are encouraged to take annual leave over one or two continuous periods as to provide a meaningful break from work.

Annual leave dates will normally be allocated on a 'first come, first served' basis whilst ensuring that operational efficiency and appropriate staffing levels are maintained throughout the year.

Worker leave accruals will be monitored by management and payroll to ensure that excessive leave is not accrued. Management will liaise on a regular basis with employees to ensure that workers do not exceed 6 weeks accrued leave. Where you wish to accrue more than six weeks of annual leave, you must seek the approval of management. Otherwise, workers may be instructed to take any excessive leave at a time outlined by management.

Notice Requirements

Except in the case of mutual consent to the contrary, the worker and organisation are required to give the following notice of taking annual leave.

Period of leave to be taken	Minimum notice requirement
Less than a week	3 weeks or by agreement with management
1 week	3 weeks
Over 1 week and up to 2 weeks	6 weeks
Over 2 weeks and up to 3 weeks	8 weeks
Over 3 weeks and up to 4 weeks	10 weeks
Over 4 weeks	12 weeks

Annual Leave Requests and Approval Processes

You must complete the annual leave request on your Brevity App and have it approved by management before you make any firm holiday arrangements. If prior approval is not sought before

firm holiday arrangements are made, then Helping Hands Support Services Ipswich is under no obligation to approve leave if the required process is not followed.

CLOSE DOWN

The Employer may choose to shut down whole or part of its operations over the Christmas/New Year period. If we do, you are required to reserve sufficient days from your annual leave entitlement to cover the Christmas / New Year shut-down period. If you have not accrued sufficient holiday entitlement to cover this period, you will be given unpaid leave of absence. The Employer commits to provide reasonable notice of any planned close down.

PAYMENT FOR ANNUAL LEAVE

Your annual leave pay will be at your normal basic pay unless shown otherwise in your contract of employment. By request, you may elect to receive your annual leave pay in advance, however if the request is not received prior to the commencement of the annual leave being taken, you will be paid in the regular pay period.

You may be entitled to annual leave loading in accordance with your industrial instrument or contract of employment.

You may also request to 'cash out' your accrued annual leave entitlements which will be subject to approval from Management. However, at all times, you must have at least four weeks of leave in balance. The worker must give at least 2 weeks' notice to payroll prior to cashing out of any annual leave.

CASHING OUT ANNUAL LEAVE

Workers can cash out annual leave who come under the Social, Community, Home Care and Disability Services Industry Award 2010 and Health Professionals and Support Services Award 2010. To cash out annual leave workers need to have:

- At least 4 weeks annual leave left after cash out
- A signed written agreement with their employer that outlines the amount of leave being cashed out, the amount they will be paid and the date it will be paid. If the employee is under 18 their parent or guardian must also sign it.

Employers have to keep this agreement for the employee's records. The payment for cashed out leave has to be the same as what the employee would have been paid if they took the leave.

- A worker can't cash out more than 2 weeks each 12 months.
- An employer can't force or pressure an employee to cash out annual leave.

PERSONAL LEAVE

Amount of Leave

- You are entitled to be paid for personal leave in accordance with the NES, unless otherwise stated in your contract of employment or industrial instrument.
- Personal leave accrues, and will be credited to you, progressively throughout the year. It accumulates year to year.

Taking of Personal Leave

- You are entitled to take personal leave:
- because you are not fit for work due to a personal illness or personal injury affecting you; or

- to provide care or support to a member of your immediate family, or a member of your household who requires your care and support because of:
- a sudden or unexpected personal illness or injury affecting the member; or
- A sudden or unexpected emergency affecting the member.
- If your entitlement to personal leave is exhausted, you may take two days unpaid carer's leave for each occasion when a member of your immediate family or a member of your household requires your care and support because of:
- a sudden or unexpected personal illness or personal injury affecting the member; or
- A sudden or unexpected emergency affecting the member.

Notification of Personal (Sick) Leave

- Workers are required to text the office mobile phone and email the office on the first day of incapacity. You should try to give an indication of your expected return date and notify the Employer as soon as possible if this date changes. The notification procedures should be followed on each day of absence unless you are covered by a doctor's medical certificate.

Evidence of Incapacity

- The Employer may require sufficient evidence to support your personal / carer's leave for each and every absence. In particular, a medical certificate or statutory declaration is required if:
- you take more than two consecutive days leave; or
- take a day on either side of a weekend or public holiday; or
- Take a day off either side of any approved annual leave, long service leave or any other leave.
- The Employer may also request that you provide sufficient evidence for these purposes where it considers you have taken excessive personal leave or patterns of leave.

- If you fail to provide a medical certificate or statutory declaration in accordance with the above, you may not be paid for your absence and may be subject to disciplinary action. Upon receipt of your medical certificate, Payroll will be notified to process any amounts owing for your wages.

Return to Work

- You must notify management as soon as you know of which day you will be returning to work, if this differs from a date of return previously notified.

Managing Absenteeism

- Submission of a medical certificate may not always be regarded as sufficient justification for accepting your absence. Sickness is just one of a number of reasons for absence and although it is understandable that if you are sick, you may need time off, continual or repeated absence through sickness may not be acceptable to Helping Hands Support Services Ipswich.

- In deciding whether your absence is acceptable, Helping Hands Support Services Ipswich will take into account the reasons for your absences and extent of them, including any absence caused by sickness / injury. We cannot operate with an excessive level of absence as all absence, for whatever reason, reduces Helping Hands Support Services Ipswich ability to operate successfully.

- Helping Hands Support Services Ipswich will not tolerate any non-genuine absences, and any such instances will result in disciplinary action being taken.
- If considered necessary, we reserve the right to ask your permission to contact your doctor and / or for you to be independently medically examined.

COMPASHIONATE / BEREAVEMENT LEAVE

Helping Hands Support Services Ipswich understands the health of an individual or a family member can have significant impact on you.

Permanent Part Time workers are entitled to two days paid compassionate/bereavement leave for each occasion when a member of your immediate family or a member of your household:

- contracts or develops a personal illness that poses a serious threat to their life; or
- sustains a personal injury that poses a serious threat to their life; or
- Dies.

Immediate family includes:

- A spouse or domestic partner (including a former spouse or former domestic partner) of the worker. A domestic partner means a person to whom the worker is not married but with whom the worker is living as a couple on a genuine domestic basis (irrespective of gender); and
- A child or an adult child (including an adopted child, a stepchild or an ex nuptial child), parent, grandparent, grandchild or sibling of the worker or spouse of the worker.

Helping Hands Support Services Ipswich may grant paid leave in other cases where, in their opinion, special circumstances exist.

- Special circumstances include the death of a:
- Person with whom the employee had a close relationship
- Step or foster parent or child
- Relative who has taken the place of a parent?
- Relative residing with the worker at the time of the death
- Person where worker is the only relative of the deceased person and is the only person available to make the funeral arrangements.

Leave, with or without pay, in excess of that specified above may be granted if Helping Hands Support Services Ipswich is satisfied that three days is inadequate because of special circumstances (for example, funeral delay or extensive travelling involved).

In considering applications for compassionate/bereavement leave, it is important to note that each case should be considered on its merits.

Helping Hands Support Services Ipswich may also grant up to four hours ‘paid time’ to attend the funeral of a very close non-family member. Any requests of this nature will be assessed on a case-by-case basis.

Helping Hands Support Services Ipswich may require you to provide satisfactory evidence of the illness or death of your immediate family or household member.

OTHER LEAVE

Community Service Leave (including jury service)

- You are entitled to community service leave in certain circumstances.
- Community service leave is for eligible community service activities such as SES, jury service and volunteer fire fighting.
- Other than for the first two weeks of jury service leave, where the Employer will top up the pay of a permanent worker, community service leave is unpaid.

Long Service Leave

You are entitled to long-service leave in accordance with the relevant laws of the state in which you are employed or the terms of your industrial instrument. Long service leave should be taken as soon as reasonably practicable after you become entitled to it. The worker must give at least 4 weeks' notice to payroll, which they intend to take any period of long service leave.

Domestic Violence Leave Refer to separate policy.

Parental Leave

Parental leave allows workers to take time away from work for the birth or adoption of a child and care of a child.

There are two types of parental leave entitlements:

- the Paid Parental Leave scheme
- the entitlement to unpaid parental leave

Paid Parental Leave (PPL)

The Federal Government's Paid Parental Leave (PPL) scheme provides employees payment for leave for up to 18 weeks at the national minimum wage rate.

PPL can start from the date of birth or adoption, or at a later date. It must be received in one continuous period and must all be used within 12 months of the date of birth or adoption. Parental Leave Pay is taxable and can be received before, after, or at the same time as existing entitlements, such as annual leave, and employer-funded paid parental leave.

All applications for federally funded paid parental leave should be made through the Family Assistance Office or any other nominated Government Department and not through the Employer. You may obtain further information regarding paid parental leave by contacting the Family Assistance Office on 13 61 50.

Dad and Partner Pay (DAPP)

Under the Dad and Partner Pay (DAPP) scheme, fathers, and partners (including same-sex partners) to newly born or adopted children can receive up to 2 weeks' pay from the government at the national minimum wage.

While PPL is payment for the primary carer of the child, DAPP is payment for the parent who is not the primary carer.

Unpaid Parental Leave

To be eligible for unpaid parental leave, an employee must provide written notice stating their intention to take the leave. The notice must specify the start and end dates of their proposed period of leave.

Under the NES, employees who have at least 12 months of continuous service as at the expected date of birth of the child are entitled to 52 weeks of unpaid parental leave. Casuals with regular ongoing work are also entitled to unpaid parental leave. You may request an additional 52 weeks of leave which will only be refused by Helping Hands Support Services Ipswich on reasonable business grounds.

Other forms of leave, such as annual leave and long service leave, may be taken concurrently with parental leave, but when combined with the unpaid parental leave, must not exceed the 52-week period.

You must give Helping Hands Support Services Ipswich at least ten weeks prior notice of your intention to take unpaid parental leave. This can be done using the Brevity App.

When advising of your intention to take unpaid parental leave, you must provide the following:
a medical certificate indicating the expected date of birth of the child, or, where the leave is adoption related, the expected date of placement.

- an expected return date; and
- Details of any parental leave your partner intends to take.

A worker must take unpaid parental leave in a single, continuous period. When a worker who is pregnant takes unpaid parental leave, her leave must commence:

- On the day of the birth of the child; or
- In the 6-week period before the expected birth date

If a pregnant worker is entitled to unpaid parental leave and wishes to work during the 6 weeks before the expected birth date, Helping Hands Support Services Ipswich can direct them to start unpaid parental leave early if they are unfit for work. This is known as directed leave.

After 24 months of continuous service, Helping Hands Support Services will provide the permanent worker four week's pay at your standard rate upon commencement of parental leave. Pro-rata entitlements apply for part-time workers.

The period of PPL is not in addition to the period of unpaid parental leave available under the Fair Work Act. The period of PPL will be taken at the same time as the corresponding portion of unpaid leave.

A worker can only extend the period of unpaid parental leave once without Helping Hands Support Services Ipswich agreement, to no more than 12 months.

Workers must give at least 4 weeks written notice before the end date of the original period of their parental leave. The notice must specify the new end date for the leave. If the period of unpaid parental leave has been extended once, it cannot be extended further without mutual agreement. Any extension cannot result in the worker exceeding the maximum 12-month period of parental leave entitlement.

Unpaid Special Maternity Leave
Special maternity leave is unpaid leave taken by a female worker:

- who is not fit for work because she has a pregnancy-related illness; or
- whose pregnancy has ended unexpectedly within 28 weeks of the expected date of birth

To be eligible for special maternity leave, a worker must first meet the 12 months continuous service requirements. They must provide a written notice stating the period or expected period of leave as soon as possible, which may be after the leave has started.

If the worker requires the special maternity leave because of a pregnancy-related illness, they must provide a medical certificate or other reasonable evidence such as statutory declaration.

Transferring a Pregnant Worker to a Safe Job.
A pregnant worker may be entitled to be transferred from her current job to an appropriate safe job for an interval before she starts unpaid parental leave. A safe job is a job that a pregnant worker may perform on a temporary basis because it is no longer safe to continue working in her original role. This may be due to hazards associated with her position, e.g. because the role requires physical effort. If a pregnant worker is unable to work in her usual role and there are no appropriate safe jobs available, the worker is entitled to take paid no safe job leave.

Obligation to Consult with the Employee during Parental Leave
Under the NES, Helping Hands Support Services Ipswich must take all reasonable steps to consult with a worker while they are on unpaid parental leave. This means Helping Hands Support Services Ipswich must communicate with the worker about any decisions that will have a significant effect on the:

- status.
- pay; or
- location of their pre-parental leave position.

RETURN TO WORK
After a period of parental leave, a worker is entitled to return to the same job they had before they went on leave (or job they had before they were transferred to a safe job or received no safe job leave).

If that job no longer exists, the worker is legally entitled to return to an available position for which they are qualified and suited, which is nearest in status and pay to their pre-parental leave position.

Eight weeks prior to a worker's scheduled return to work, they must contact their Manager in writing and advise them of their intentions whether or not they will be returning to work.

Flexible Working Arrangements
A worker returning to work after unpaid parental leave can request flexible working arrangements (such as changes in hours of work). Helping Hands Support Services Ipswich can only refuse such a request on reasonable business grounds.

Additional Discretionary Leave
While workers are eligible for standard assistance such as personal leave and bereavement leave, Helping Hands Support Services Ipswich will treat empathetically all requests for additional leave (paid or unpaid) in addition to standard entitlements during personal crisis, within the reasonable limits of resources and operational requirements. Workers should speak with management if such provisions are required.

PUBLIC HOLIDAYS
You are entitled to be absent from work on a day or part day that is a public holiday in accordance with the Fair Work Act, unless reasonably required to work by the Employer.

PURCHASED LEAVE

Permanent employees with a minimum of 12 months continuous service are entitled to purchase annual leave in addition to their normal leave entitlement subject to fulfilling the requirements specified in this clause.

- Purchased leave is a scheme which meets the requirements of Section 324 of the Fair Work Act 2009 whereby employees enter into an agreement to buy and access up to four weeks leave in addition to their normal entitlement to be paid annual leave.

- Purchased leave will be credited into an employee's leave balance and will be paid for via fortnightly deductions commencing from the date approval is granted for the employee to purchase leave. This leave must be paid for in full within the same calendar year in which it is approved.

- Employees automatically revert to their normal salary at the end of the deduction period, unless approval is obtained for subsequent purchased leave arrangements for a further period.

- Purchased leave is available to employees where they have at the time of applying to purchase leave, an annual leave balance and/or a long service leave entitlement of less than 6 weeks. Employees will not be eligible to purchase leave if an employee is receiving WorkCover payments. Applications cannot be retrospectively approved.

- Approved purchased leave is to be taken in one-week (5 day) blocks. The Purchased Leave Application Form will require employees to clearly detail the dates of intended use of the purchased leave.

- Superannuation payments made by Helping Hands Support Services Ipswich and, where applicable, by the employee, will be paid at the rate appropriate to the employee's reduced gross salary.

- Purchased leave will not qualify for annual leave loading payments as specified under clause 5.1.6.

- Deductions made for leave not accessed will be refunded if an employee terminates their employment before taking any or all of the purchased leave.

REFERENCE DOCUMENTS

Helping Hands Support Services Staff Code of Ethics and Conduct
The Fair Work Act 2009 and National Employment Standards (NES)
Helping Hands Support Services Ipswich Employee Resignation Policy and Procedure
Helping Hands Support Services Ipswich Recruitment & Selection Policy
Helping Hands Support Services Ipswich Diversity & Cultural Awareness Policy
Helping Hands Support Services Ipswich Equal Employment Opportunity Policy and Procedure
Helping Hands Support Services Ipswich Workplace Anti-Bullying Policy and Procedure
Helping Hands Support Services Ipswich Anti-Discrimination Policy (including Harassment, Sexual Harassment & Victimization)

Helping Hands Support Services Ipswich Employee Discipline Policy and Procedure
Helping Hands Support Services Ipswich Workplace Health & Safety Policy
Helping Hands Support Services Ipswich Conflict of Interest Policy
Helping Hands Support Services Ipswich Whistleblower Policy & Procedure
Helping Hands Support Services Ipswich Uniform Policy
Helping Hands Support Services Ipswich Fit for Work Policy and Procedure
Helping Hands Support Services Ipswich Grievance and dispute Resolution for Employees Policy and Procedure
Helping Hands Support Services Ipswich Employee Training and Development Policy
Helping Hands Support Services Ipswich Purchased Leave Application form

Helping Hands Support Services Ipswich Pty Ltd
PO Box 488
Booval Qld 4304
Email: theoffice@hhssi.com.au
Phone: 3517 0104

Employee Annual Leave – Cash Out Request Form

Employee Name	
Date of Application	
Annual Leave – Number of hours applied for:	
Date for Annual leave to be paid (must align with weekly pay dates):	
Employee Signature	

I am applying to cash out a portion of my annual leave balance, subject to the following conditions:

1. I have a remaining balance of annual leave of more than 4 weeks (128 hours) once the cash-out is completed.
2. I have submitted this application to the Director / Manager a minimum of 2 weeks prior to the cash-out date.
3. I understand that I cannot cash-our more than 2 weeks of annual leave each 12-month period.

Review Date:				
Application Approved or Rejected	Yes	☐	No	☐
Reason				
Directors / Managers Name				
Directors / Managers Signature				
Balance of Annual leave hours at time of application				
Date of Leave Payment to be made				

Domestic and Family Violence Policy

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	17 July 2023
ORIGINAL ISSUE DATE	17 July 2023
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	1
LEGISLATION	Domestic and Family Violence Protection Act 2012 (Qld) Work Health and Safety Act 2011 (Qld) Work Health and Safety Regulation 2011 (Qld) Fair Work Act 2009 (Cth) National Employment Standards (NES) Anti-Discrimination Act 1991 (Qld) Human Rights Act 2019 (Qld) Privacy Act 1988 (Cth) NDIS Practice Standards and Code of Conduct

POLICY STATEMENT

Helping Hands Support Services Ipswich Pty Ltd (HHSSI) is committed to providing a healthy, safe, and respectful working environment for all employees. HHSSI recognises that the workplace may be a safe haven for employees experiencing domestic and family violence, and that domestic and family violence may also be perpetrated in or from the workplace.

HHSSI acknowledges the significant and harmful impacts of domestic and family violence on victim-survivors and those close to them, including impacts on wellbeing, work performance, and financial security. HHSSI is committed to supporting employees who are experiencing domestic and family violence, providing flexibility where appropriate, and ensuring employees are aware of and able to access their workplace rights and entitlements under the National Employment Standards (NES).

HHSSI is inclusive of diverse families and relationships and is committed to responding respectfully and equitably. HHSSI also recognises that some employees may use or may be at risk of using domestic and family violence and is committed to responding appropriately, lawfully, and safely in such circumstances.

PURPOSE

The purpose of this policy is to:

- Promote a safe, supportive, and non-judgmental workplace for employees affected by domestic and family violence
- Provide guidance on how HHSSI will support employees experiencing domestic and family violence, including access to leave, flexibility, and other reasonable workplace adjustments

- Encourage affected employees to seek support and access their workplace rights and entitlements
- Ensure domestic and family violence risks are identified and managed to protect employees, participants, and the broader workplace
- Outline the organisation's commitment to responding appropriately where domestic and family violence is perpetrated in or connected to the workplace

SCOPE

This policy applies to all employees of Helping Hands Support Services Ipswich Pty Ltd, including:

- Full-time, part-time, and casual employees
- Contractors, agency staff, and volunteers (where applicable)
- Managers and Directors responsible for supporting staff and implementing this policy

This policy applies to domestic and family violence that:

- Occurs outside the workplace but impacts an employee's safety, wellbeing, or work
- Occurs in the workplace or using workplace resources
- Poses a risk to employees, participants, or others connected with HHSSI

The policy operates in conjunction with relevant legislation, the National Employment Standards, and other HHSSI workplace policies and procedures.

DEFINITION

An employee who uses or may use DFV is an employee:

- who has voluntarily identified as a person who uses or may be at risk of using DFV; or
- who has been named as a respondent to an existing application for a DFV order or police protection notice; or
- to whom a current DFV order or police protection notice applies; or.
- who has been charged with a DFV offence by a law enforcement agency and charges remain pending; or
- who has been found to be using DFV by a court.

Fair Work act 2009 (Act), Section 106B(2) Family and domestic violence is violent, threatening or abusive behaviour by a close relative of an employee that:

- Seeks to coerce or control the employee; and
- Causes that employee harm or to be fearful.

Section 106B (3) A close relative is a person who:

- Is a member of the employee's immediate family; or
- Is related to the employee according to Aboriginal or Torres strait Islander kinship rules.

Section 12 immediate family of a national system employee means:

- A spouse, de facto partner, child, parent, grandparent, grandchild, or sibling of the employee; or

- A child, parent, grandparent, grandchild or sibling of a spouse or de factor partner of the employee.

Domestic and Family Violence Protection Act 2012 (Qld)

Section 8(1) Domestic violence means behaviour by a person (the first person) towards another person (the second person) with whom the first person is in a relevant relationship that-

- is physically or sexually abusive; or
- is emotionally or psychologically abusive; or
- is economically abusive; or
- is threatening; or
- is coercive; or
- in any other way controls or dominates the second person and causes the second person to fear for the second person's safety or wellbeing or that of someone else.

Section 13 A relevant relationship is-

- an intimate personal relationship; or
- a family relationship; or
- an informal care relationship.

Employee experiencing domestic and family violence (victim-survivor) is an employee:

- Who has voluntarily identified as a person who uses or may be at risk of using domestic and family violence; and/or
- Who has been named as a respondent to an existing application for a domestic and family violence order or police protection order; and/or
- To whom a current domestic and family violence order or police protection notice applies; and/or
- Who has been charged with a domestic and family violence offence by a law enforcement agency and charges remain pending; and/or
- Who has been found to be using domestic and family violence by a court.

PROCEDURES

In an emergency, call 000

In case of immediate or serious risk of harm to any person, all employees are encouraged to call 000 to request emergency assistance.

Confidentiality and disclosure

Consider…

- How to handle a disclosure
- Employees are not under any obligation to disclose their experience of use of domestic and family violence.
- Employee support person, e.g., next of kin, Domestic Violence Support Organisations
- Limits of confidentiality, e.g., when someone is at imminent risk of harm or where there is a risk to workplace safety.
- No adverse action
- Records management, e.g., payslips, who has access to records.
- Records may be evidence.
- Employees may be witnesses in court proceedings.

SUPPORT OPTIONS AVAILABLE TO EMPLOYEES

There are a number of support options available to assist employees affected by DFV.

Documentation

Helping Hands Support Services Ipswich Pty Ltd acknowledges that employees affected by DFV may not be in a position to provide supporting documentation. An employee's access to leave and other support options should not be denied in the absence of supporting documentation.

Any related communications will be conducted in a sensitive and non-judgmental manner. Any documentation sighted will be returned to the employee unless the employee requests otherwise.

Leave entitlement.

A Helping Hands Support Services Pty Ltd employee who is affected by DFV will have access to a maximum of 10 days per year of paid leave, as per the National Employment Standard (NES):

a) for the purposes of, but not limited to, attending medical, legal, police or counselling appointments; attending court and other legal proceedings; and organising alternative accommodation and care or education arrangements for the purposes of attending to matters arising from DFV or supporting the person affected by DFV.

b) Where the director or manager is satisfied that the employee requires leave because the employee is affected by DFV. Leave should not be denied in the absence of supporting documents.

c) An employee may be required to produce reasonable evidence that the leave application will be used is directly related to domestic or family violence or for the purpose of the remedying activities. Such evidence may include documents issued by the police, a court, a health professional, a domestic and family violence support service, a lawyer, a financial institution, an accountant, or a statutory declaration.

d) without having to first use other leave entitlements. This leave can be taken as consecutive days, single days, or a part of a day.

e) The employee may also access further paid or unpaid leave, including special leave, sick leave, carers leave, recreation leave, long service leave or other accrued time to attend to matters arising from DFV—this will be in accordance with the directives relating to each type of leave.

f) noting the leave does not accrue annually and is not payable on separation.

g) Additional paid leave in excess of 10 paid days leave per year may be approved at the discretion of the Director or Manager having regard to the circumstances of individual employees.

h) This additional leave may be provided where there are extenuating circumstances, for example, where travel for court appearances may require several days; or where safety risks for a family and children requires time to organise accommodation or care arrangements.

Discussion about support and leave options will be compassionate, sensitive and maintain confidentiality.

An employee applying for leave related to their use, alleged or potential use, of DFV is not entitled to leave unless the following are satisfied:

- The leave is required to attend a behavioural change program approved under Section 75 of the Domestic and Family Violence Protection Act 2012 by the chief executive of the department administering the Act, delivered by a provider approved under that section.
- The employee provides written evidence of their enrolment and attendance in the program and
- The employee has exhausted all other paid recreation or long service leave entitlements and accrued time.

NOTE: Leave related to an employee's use, potential or alleged use of DFV.

- If an employee is affected by DFV (for example is both the aggrieved and a respondent in the same court hearing for a DFV order application) then entitlements continue to apply in relation to their experience of DFV, rather than the use, alleged or potential use of DFV.
- An employee should not have their entitlements reduced because they are a respondent in a counter claim.

Flexible working arrangements

Helping Hands Support Services Pty Ltd will provide employees affected by DFV (other than those who use or may use DFV) with access to flexible working arrangements. Employees who use or may use DFV may request flexible working arrangements under the *Industrial Relations Act 2016*, in the same way as other employees. Employees are encouraged to discuss their request for flexible working arrangements with their managers and directors in the first instance.

Support for work performance and attendance

Work performance or attendance may be influenced by factors not connected with work. Employees will be supported and encouraged to raise concerns about their personal circumstances, including whether DFV is a contributing factor to work performance and attendance.

It may also be necessary to include additional support and provide reasonable workplace and role adjustments for a period of time. Regular reviews, a return-to-work plan and a performance improvement process may still be required.

Other workplace support and role adjustments

Helping Hands Support Services Ipswich Pty Ltd will also, where appropriate:

a) Conduct risk assessments and implement workplace safety needs and arrangements such as increased security measures to protect affected employees and colleagues.

b) Support employees to have the workplace included in a Domestic Violence Order issued by the courts.

c) Consider providing other temporary or permanent support and reasonable adjustments in the workplace, such as:

  - job redesign or changes to duties
  - changes to working hours or patterns of work.
  - alternative suitable employment in other teams, or locations

- changes to email address and telephone numbers

Safety in the workplace

Of paramount consideration is the safety and wellbeing of all Helping Hands Support Services Ipswich Pty Ltd employees in the workplace. Fostering a workplace culture where employees affected by DFV are supported contributes to a healthy and safe working environment for all.

In situations where an employee affected by DFV is concerned for their safety or that of their colleagues, it is recommended that the employee and their manager and director jointly develop a workplace safety plan agreement.

A DFV risk assessment checklist and leave approval form should be completed by the director and / or manager and director in consultation with the employee affected by DFV, prior to completing a workplace safety plan agreement. The agreement should include details of any necessary support and reasonable adjustments.

The workplace safety plan agreement should outline the specific workplace safety needs and arrangements to support the employee, such as:

- any changes in relation to any work patterns, practices, or work location.
- any precautionary plans to be undertaken pre- or post-work or during remote working arrangements (e.g., travel arrangements, secure carpark etc.) to support the safety of the employee.
- any workplace changes and/or security measures (including for remote working arrangements) to protect the employee and their colleagues where necessary.
- updated emergency contacts and/or next of kin details and agreed communication methods to notify of heightened risk (e.g., during remote working arrangements).

Arrangements should be reviewed at pre-determined intervals to ensure currency and to ascertain ongoing appropriateness.

Responsibilities

The Director and / or Manager will:

a) Sensitively communicate with employees affected by DFV and maintain confidentiality subject to legal disclosure obligations.
b) Take prompt and appropriate action to support employees affected by DFV, including risk management and safety planning.
c) Ensure appropriate levels of support are provided to employees affected by DFV.
d) Ensure employees are aware of available support options, including nominated officers to seek support from as appropriate.
e) Ensure appropriate management of work performance and monitoring of attendance issues, while being mindful of the potential impacts of DFV.

Employees will:

a) Sensitively communicate with colleagues affected by DFV, maintain confidentially, and encourage them to seek assistance.
b) Familiarise themselves with available workplace support options and specialist referral services.

Related information

- *Domestic and Family Violence Protection Act 2012*
- *Work Health and Safety Act 2011*
- *Industrial Relations Act 2016*
- *Human Rights Act 2019*
- *National Employment Standards Fair Work Act 2009(Act)*
- Helping Hands Support Services Ipswich Pty Ltd Code of Conduct
- Helping Hands Support Services Ipswich Pty Ltd Privacy and Confidentiality Agreement

REMUNERATION, PAYROLL AND SUPERANNUATION

Helping Hands Support Services Ipswich Pty Ltd is committed to ensuring that all employees are paid accurately, fairly and in accordance with applicable industrial instruments, legislation and organisational requirements.

The organisation complies with the Social, Community, Home Care and Disability Services Industry Award (SCHADS Award) and all relevant Fair Work legislation in relation to wages, allowances, penalties and entitlements. Helping Hands Support Services Ipswich Pty Ltd is also committed to meeting its superannuation obligations and transitioning to improved payroll compliance practices in line with legislative requirements.

This policy supports transparent, lawful and ethical employment practices and forms part of Helping Hands Support Services Ipswich Pty Ltd's commitment to good workforce governance.

Industrial Instrument

All employees of Helping Hands Support Services Ipswich Pty Ltd are employed under the:

Social, Community, Home Care and Disability Services Industry Award (SCHADS Award)

Remuneration, classifications, penalty rates, allowances, overtime and conditions of employment will be applied in accordance with the SCHADS Award, any applicable Fair Work legislation, and individual contracts of employment.

Pay Periods and Payroll Cycle

- Employees are paid weekly
- Payday is Wednesday
- The payroll roster cycle runs from Wednesday to Tuesday
- Hours worked during the roster cycle will be paid in the following Wednesday's payroll

Employees are responsible for ensuring timesheets and any required approvals are submitted accurately and within required timeframes to allow timely payment.

Payslips

Payslips will be provided to employees in accordance with Fair Work requirements and will include:

- Employer name
- Employee name
- Pay period
- Hours worked
- Gross and net pay
- Any allowances, penalties or deductions
- Superannuation contributions

Payslips will be provided electronically unless otherwise required.

Payroll Accuracy and Enquiries

Helping Hands Support Services Ipswich Pty Ltd takes reasonable steps to ensure payroll accuracy. Employees who believe there is an error in their pay must notify management as soon as practicable.

Payroll discrepancies will be investigated promptly and corrected where required.

Superannuation

Helping Hands Support Services Ipswich Pty Ltd makes superannuation contributions on behalf of eligible employees in accordance with the Superannuation Guarantee (Administration) Act 1992.

Current Arrangements

Superannuation contributions are currently paid in accordance with legislated timeframes.

Payday Superannuation

Helping Hands Support Services Ipswich Pty Ltd will transition to payday superannuation, with superannuation contributions being paid at the same time as employee wages, by mid-2026, in line with anticipated legislative changes and best practice.

Salary Deductions

Any deductions from wages will only occur where:

- Required by law, or
- Authorised in writing by the employee

Confidentiality

All payroll and remuneration information is confidential and will be managed in accordance with privacy and information management legislation and organisational policies.

Non-Compliance

Failure to comply with this policy, including deliberate falsification of timesheets or payroll records, may result in disciplinary action in accordance with the organisation's Human Relations and Discipline policies.

Assets and Operations

Company Vehicle Policy and Procedure

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	18 December 2024
ORIGINAL ISSUE DATE	20 July 2023
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 2
LEGISLATION	Transport Operations (Road Use Management – Vehicle Standards and Safety) Regulation 2021 (Cth) (legislation)

POLICY STATEMENT

Helping Hands Support Services Ipswich Pty Ltd Company Vehicle Policy presents guidelines for the use of company vehicles within our organisation.

PURPOSE

The Company Vehicle Policy and Procedure for Helping Hands Support Services Ipswich outlines the guidelines, responsibilities, and procedures for the appropriate use of company vehicles by disability support workers when transporting clients. The policy aims to ensure the safety and well-being of clients, employees, and the general public while promoting responsible vehicle use and maintenance.

SCOPE

This policy applies to all disability support workers and employees of Helping Hands Support Services Ipswich who are authorised to use company vehicles for transporting clients.

POLICY DETAILS

Outline of Helping Hands Support Services Ipswich's Company Vehicle Policy and Procedure for the safe and responsible use of company vehicles by disability support workers at Helping Hands Support Services Ipswich when transporting clients. This policy is set to ensure the safety of both clients and employees, maintain the vehicles in optimal condition, and promote professional and adherence to traffic regulations.

Vehicle Use Authorisation and Vehicle Assignment

- Company vehicles are to be used exclusively for transporting clients and performing job-related duties.
- Personal use of the company vehicle is strictly prohibited unless approved in writing by HHSSI management.
- Only authorised disability support workers with a valid driver's license and vehicle familiarisation are permitted to operate company vehicles.
- The allocation of company vehicles will be based on operational requirements and the needs of the clients.
- Disability support workers will be assigned vehicle based on their schedules and specific client transport needs.
- All authorised drivers must comply with the company's driver approval process, which includes providing necessary documentation and undergoing background checks.

Driver Requirements

- All disability support workers authorised to drive the company vehicles must possess a valid and unrestricted driver's license and receive approval by HHSSI management to be an authorised driver.
- Drivers are required to adhere to all state road rules.
- Drivers must notify management if they receive any subsequent violations or accidents during their employment.

Client Transportation and Safety

- Disability support workers must prioritise the safety, comfort, and well-being of clients during transportation.
- Clients' specific needs and requirements must be taken into consideration when planning transportation routes and making necessary accommodations.
- Disability support workers are responsible for ensuring clients are wearing seatbelts when traveling in the company vehicles.
- The use of toll roads is not approved by HHSSI without prior approval from management. Disability support workers must plan routes to be taken and apply for approval from management if toll roads are required on the support. If toll roads are used and not approved prior to management HHSSI reserve their right to recoup the cost of the toll charge from the disability support worker.
- Disability Parking Permits are for use in the company vehicles for clients with reduced mobility. These permits are for use when transporting clients only and must not be removed from the vehicle.

Vehicle Maintenance and Inspection

- All company vehicles must be regularly inspected and maintained as per the manufacturer's recommendations and relevant regulations.
- Disability support workers are responsible for performing pre-trip vehicle inspections and complete the Employee Company Vehicle Checklist.

- Any vehicle defects or maintenance concerns must be reported immediately to the management at HHSSI.
- Regular maintenance and servicing of company vehicles will be scheduled and conducted by HHSSI management.

Responsible Driving

- Disability support workers must adhere to all road rules, speed limits, and seat belt regulations while operating company vehicles.
- The use of mobile phones or other electronic devices while driving is strictly prohibited unless using a hands-free system.
- Driving under the influence of alcohol, drugs, or any substances that impair the ability to drive is strictly prohibited.
- Smoking in company vehicles is banned this includes the use of all smoking products, including electronic cigarettes. Vaping and tabaco products for both employees and client's being transported in company vehicles.

Reporting Incidents

- Disability support workers must promptly report any accidents, collisions, or near-miss incidents involving company vehicles to their supervisor and complete the required incident report forms.
- In case of an accident, disability support workers must ensure the safety of clients and other involved parties before addressing vehicle damage.

Personal Use of Company Vehicles

- Personal use of company vehicles is strictly prohibited unless authorised by the management of HHSSI.

Fuel and Expenses

- Disability support workers must adhere to HHSSI policies regarding fuelling company vehicles, such as using designated fuel stations if refuelling is required by the support worker.
- Expenses related to vehicle use, such as tolls and parking fees, must receive prior approval from HHSSI management and be properly documented and submitted according to the company's expense reimbursement procedures.

Disciplinary Action

- Violations of this policy may result in disciplinary action, up to and including suspension of driving approval or termination of employment, depending on the severity and frequency of the violation.

Review and Updates

- This policy will be reviewed periodically to ensure its effectiveness and relevance. Updates will be made as necessary.

- Any updates or amendments to this policy will be communicated to all affected employees.

Acknowledgements

- By using a company vehicle, disability support workers acknowledge that they have read, understood, and agree to comply with the policies and procedures outlined in this document.

PROCEDURE

Company Vehicle Drivers Duty of Disclosure Declaration

- Disability support workers must complete a Company Vehicle Drivers Duty of Disclosure Declaration and submit to HHSSI management prior to being approved to drive the company vehicles.
- Support workers will only be approved to drive company vehicles if they have a clean driving history.

Vehicle Reservation

- Disability support workers must coordinate with managers and directors to schedule client transports requiring company vehicles.
- HHSSI management will assign vehicles based on availability, client needs, and the worker's schedule.

Pre-Trip Vehicle Inspection

- Before using a company vehicle, disability support workers must conduct a thorough pre-trip inspection to ensure the vehicle is in proper working condition.
- Check the brakes, tires, lights, signals, seatbelts, and any other safety equipment.
- In the event there is any defects or issues report these by completing the Employee Company Vehicle Checklist form and emailing it to management at theoffice@hhssi.com.au immediately.

Client Transport

- Ensure clients are securely seated and wearing a seat.
- Communicate clearly with clients and provide any necessary assistance during the journey.
- If the client has a service dog it must travel in the backseat of the vehicle with the appropriate car restraint or doggie seatbelt.
- The use of toll roads is not approved by HHSSI without prior approval from management. Disability support workers must plan routes to be taken and apply in writing via email for approval from management if toll roads are required on the support. If toll roads are used and not approved prior to management HHSSI reserve their right to recoup the cost of the toll charge from the disability support worker.

Disability Parking Permits

- Australian Disability Parking Scheme permit holders in Queensland (both individual and organisation) are entitled to park in disability parking spaces at on-street or off-street locations, such as shopping centres and hospitals.
- Permit holders can park free of charge in the Ipswich and Brisbane City Council metered or regulated parking areas for the following periods:
    - If the sign specifies a limit of less than 30 minutes, permit holders may park for up to 30 minutes.
    - If the sign specifies a time limit of 30 minutes or more, permit holders may park for an unlimited amount of time.

- You **cannot** park in restricted parking zones, such as clearways, no stopping areas, loading zones, or bus zones. However, you may pick up or drop off a passenger with a disability for up to five minutes in a passenger loading zone.
- Off-street parking stations may not provide free parking for permit holders, and private car parks may have their own fees. Always check the conditions of entry before parking.
- Some Council's off-street car parks may have dedicated bays for disability permit holders, but these spaces are charged at the same rate as other users. Any parking costs are the responsibility of the client.

Important Guidelines:

- The permit must be clearly displayed on the vehicle, ensuring the expiry date and permit number are visible from the exterior. The permit should be placed at the bottom of the front windscreen on the passenger side.
- Personal use of these permits is strictly prohibited. These permits are for use when transporting clients only.
- The permits are not to be removed from the company vehicles at any time.
- Failure to display the permit correctly or parking in a disability parking bay without a valid permit may result in fines.

Safe Driving Practices

- Adhere to all road rules, regulations, and speed limits.
- Do not use mobile devices for texting or talking while driving.
- Maintain a safe following distance and drive defensively, especially considering the needs of the clients.
- In the event you experience road rage or find yourself in a dangerous situation. Drive to a safe spot, ensure your doors are locked and contact 000 emergency for assistance. Never engage in verbal or physical abuse with other drivers. Ensure that an incident report is completed detailing the events.

Post-Trip Vehicle Inspection

- After each trip, disability support workers must perform a post-trip inspection to identify any issues that may have arisen during the journey.
- If damage or defects arise complete the Employee Company Vehicle Checklist and email to theoffice@hhssi.com.au promptly.

Fuelling

- If refuelling of the vehicle is required, HHSSI management will provide fuel cards or company credit cards for use. Employees must keep receipts for any purchases and provide to HHSSI management on return of the vehicle.

Incident Reporting

- In case of accidents, collisions, or any incidents involving the company vehicle, disability support workers must follow the company's incident reporting procedures.
- Contact emergency services and ensure the safety of all involved parties.

Vehicle Cleanliness

- Always maintain cleanliness inside the vehicle.
- Dispose of any trash and keep the vehicle tidy for the comfort of clients.

Personal Belongings

- Personal belongings should not be left in the company vehicle after use.

- Remove all personal items to prevent loss or confusion.

Policy Compliance

- Disability support workers must always adhere to the Company Vehicle Policy and this procedure.
- Non-compliance may lead to disciplinary actions as per the company's policies.

Policy Review

- This procedure will be reviewed periodically to ensure its effectiveness and relevance.
- Updates or amendments to the procedure will be communicated to all relevant employees.

By following this Procedure for Use of Company Vehicles, disability support workers at Helping Hands Support Services Ipswich contribute to the safety and well-being of our clients and uphold the professionalism of our services.

Appendix A – Company Vehicle Drivers Duty of Disclosure Declaration

Helping Hands Support Services Ipswich Pty Ltd
PO Box 488
Booval Qld 4304
Email: theoffice@hhssi.com.au
Phone: 3517 0104

Company Vehicle Drivers Duty of Disclosure Declaration

Have you been involved in any accident, or had a loss of licence, motoring fine or conviction in the past five (5) years you must provide details to HHSSI. This is called your Duty of Disclosure. Please provide details if any of the incidents below have occurred in the past five (5) years.

Driver: _____ D.O.B: _____

Licence No: _____ Expiry Date: _____

In the past (5) years have you:

1	Ever had your personal insurance declined or renewal refused?	☐ Yes	☐ No
2	Ever had a driving licence endorsed, suspended, or cancelled due to points accumulation?	☐ Yes	☐ No
3	Ever had any license suspended due to driving under the influence (DUI/PAC)?	☐ Yes	☐ No
4	Ever been convicted of driving whilst license suspended or cancelled or driving whilst license suspended or cancelled?	☐ Yes	☐ No
5	Ever had actual or threatened insolvency or bankruptcy?	☐ Yes	☐ No
6	Do you have any medical condition that may or could affect your driving ability?	☐ Yes	☐ No
7	Ever had a speeding fine and/or any other motoring offences, on the spot fines, or motoring convictions or prosecutions (other than for a parking infringement) including camera offences?	☐ Yes	☐ No
8	Knowingly committed a criminal offence?	☐ Yes	☐ No
9	Had any motor vehicle accidents or lodged any insurance claims?	☐ Yes	☐ No

If you have answered yes to any of the above questions, please list details below.

_____

_____

DECLARATION:

I hereby declare and warrant that I have read this declaration and that the answers above are in every respect true and correct and that I have not withheld any material information.

Name of Driver: _____ Signature of Driver: _____

Date: _____

HHSSI COMPANY DRIVERS VEHICLE DUTY OF DISCLOSURE DECLARATION | V1 20.07.2023

Helping Hands Support Services Ipswich Pty Ltd
PO Box 488
Booval Qld 4304
Email: theoffice@hhssi.com.au
Phone: 3517 0104

Company Vehicle Disclosure Declaration

I, _____[Employee's Full Name], hereby acknowledge that I have been assigned the privilege of driving a company-owned vehicle for work-related purposes. I understand that this privilege comes with specific responsibilities and expectations. By signing this Company Vehicle Disclosure Declaration, I agree to comply with all the terms and conditions outlined below:

1. Authorised Use: I will use the company vehicle solely for official business purposes as directed by my manager or as part of my job duties. Personal use of the company vehicle is strictly prohibited unless approved in writing by HHSSI.

2. Driver Eligibility: acknowledge that my driving record has been reviewed by the company, and I have been deemed eligible to drive a company vehicle. I understand that any subsequent violations or accidents during my employment may affect my eligibility to operate the company vehicle and may result in disciplinary action, up to and including termination.

3. Vehicle Maintenance: I will ensure that the company vehicle is maintained in good condition and promptly report any mechanical issues, damage, or maintenance needs to management.

4. Vehicle Safety: I will always prioritise safety when operating the company vehicle. This includes adhering to all traffic laws, speed limits, and seat belt usage. Smoking in company vehicles is banned this includes the use of all smoking products, including electronic cigarettes for both employees and client's being transported in company vehicles. I will not drive under the influence of alcohol, drugs, or any substances that may impair my driving abilities, I will not smoke nor allow clients to smoke in the vehicle.

5. Mobile Phone Usage: I will refrain from using my mobile phone while driving.

6. Reporting Accidents: In the event of an accident involving the company vehicle, I will immediately notify my manager and follow the company's procedures for reporting accidents / incidents and obtaining necessary information from the parties involved.

7. Vehicle Security: I will take all necessary precautions to secure the company vehicle, including locking the vehicle when parked and not leaving any valuable items visible inside the car.

8. Unauthorised Drivers: I understand that I am the only authorised driver of the company vehicle assigned to me. Allowing anyone else to drive the vehicle without proper authorisation is strictly prohibited.

9. Return of Vehicle: I will return the company vehicle promptly upon completion of the assigned task or when requested by my supervisor. If I no longer require the vehicle for business purposes, I will inform my supervisor and return the vehicle promptly.

Helping Hands Support Services Ipswich Pty Ltd
PO Box 488
Booval Qld 4304
Email: theoffice@hhssi.com.au
Phone: 3517 0104

10. Records and Mileage Logs: I will maintain accurate records of mileage, fuel consumption, and any other required information related to the use of the company vehicle as per company policy.

11. Acknowledgement: I acknowledge that the company vehicle is a valuable asset, and I will treat it with care and respect. I am aware that the vehicle is fitted with electronic monitoring equipment which enable the vehicle to be tracked at the discretion of HHSSI. I understand that failing to comply with any of the terms and conditions mentioned in this disclosure may result in disciplinary action, up to and including termination of employment.

I have read and understood the Company Vehicle Disclosure Declaration, and I agree to abide by all the terms and conditions outlined above.

Employee's Signature: _____ Date: _____

Signed for on behalf of HHSSI Pty Ltd by _____ as a representative for Helping Hands Support Services Ipswich Pty Ltd.

Signed: _____ (HHSSI Representative) Date: _____

[Note: One copy of this declaration will be retained in the employee's personnel file, and another copy should be provided to the employee for their reference.]

Appendix B – Employee Company Vehicle Checklist

Helping Hands Support Services Ipswich Pty Ltd
PO Box 488
Booval Qld 4304
Email: theoffice@hhssi.com.au
Phone: 3517 0104

Employee Company Vehicle Checklist

Prior to driving the company vehicle, please take a couple of minutes to check the following areas for any performance and damage. If anything is found, you must complete the laminated Vehicle damage report attached, take photos of the damaged area, and send a photo of the report and photos into the office via email – theoffice@hhssi.com.au

Areas to Inspect:

1. Exterior Inspection:
   - Check for any visible damage to the body, such as dents, scratches.
   - Ensure all lights (headlights, taillights, indicators) are working correctly.
   - Verify that the windshield and other windows are free from cracks or chips.
   - Confirm that the license plates are securely attached and visible.
2. Interior Inspection:
   - Check the cleanliness of the interior and remove any trash or personal items.
   - Inspect the condition of the seats, ensuring there are no tears or stains.
   - Test all windows and mirrors to ensure they can be adjusted easily.
   - Verify that the air conditioning, heating, and ventilation systems are working.
3. Lights and Electronics:
   - Test all dashboard lights to ensure they are functioning correctly.
   - Check the functionality of the horn.
   - Test the audio system, including the radio, or any other entertainment options.
   - Ensure all power windows and door locks are working properly.
4. Brakes and Steering:
   - Test the brakes to ensure they respond effectively and without any unusual noises.
   - Check the steering wheel for smooth operation and no excessive play.
   - Test the emergency brake to ensure it engages and disengages correctly.
5. Test Drive:
   - Before driving, adjust the seat, mirrors, and steering wheel to a comfortable position.

HHSSI EMPLOYEE COMPANY VEHICLE CHECKLIST | V1.27.07.2023

Helping Hands Support Services Ipswich Pty Ltd
PO Box 488
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Email: theoffice@hhssi.com.au
Phone: 3517 0104

- During the test drive, pay attention to any unusual sounds, vibrations, or handling issues.
- Test the accelerator and brakes to ensure smooth and responsive performance.
- Observe the vehicle's alignment and ensure it does not pull to one side.

6. Fuel Level:
   - Make sure the fuel tank has an adequate amount of fuel for the intended trip or purpose.

Remember, regular maintenance and inspections are essential to keep the company vehicle in good working condition and ensure the safety of its occupants. If any issues are found during the checklist, promptly complete the Vehicle Damage Report.

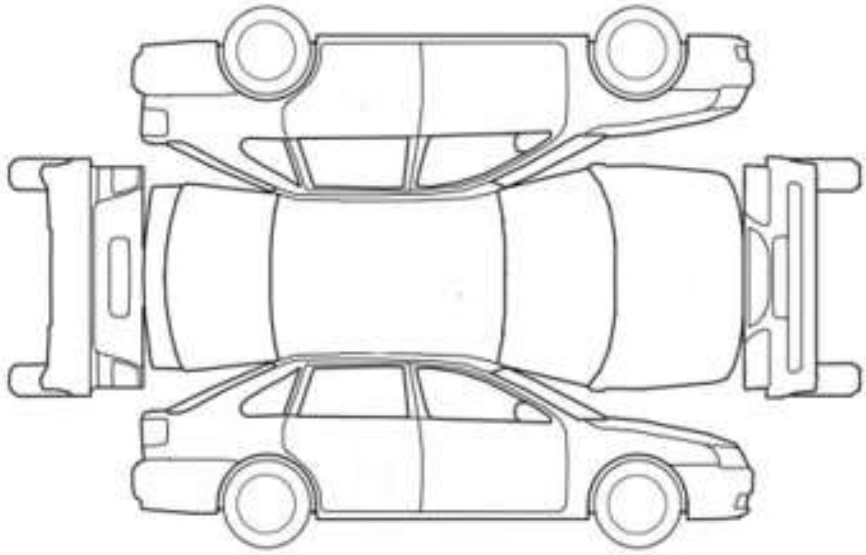
Helping Hands Support Services Ipswich Pty Ltd
PO Box 488
Booval Qld 4304
Email: theoffice@hhssi.com.au
Phone: 3517 0104

Vehicle Damage Report

Date of Report: ____ / ___ / _____

Employee Name: _____

○	**Vehicle Model:**	WHITE Hyundai I30
	Rego Number	581HA8
○	**Vehicle Model:**	GREY Hyundai I30
	Rego Number	270GJ7



Mark where the damage is on the vehicle and provide a description:

Complete the Vehicle Damage Report, take photos of the damaged area, and send a photo of the report and photos of damaged area into the office via email – theoffice@hhssi.com.au

Appendix C – Vehicle Logbook

Helping Hands Support Services Ipswich Pty Ltd
PO Box 488
Booval Qld 4304
Email: theoffice@hhssi.com.au
Phone: 3517 0104

Vehicle Logbook

Vehicle Information

○	**Vehicle Model:**	WHITE Hyundai I30
	Rego Number	581HA8
	Fuel Type:	Unleaded
	Odometer Reading at the Start:	

○	**Vehicle Model:**	GREY Hyundai I30
	Rego Number	270GJ7
	Fuel Type:	Unleaded
	Odometer Reading at the Start:	

Guidelines for Drivers

1. **Recording Entries:** All drivers are required to record their trips in this logbook accurately. Each entry should include the date, starting odometer reading, ending odometer reading, total distance travelled, purpose/description of the trip, driver's name, and any additional remarks or notes.
2. **Personal Trips:** Company vehicles are strictly for business purposes only. Personal use of company vehicles is not permitted and should not be recorded in this logbook.
3. **Fuel Refills:** In addition to recording trips, drivers must also note any fuel refills made during their trips. Please include the date, amount of fuel in litres, and the cost of the fuel.
4. **Monthly Submission:** Drivers are responsible for submitting the logbook to the company's designated personnel at the end of each month for verification and record-keeping.

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Phone: 3517 0104

Logbook Entries

Date	Starting Odometer	Ending Odometer	Total Distance (KMs)	Client	Remarks/Notes	Driver's Name

Appendix D – HHSSI Management Monthly Company Vehicle Checklist

Helping Hands Support Services Ipswich Pty Ltd
PO Box 488
Booval Qld 4304
Email: theoffice@hhssi.com.au
Phone: 3517 0104

HHSSI Management Monthly Company Vehicle Checklist

Once monthly this checklist is to be completed by management detailing any areas of damage or performance concerns. A copy of the completed form is to be saved on the drive under Company Vehicles.

Areas to Inspect:

1. Exterior Inspection:
   - Check for any visible damage to the body, such as dents, scratches.
   - Ensure all lights (headlights, taillights, indicators) are working correctly.
   - Verify that the windshield and other windows are free from cracks or chips.
   - Confirm that the license plates are securely attached and visible.
2. Interior Inspection:
   - Check the cleanliness of the interior and remove any trash or personal items.
   - Inspect the condition of the seats, ensuring there are no tears or stains.
   - Test all windows and mirrors to ensure they can be adjusted easily.
   - Verify that the air conditioning, heating, and ventilation systems are working.
3. Lights and Electronics:
   - Test all dashboard lights to ensure they are functioning correctly.
   - Check the functionality of the horn.
   - Test the audio system, including the radio, or any other entertainment options.
   - Ensure all power windows and door locks are working properly.
4. Brakes and Steering:
   - Test the brakes to ensure they respond effectively and without any unusual noises.
   - Check the steering wheel for smooth operation and no excessive play.
   - Test the emergency brake to ensure it engages and disengages correctly.
5. Test Drive:
   - Before driving, adjust the seat, mirrors, and steering wheel to a comfortable position.
   - During the test drive, pay attention to any unusual sounds, vibrations, or handling issues.

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PO Box 488
Booval Qld 4304
Email: theoffice@hhssi.com.au
Phone: 3517 0104

- Test the accelerator and brakes to ensure smooth and responsive performance.
- Observe the vehicle's alignment and ensure it does not pull to one side.

6. Fuel Level:
   - Make sure the fuel tank has an adequate amount of fuel for the intended trip or purpose.

Remember, regular maintenance and inspections are essential to keep the company vehicle in good working condition and ensure the safety of its occupants. If any issues are found during the checklist, promptly complete the Vehicle Damage Report.

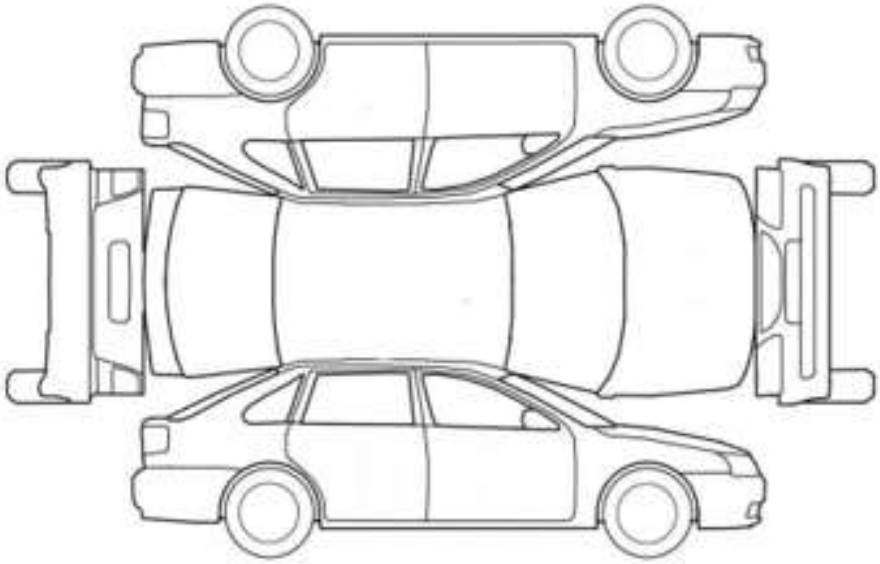
Helping Hands Support Services Ipswich Pty Ltd
PO Box 488
Booval Qld 4304
Email: theoffice@hhssi.com.au
Phone: 3517 0104

Vehicle Damage Report

Date of Report: ____ / ___ / _____

Employee Name: _____

○	**Vehicle Model:**	WHITE Hyundai I30
	Rego Number	581HA8
○	**Vehicle Model:**	GREY Hyundai I30
	Rego Number	270GJ7



Mark where the damage is on the vehicle and provide a description:

Complete the Vehicle Damage Report, take photos of the damaged area, and send a photo of the report and photos of damaged area into the office via email – theoffice@hhssi.com.au

Helping Hands Support Services Ipswich Pty Ltd
PO Box 488, Booval Q 4304

Use of Company Property and Equipment Policy

DATE OF INTERNAL MANAGEMENT COMMITTEE (IMC) ENDORSEMENT	30 April 2026
ORIGINAL ISSUE DATE	14 May 2026
DATE TO BE REVIEWED	December 2026
CONTACT	Internal Management Committee
POLICY NUMBER / VERSION	Version 1
LEGISLATION	Work Health and Safety Act 2011 (Qld) Work Health and Safety Regulation 2011 (Qld) Fair Work Act 2009 (Cth) Social, Community, Home Care & Disability Services Award 2012 Privacy Act 1988 (Cth) and Australian Privacy Principles Criminal Code Act 1995 (Cth) (computer offences) NDIS Act 2013, NDIS Practice Standards, and NDIS Code of Conduct

POLICY STATEMENT

Helping Hands Support Services (HHSS) provides company property and equipment to support the safe, effective delivery of services in line with NDIS Practice Standards. This policy outlines staff responsibilities when using company-issued or company-owned property.

SCOPE
This policy applies to all employees, contractors, and support workers who use HHSS property or equipment while performing work-related duties.

Company Property and Equipment

Company property may include, but is not limited to:

- Mobile phones, tablets, laptops, and IT equipment
- Vehicles and fuel cards
- Keys, access cards, and security devices
- Assistive or work-related equipment
- Documentation, records, and branded materials

Staff Responsibilities

Staff must:

- Use company property only for approved work-related purposes

- Take reasonable care to prevent loss, theft, damage, or misuse
- Follow all safety instructions, training, and WHS requirements
- Protect participant and organisational information at all times
- Immediately report damage, faults, loss, or misuse to management
- Return all company property upon request or at the end of employment

Prohibited Use

Staff must not:

- Use company property for personal, illegal, or unauthorised purposes
- Allow unauthorised persons to use company equipment
- Access, store, or share inappropriate or non-work-related content
- Use equipment in a way that breaches participant privacy or dignity

Breaches

Failure to comply with this policy may result in corrective action, including disciplinary action, in line with HHSS policies and employment obligations.

Related Policies

- Code of Conduct
- Cyber Security and IT Use Policy
- Privacy and Confidentiality Policy
- Incident Management Policy and Procedure